



# Dignity in care

## 8 examples to promote dignity in care

### Respect

Allowing individuals to express their preferences in choosing what to wear or what activities they would like to engage in, without judgment.

### Privacy

Ensuring that discussions about an individual's health or personal matters are conducted in private, away from the hearing range of others.

### Independence

Encouraging individuals to take part in daily activities such as dressing themselves or making choices about their meals.

### Communication

Using clear and simple language when speaking to individuals with hearing impairments or using visual aids to assist those with visual impairments.

### Person-Centered Care:

Developing care plans that reflect the individual's interests, hobbies, and personal goals, ensuring their care is tailored to their specific needs.

### Emotional Support

Providing a listening ear and comforting words to someone who may be feeling anxious or upset, offering reassurance and understanding.

### Physical Comfort

Ensuring individuals are well-fed, hydrated, and comfortable by assisting with mealtime, providing regular drinks, and ensuring proper hygiene practices.

### Safety & Security

Maintaining a clean and hazard-free environment, using appropriate safety measures, such as handrails or non-slip mats, to prevent falls.



# Dignity and Respect



## 8 Standards of Dignity and Respect



### Honesty

We will work openly and honest with everybody. If mistakes are made you will be able to discuss what went wrong, an apology will be given where appropriate and you will be informed of any action.



### Kindness

We will act professionally with everyone and treat you with courtesy, kindness and compassion.



### Compassion

We will welcome you and create a safe, calm and clean environment.



### Courtesy

We will ask the preferences of gender for your carer and this will be provided where possible.



### Understanding

You will be listened to and support to enable you to express your needs and wishes.



### Confidentiality

You will be asked before any of your information is shared with relatives, carers and friends.



### Privacy

Your privacy and dignity will be maintained at all times, including for example – whilst being transferred through the hospital, during discussions, when you are being examined and treated.



### Communication

We will ask you what you preferred to be called. We will introduce ourselves appropriately by name and job title/role both in person and on the telephone. If you experience delays, we will explain the reasons for delay in a polite manner.



# Consent

Clear communication is important when working in care, to ensure that patients know about and can consent to their treatment.

The person giving consent must have the capacity to make the decision. Someone with parental responsibility may need to give consent for a child up to the age of 16.

