

Legal Reference

- 1.0 **Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**

Outcome Statement

2.0 **Service users:**

- Understand the care, treatment and support choices available to them.
- Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- Have their privacy, dignity and independence respected.
- Have their views and experiences taken into account in the way their care and treatment is provided and delivered.

2.1 **Those acting on behalf of service users:**

- Understand the care, treatment and support choices available to them.
- Can represent the views of the person by expressing these on their behalf, and are involved appropriately in making decisions about their care, treatment and support.

2.2 **This is because we comply with the regulations and will:**

- Recognise the diversity, values and human rights of service users
- Uphold and maintain the privacy, dignity and independence of service users
- Put service users at the centre of their care, treatment and support by enabling them to make decisions.
- Provide information that supports service users to make decisions about their care, treatment and support.
- Support service users to understand the care and support provided.
- Enable service users to care for themselves as much as possible.
- Encourage and enable service users to be an active part of their community.

- 2.3 We will ensure that service users are provided with clear information about the service so that they are able to decide whether the service is able to meet their needs and fulfil their expectations.

- 2.4 We will produce information about the service in a format and language that is suitable for the person receiving it.

Policy Statement

- 3.0 We believe that people who are using, or are considering using, our service should be provided with a personalised service.
We are committed to this in relation to privacy and dignity by the following.
- 3.1 Service users are involved in and receive care, treatment and support that respects their right to make or influence decisions because staff:
- Explains and discusses their care, treatment and support options with them.
 - Respects their right to take informed risks, whilst balancing choice with safety and effectiveness.
 - Promotes and respects their privacy, dignity, independence and human rights by:
 - a. Placing the needs, wishes, preferences and decisions of service users at the centre of assessment, planning and delivery of care, treatment and support
 - b. Ensuring that the care process allows privacy in which the intimate care, treatment and support needs of the service user are met
 - c. Having procedures that ensure staff understand the concepts of privacy, dignity, independence and human rights and how they should be applied to service users
 - d. Ensuring that the need to maintain confidentiality or disclose information is taken account of in the assessment of the individual circumstances
 - e. Actively listening to and involving service users in decision making.
 - Provides information to help service users understand their care and support including risks and their right to make decisions.
 - Ensures that staff recognise and respect the diversity and human rights of service users.
 - Cooperates with independent advocacy services wherever a service user uses one.

- 3.2 Service users have their care, treatment and support needs met because:
- They are listened to.
 - They, or those acting on their behalf, are involved in assessing, planning and carrying out their care, treatment and support.
 - The things that are important to them in relation to their care, treatment and support are established as part of the assessment, and the support to meet these needs is provided.
 - Staff are respectful of the decisions made by service users.
 - They are enabled to participate in the local community so that they can exercise their right to be a citizen as independently as they are able to.
- 3.3 Service users receive care and support where procedures ensure that:
- Care, treatment and support options, and the risks and benefits of those options, are explained.
 - Choices and preference of the service user are expressed by them or others acting on their behalf.
 - The choices of service users are respected and accommodated unless:
 - a. The choice places other people at risk of harm or injury
 - b. It would not be reasonable to expect the service to have the resources needed to achieve the choice
 - c. It is not within the stated aims, objectives and purpose of the service to meet the choice
 - d. The service user does not have capacity to make that decision
 - e. The service user is subject to a legal restriction that prohibits them making a choice.
 - Individualised assessments and plans of care, treatment and support are based on their needs, choices and preferences.
 - Arrangements are in place for someone to act on the behalf of the service user, where the service user agrees to it or it is legally authorised or required.
 - Any reasonable adjustments are made so that service user is enabled to be involved in decision making.
- 3.4 Service users benefit from a service that takes into account relevant “best practice” guidance, including that from CQC as may be published from time to time.

