



## In Pursuit of Excellence Dignity in Care Charter

### **Dignity:**

Dignity is what confers a sense of worth; what gives us our place in society as valued and empowered citizens. Dignity is an essential value that is manifested in our behaviour towards one another. It's about mutual respect; accepting and respecting difference.

Dignity and dignified treatment is what maintains hope through those times when we find ourselves at our most vulnerable. It is central to being human. Dignity is about treating individuals in the way they wish to be treated; it's about preserving our identity through times of change or crisis. It's about having choices and retaining control.

Dignity is fundamental to our delivery of social care.

### **Our Dignity Charter:**

Care Forum Wales Dignity in Care Charter is a voluntary ethical code that governs our approach to the way we treat those we serve and the staff and volunteers we work with. All our members subscribe to this Charter.

We are committed to services that confirm, respect and support the individual's psychological, spiritual, social, intellectual, cultural and physiological self. In so doing, Care Forum Wales has adopted four Dignity Principles that underpin the services we deliver:

### **Our Dignity Principles:**

**Principle 1:** Promote autonomy, personal identity and empowerment

**Principle 2:** Engender respect

**Principle 3:** Communicate effectively

**Principle 4:** Ensure privacy

**PRINCIPLE 1: Promote autonomy, personal identity and empowerment:**

- ✓ We want to learn about you, your preferences and dislikes in order to give you a personal service, uphold your social standing and social role.
- ✓ We will offer you supportive and adapted environments, to pursue and fulfil your spiritual, cultural, intellectual and social needs; ensuring you maintain or develop links with the local community in line with your wishes.
- ✓ When receiving our services at your private address we will agree with you when and how we come and go. We will support you to get any needed adaptations to your home to support our service to you.
- ✓ We will find out how you want to be involved in your personal care and carry this out. We will implement your care plan with your consent, with assistance from your family or others, as you think appropriate.
- ✓ You will receive support to maintain your personal hygiene and appearance. You will retain the choice of when and how often hygiene tasks are needed.
- ✓ If you live at one of our care facilities, we will make available nutritious, varied and balanced meals, enabling you the choice of what you eat, when and where.
- ✓ We will provide you with timely pain relief and offer you information, choice and control and self-administration.
- ✓ We will support you through decisions that entail risk. We will develop a 'personal management risk plan' agreed with you and your family or advocate if this is felt appropriate.
- ✓ You will be given sensitive support to express and record your wishes about end of life care and your family will be supported throughout the process.

**PRINCIPLE 2 Engender respect:**

- ✓ Our approach will be modest, gentle and respectful. We will address you as you wish, with courtesy and politeness.
- ✓ Staff will introduce themselves individually so that you always know who they are and what their role is.
- ✓ We will try to anticipate your personal support needs and offer you timely and readily available help to ensure your environment is clean, comfortable and consistent with your religious, cultural and gender needs.
- ✓ Services at your private address will be delivered in a timely and punctual manner. We will be guided by and respect your private domestic arrangements and support you in your own home
- ✓ We will ensure that your personal possessions are safe and looked after.
- ✓ We will ensure discretion so that we do not draw attention to any aspects of diminishing independence and capabilities.

### PRINCIPLE 3 Communicate effectively:

- ✓ We will try to communicate in your language of choice.
- ✓ You will be offered timely and clear explanations about your condition, changes and any treatment needed. However, we will respect your choice not to be given such information if you so wish.
- ✓ Our policies and procedures will be made available and explained clearly. We will actively involve your advocate to help with communications.
- ✓ We will communicate with you sensitively and openly, ensuring that you are being listened to and that your concerns and any complaints are taken seriously, confidentially and acted upon.
- ✓ We will provide you with appropriate help such as interpreters and special aids where necessary to communicate effectively.

### PRINCIPLE 4 Ensure privacy:

- ✓ Privacy is paramount in the delivery of nursing, personal and intimate care. When you receive intimate care or treatment, we will ensure that where and how we provide this in our care facilities will protect your privacy and choice. We will apply this principle when delivering services to you at your private address (in your home) as well.
- ✓ If you live at one of our care facilities, your personal space will be respected. This will allow the time and place for solitude when needed and for privacy when communicating with staff and other residents as well as dealing with correspondence and visits from family and others.
- ✓ When receiving our services at your private address, in order to maintain your privacy and choice, we will respect your wishes to change the time or cancel our services if necessary.



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## For Our Staff and Volunteers

### **PRINCIPLE 1: Promote autonomy, individuality, personal identity and empowerment:**

- ✓ We are committed to a workforce that is trained, qualified and experienced in delivering high quality personal care.
- ✓ We are committed to identifying our staff's and volunteers' individual training and professional development needs and providing appropriate support to fulfil these.
- ✓ We are sensitive and committed to meet the individual personal needs of our staff and volunteers in order to pursue excellence in our service delivery.
- ✓ Our staff and volunteers are encouraged to express their individual views and these are taken into account in improving our services.

### **PRINCIPLE 2 Engender respect:**

- ✓ We place a high degree of trust on all our staff and volunteers. We value them as colleagues and respect and recognise them for their individual talents, expertise, commitment and personal contribution to the care of our service users.

### **PRINCIPLE 3 Communicate effectively:**

- ✓ We are committed to open, transparent and effective communications with all our staff and volunteers.

### **PRINCIPLE 4 Ensure privacy:**

- ✓ We respect the confidentiality of our staff and volunteers at all stages.
- ✓ We are committed to creating and maintaining working environments in our care facilities that enable our staff and volunteers to deliver their service in a private and dignified manner.
- ✓ We will afford our staff and volunteers the time and space to discuss in privacy issues relating to their domiciliary care practice.