

Table Indicators of dignity in care: what should be measured to assess whether health and social care services support the dignity of older users?

Dignity domains	Choice	Control	Staff attitudes	Facilities
Autonomy	Information to support decision-making* Choice in daily routines Choice of how to arrange own room in care home	Respect for personal property* Involvement in decision-making about care and treatment* Freedom to complain without fear of repercussions Responsibility for long-term medication if desired Control over own life*		Availability of advocacy services Specialist equipment to maintain independence available if needed Safety in own home
Communication	Being listened to* Openness and clarity* Information provided with sensitivity*		Courtesy of staff* Forms of address agreed with service user	Access to interpretation and translation
Eating and nutrition	Choice of what, when and where to eat* Availability of additional snacks	Respect for religious and cultural beliefs	Appropriate and sensitive assistance to eat available when required* Presentation of food	
End-of-life care	Information/support to make decisions Opportunity to discuss personal wishes Relief of pain and discomfort Choice of where to die and who to be with Care of body following death	Respect for advance directives/'living wills' Sensitivity to cultural/spiritual needs	Support for bereaved families and friends	Timely verification and certification of death

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Pain	Choice of types of pain relief Opportunity to reject pain relief medication	Responsibility for own pain relief if desired	Appropriate and timely relief of pain/discomfort* Avoidance of care practices that cause pain where possible e.g. hoists Staff ask about/acknowledge pain	Availability of a range of treatments to manage pain
Personal hygiene	Choice of type/level of assistance Choice of who provides assistance	Use of own toiletries etc.	Appropriate, timely and sensitive assistance*	Sufficient, clean and suitable washing/toilet facilities*
Practical assistance/ personal care	Assistance that reflects user's needs and wishes* Respect for personal preferences/lifestyle choices	Support to maintain personal standards Agreed timetable of visits from carer or relatives*	Respect for personal possessions	
Privacy	Permission sought before students or others are present during treatment or examination*	Precautions taken to protect personal information	Privacy when using the toilet/bathroom, or being examined, treated for or discussing condition* Permission sought before physical contact Protection of modesty*	Single-sex facilities* Availability of private space* Curtains, blinds, use of 'do not disturb' signs
Social inclusion	Equality of treatment*	Religious and cultural needs satisfied* Consulted about service-planning Opportunities to discuss impact of living situation on health	Valued as a person*	Contact maintained with friends, family* Cultural, recreational and social needs satisfied*