- 3.5 Service users, or others acting on their behalf, are supported to make choices because they are:
- Given the information they need to make choices.
 - Are able to discuss the options available to them with a person who:
 - a. Understands their individual needs, choices and preferences
 - b. Knows what the aims and limitations of the service are
 - c. Understands the various choices that the service user could make
 - d. Is aware of the consequences of the various choices that the service user could make
 - e. Is able to present the risks and benefits of the options based on evidence, research or experience.
 - Given the time they need to make their decision, taking account of the urgency of the situation.
 - Given relevant information to encourage them to change lifestyle behaviours that are placing their health at risk, so they can make informed choices about whether they wish to lead a healthier life.
- 3.6 Service users receive care and support that promotes their independence by:
- Involving them, as far as is possible, in their needs assessment, planning and setting care, treatment and support goals.
 - Respecting their choice to care for themselves or manage their own treatment, wherever they can.
 - Enabling service users, or others acting on their behalf, to make informed choices even where there are risks involved with the decision they make.
- 3.7 Service users are provided with information about:
- The aims, objectives and purpose of the service.
 - The facilities that are available for their care, treatment and support.
 - How their care, treatment and support is reviewed.
 - The cost of the service, where charges are applied.
 - How to raise a concern or complaint about the service, and how it will be dealt with.
 - Local advocacy services.

Procedure

- 4.0 The manager should ensure that all staff employed in the service are aware of the fundamental issues of privacy and dignity.

- | | |
|-----|---|
| 4.1 | <p>All staff should be aware of the arrangements for health and personal care which respect privacy and dignity at all times.</p> <p>These arrangements should have particular regard to:</p> <ul style="list-style-type: none"> ➤ washing etc.) ➤ ➤ ➤ professionals ➤ ➤ ➤ ➤ ➤ |
| 4.2 | <p>The manager should ensure that, where part of the service provision, each service user has access to a telephone, the location and use of which can be private.</p> |
| 4.3 | <p>Service users mail should be received by them unopened.</p> |
| 4.4 | <p>The Service User Care Plan should clearly indicate the preferred term of address or preferred name that the service user wishes to be used. All staff should ensure that this term of address is used at all times.</p> |
| 4.5 | <p>The manager should ensure that each service user is able to wear their own clothes and express their individuality through clothing choices.</p> <p>The process for laundering clothes will ensure that clothes are correctly laundered and returned to the service user (this may not be part of the service contract in some cases).</p> |
| 4.6 | <p>There should be included in the induction training package for staff, a section which gives guidance and instruction on how to treat service users with respect at all times.</p> |
| 4.7 | <p>The manager should ensure that provision is made for service users to receive examinations or treatment in private within their home.</p> |

- 4.8 Where a service user shares a room (e.g. with their partner or spouse), the manager should ensure that, the delivery of services by staff ensures, privacy is not compromised whilst the other person is in the room.

The Following Evidence Will Demonstrate That The Required Outcomes Are Being Met And Relevant Standards Achieved

- 5.0
- Training records show that staff have been trained in Privacy and Dignity
 - Privacy and Dignity are covered as part of induction
 - Service Users' homes are treated with respect and privacy upheld at all times
 - Care is carried out in private
- 5.1 Observation shows that staff practice follows "best practice" guidance and reflects what is required by procedures
- 5.2 Staff knock on doors before entering
- 5.3 There is evidence that the service has tried to implement best practice guidance
- 5.4 The service manager can add further examples of how this outcome is demonstrated

Training Required

- 6.0 Only staff who have been suitably trained and are authorised by the manager should undertake needs assessments of prospective service users.
- 6.1 Staff should be aware of the range of services that the provider is able to offer, within the scope of the service contract, and should understand how these services combine to meet the needs of service users.
- 6.2 All staff should be made aware of good working practices as part of their induction training.
- 6.3 Staff should be enabled to access resource material covering relevant training topics.

Forms And Referenced Documents For This Procedure

Name Of Service:
Homecare Services &
Hazelwood Homecare Ltd

Procedure Title: **Privacy And Dignity** **Ref: DC - 1.02**

7.0 Service User Care Plan