
Privacy and Dignity in Domiciliary Care (England) Policy

Introduction

This policy sets out the values and principles underpinning this care service's approach to privacy and dignity. Privacy is an absolute right of every person receiving care and is integral to the preservation of each individual's personal dignity.

The care service will work with all legal and caring agencies to uphold these rights.

Our approach ensures compliance with Regulation 9: Person-centred Care and Regulation 10: Dignity and Respect of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Policy Statement

The right to privacy is one of the fundamental rights of people receiving care and must be referred to in care plans. People's preferred style of address must always be used, respect must always be shown by care workers to people in the home, to the household, to the home and to domestic routines.

Care workers should only enter those parts of the premises for which they have been given explicit permission, must seek personal information only where it is essential to the service, should always respect privacy and dignity in giving intimate care, and should treat information about people receiving care confidentially, participating in personal meetings and conversations only with permission and where it is necessary.

This home care provider recognises that everyone receiving its care has the rights to live their life with privacy, dignity, independence and choice. The service will always work in collaboration with all legal and caring agencies to uphold these rights.

The care services recognises that people receiving its care should control their own environment, have their privacy respected by care staff, who are regarded as visitors to their homes and expect confidentiality in all matters. Care staff are expected to obtain a person's permission when using any of their possessions, including materials and equipment, and to treat all information disclosed by them and their relatives in line with the care provider's confidentiality of information policy.

The care provider expects its staff to:

- treat people receiving care with sensitivity, respect and thoughtfulness at all times
- respect a person's sense of dignity and personal pride and need for privacy when offering any personal care; particularly when carrying out intimate care tasks, for

example, dressing, bathing, feeding, changing dressings, giving out medication, helping them with their toilet routines, etc

- knock/ring/let the person know of their presence before entering a person's home
- make sure the home of the person receiving care is always safe and secure when leaving it
- address the person receiving care as they want to be known
- talk to the person receiving care in a way that makes them feel comfortable
- respect and treat the person receiving care as an individual
- accept how the person receiving care wants to conduct their life
- enable people receiving care to do things for themselves whenever appropriate
- consult and involve people receiving care on any matter or activity connected to their care and to respect their wishes and feelings about the service provision
- respect the person's culture, religious practices and beliefs
- never gossip about people receiving care
- never discuss private or personal issues with a person receiving care in public spaces without their permission
- avoid the use of patronising or insulting language
- give appropriate room and personal space to people receiving care when going about their work.

Training

All staff must understand and follow the policy on privacy and dignity.

Induction training on privacy and dignity has been developed in line with the Care Certificate standards, particularly Standard 7: Privacy and Dignity.

Signed: _____

Date: _____

Policy review date: _____
