



HNWL North West London Privacy and Dignity Policy

1. Policy Statement

Headway North West London HNWL believes that every service user has the right to live their life with privacy, dignity, independence and choice. The team will work together and with other agencies where appropriate to uphold this right.

Offering privacy and respecting dignity is an essential aspect of good quality care. Service Users may feel vulnerable, and it is important to establish early on what are their individual needs and choices. It is vitally important that Service Users feel involved in decisions particularly about their care and support.

Definitions

Privacy is the freedom from intrusion

Dignity is being worthy of respect

Each Co-ordinator is responsible for consistently monitoring the environment within HNWL premises and services with regard to privacy and dignity issues and that respectful attitudes and behaviours are promoted and assured, preventing service users from experiencing offensive and negative attitude and behaviours.

Service Users and relatives/carers should be given clear information on how to raise concerns and to whom. Problems in relation to standards and guidelines on privacy and dignity in care of service users shall be monitored and reported through the incident, or complaints processes.

HNWL believes that a service user should be treated with dignity at all times and therefore the following key issues should be addressed:

- Attitudes and behaviours
- Service User world and identity
- Personal boundaries and space
- Communication between staff and service users
- Privacy and confidentiality of personal information
- Privacy, dignity and modesty

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and that these issues should be integrated into service monitoring and governance.

General Standards

Attitudes and Behaviours – Service Users feel that they matter all of the time.

- Respectful attitudes and behaviour towards everybody are promoted and assured, including consideration of non-verbal behaviour and body language.
- Issues about attitude and behaviour towards minority groups are addressed with individual staff.

Personal World and Personal Identity – Service Users experience care in an environment that actively encompasses individual values, beliefs and personal relationships.

- Stereotypical views are challenged and the valuing of diversities is demonstrated.
- Individual needs and choices are ascertained and continuously reviewed.

Personal Boundaries and Space – A Service User's right to his or her own personal space is promoted and respected by all staff/volunteers.

- The name the Service User wants to be called is agreed, documented and used.
- The acceptability of personal contact (touch) is identified with individual service users.
- Personal and private space is respected and protected for individuals and privacy is effectively maintained

Communication between Staff / volunteers and Service Users – takes place in a manner that respects their individuality.

- Access to translation and interpretation services is available through Language Line.
- Information is adapted to meet the needs of individual service users where identified.
- All Information is factual in plain language with no jargon or abbreviations and given at the required level of understanding.

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- Relevant communication exchanges are recorded and if appropriate.

Privacy and Confidentiality of personal Information - Information is shared with consent to enable care.

- Informed consent is sought when using trained interpreters.
- Precautions are taken to prevent information being shared inappropriately.
- HNWL Confidentiality policy, and information security policies will be adhered to at all times.

Privacy, Dignity and Modesty – Service Users care actively promotes their privacy and dignity, and protects their modesty.

- Service users are protected from unwanted public view whenever appropriate
- Service users should be offered routine opportunities to raise concerns about privacy and dignity to staff.
- Staff providing personal care should be either of the same sex or there should be a same sex chaperone present. Consent should be obtained when this cannot be achieved. When a person lacks capacity, a care plan detailing the nature of the care should be drawn up for all those requiring intimate personal care. Personal preferences, cultural needs and the concerns of carers should be taken into account.

2. Related HNWL Policies/Procedures:

Safeguarding Policy
 Confidentiality Policy
 Data Protection Policy
 Equality and Diversity Policy
 Sexuality and Relationships Policy

3. Staff Responsibilities

3.1 Co-ordinator / senior person

To ensure that all staff, volunteers and service users have access to and are aware of this policy

To ensure that safeguards are in place to protect the interests of the service user.

3.2 All staff / volunteers

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This policy applies to all staff, volunteers, and Trustees.

4. Audit Plan

The Co-ordinator/ senior person will monitor adherence of the policy and report findings to the Trustees.

5. HNWL Staff / volunteer training

All staff and volunteers to be made aware of and read this policy

6. References

Essence of Care Guidance and Benchmarks April 2003, Modernisation Agency.

General Social Care Council (2002) Code of Practice for Social Care Workers and Code of Practice for Employers of Social Care Workers

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