



**APRIL COMPLETE CARE SOLUTIONS LTD
(The “Company”)**

Dignity in Care Policy

April Complete Care Solutions Ltd

14 Hendre Road,
Pencoed, Bridgend
CF35 5NW

Telephone 01656 863963

Fax 01656 865373

Issued – 31.10.2016

Revised – 30.5.2018

POLICY STATEMENT

April Complete Care Solutions Ltd is committed to ensuring that individuals and staff are treated with privacy, dignity and respect. April seeks to provide a person centered approach to care within the legislative requirements; whilst incorporating the best practice within our policies and procedures that encourage and support the individual's freedom of choice whilst promoting the ethos of dignity and respect.

Every individual has the right to receive high quality care that is safe, effective, person centered, and to respect their privacy and dignity when they are often at their most vulnerable.

SCOPE:

This policy will outline the practical steps adopted by April to ensure the privacy and dignity of all individuals within its care, and will provide a framework for all staff working within the organization.

Our policy will raise awareness to the principles of privacy, dignity and respect and enable staff to respond appropriately should they feel that the principles of the policy are being infringed.

Privacy: refers to freedom from intrusion and relates to all information and practice that is personal or sensitive in nature to an individual.

Dignity: is being worthy of respect. A person's or group of people's sense of self-worth and self-esteem.

Respect: To show consideration and appreciation towards others.

DUTIES AND RESPONSIBILITIES:

The responsibility for protecting a patient's privacy and dignity does not lie with any one individual or group, but with all staff, at any level of the organization.

Individual Responsibility ensures all employees will, at all times, behave in a way that promotes openness and displays unconditional positive regard, giving due consideration to the manner in which they treat others does not inadvertently discriminate against any groups based on their race, disability, gender including pregnancy and maternity, trans gender, age, sexual orientation, religion or belief.

April employees will promote the vision and values of the organization through professional, personal appearance, appropriate communication and non-discriminatory practice.

April recognizes that everyone's lives matters- All of our service-users, relatives and staff. This being self-evident in April's core values: Respect and Dignity, Commitment to quality of care, compassion, Improving Lives and working in partnership.

All staff working at April will be expected to:

- Promote the dignity of all individuals
- Participate in any related training or service development initiatives identified by their manager.
- Adhere to the principles set out in this policy
- Comply with the Professional Code of Practice of their individual governing bodies.
e.g. Nursing and Midwifery Council (NMC): Professional standards of practice and behavior for nurses and midwives; Social Care Wales: Code of Professional Practice for Social Care.
- To uphold the duty of care and practice within the Welsh legislative framework. e.g. Human Rights Act (1998), Mental Capacity Act 2005 and Deprivation of Liberty Safeguards, Social Services and Well-being (Wales) Act 2014
- Disclose any non-compliance with the policy to their line manager
- Utilize the incident reporting system should there be any breach to the principles highlighted within this policy

Managers Responsibility:

- To implement the principles set out in this policy.
- To ensure that individuals within the team understand their roles and responsibilities with regard to privacy, dignity and respect.
 - To understand and implement specific privacy and dignity activity relevant to the service.
 - To ensure that staff have the tools, resources and skills to promote and deliver services which respect privacy and dignity.
- To address any local issues related to privacy and dignity, sharing any learning with team members.
- Set clear principles for the organization in relation to dignity and respect, ensuring that measurable standards are met.
- Ensure that the actions within / breaches against this policy are reported and responded to accordingly and acknowledged