

Dignity in Homecare Best Practice

1. Communication

Service users are always asked about their needs and preferences.
Service users are asked how they would like to be addressed.
Service users are not patronised or belittled.
Care workers use respectful language and gestures when communicating with service users.

2. Respect

Service users are treated as individuals.
Service users are treated with courtesy.
Care workers allow time to talk to and listen to service users.
Service users are treated without discrimination.

3. Privacy

Service users are not embarrassed when receiving personal care.
The service user's condition, private conversations and personal possessions remain private.

4. Autonomy

Care workers provide information in an understandable way, free from jargon to allow service users to make their own choices.
Care workers do not make assumptions about the likes and dislikes of service users.
Service users are allowed to take risks.

5. Social inclusion

Care workers respect the past skills and experiences of the service user.
Service users are enabled to go out socially by addressing the barriers to this such as transport and safety issues.
The service user's right to retain involvement in the day to day management of their own household and finances is respected.
Service users are treated with dignity and respect.

6. Diversity and equality

Care workers treat service users how they would expect to be treated themselves.
Service users are treated as an equal.
Care workers give care suitable for the service user's individual needs and not how it is given to all service users.

7. Pain control

Care workers are empathetic about the pain that service users experience.

With the consent of the service user, care workers report uncontrolled pain to the doctor or prescriber.
Care workers find activities for the service user that alleviate rather than exacerbate pain.

8. Eating and nutrition

Care workers understand the importance of nutrition and hydration and know the signs and symptoms of malnutrition and dehydration.
Care workers discuss food and drink likes and dislikes and any religious or special dietary needs with service users before preparing menus and shopping lists.

9. Personal hygiene

Care workers don't make assumptions about the level of cleanliness the service user chooses to adopt.
Service users choose the times they receive help with personal hygiene.
Service users choose the clothes they wish to wear each day.

10. Personal care

Care workers discuss with service users their preferences for laundry and level of cleanliness within the home.

11. Abuse

Care workers receive training about the different types of abuse and how these are revealed.
Care workers follow the organisation's abuse and whistle blowing policies and procedures for the reporting of incidents.
Suspensions of abuse should be reported to the local Adult Protection Coordinator.

12. Whistle blowing

Care workers are empowered to blow the whistle when they observe poor practice or abuse.
Actions taken by the organisation should staff who whistle blow are supported.
Whistle blowers should ensure their information is factual and observations have been recorded accurately.

13. End of life care

Service users are treated with dignity and respect by care workers at the end of their life.
Service users receive high quality care and treatment at the end of their life.
Service users receive pain relief to fully control their pain at the end of their life.