

THE SOUTHEND ON SEA DARBY & JOAN ORGANISATION LIMITED

Privacy and Dignity

Policy Statement

This organisation believes that every resident has the right to live their life with privacy, dignity, independence and choice. The care service will work in collaboration with all legal and caring agencies to uphold these rights.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning this organisation's approach to privacy and dignity. The organisation believes that privacy is an absolute right of every resident and is an integral factor in the preservation of each individual's personal dignity.

Privacy Policy

All residents within our homes should:

- a. Be offered private, single accommodation furnished, decorated and equipped to a high standard which they may use and enjoy as and when they wish.
- b. Be allowed to bring their own items of furniture, if they so desire, to add their own touches to their rooms.
- c. Be able to entertain guests in private in their accommodation as they wish.
- d. Be entitled to expect confidentiality in all matters, and for their permission to be obtained whenever private information needs to be made available to others (excepting that information necessary to staff to provide proper care).

Dignity Policy

All residents should:

- a. Be treated with dignity in the way in which the staff deal with dressings, bathing, feeding, incontinence and all other needs.
- b. Be addressed in the manner that they choose.
- c. Be respected for their individuality, their views and the way in which they are accustomed to conduct their lives.
- d. Be consulted on any matter or activity, which may impinge upon their life within the home in any way, and to have their wishes respected.
- e. Retain all the rights enjoyed by individuals remaining in their own homes within the community .
- f. Be entitled to have their own culture, religious practices and beliefs observed and respected at all times.

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Procedures

Staff should remember the following.

1. Always treat residents with sensitivity, respect and thoughtfulness.
2. Always knock before entering a resident's accommodation.
3. Always address residents by the title or name that they prefer.
4. Always treat residents as individuals.
5. Allow residents to do things for themselves whenever appropriate.
6. Never gossip about residents.
7. Never refer to incidents in the workplace or individuals in the workplace on social media sites
8. Never discuss private or personal issues with a resident in public.
9. Avoid the use of patronising or insulting language.
10. Give appropriate room and space to residents.
11. Always treat residents in a dignified and sensitive way when performing intimate care tasks.

This policy will be reviewed annually