

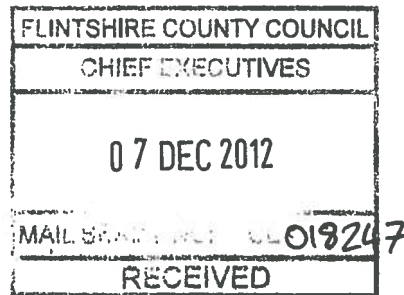


National Pensioners Convention Wales Confensiwn Pensiynwyr Cenedlaethol Cymru

Ty John Pathy, 13/14, Neptune Court, Vanguard Way, Cardiff, CF24 5PJ

5th December 2012

Mr Colin Everett
Flintshire County Council
County Hall
Mold
Flintshire
CH7 6NB



Dear Mr Everett

I enclose a copy of the National Pensioners Convention Dignity Code.

This Code asks that all people, regardless of age, should be treated with dignity.

The purpose is to uphold the rights and maintain the personal dignity of older people, within the context of ensuring the health, safety and well-being of those who are increasingly less able to care for themselves or to properly conduct their affairs.

This code has already been accepted in many areas. Signatories include many professionals, MPs, AMs and lay people.

We ask that you will accept and sign up to this Code and apply it throughout your Authority.

Yours sincerely

Mrs Phyllis Preece
Chair NPC Cymru/Wales

Dignity Code

The purpose of this Dignity Code is to uphold the rights and maintain the personal dignity of older people, within the context of ensuring the health, safety and well being of those who are increasingly less able to care for themselves or to properly conduct their affairs.

This Code recognises that certain practices and actions are unacceptable to older people, such as:

- Being abusive or disrespectful in any way, ignoring people or assuming they cannot do things for themselves
- Treating older people as objects or speaking about them in their presence as if they were not there
- Not respecting the need for privacy
- Not informing older people of what is happening in a way that they can understand
- Changing the older person's environment without their permission
- Intervening or performing care without consent
- Using unnecessary medication or restraints
- Failing to take care of an older person's personal appearance
- Not allowing older people to speak for themselves, either directly or through the use of a friend, relative or advocate
- Refusing treatment on the grounds of age

This Code therefore calls for:

- Respect for individuals to make up their own minds, and for their personal wishes as expressed in 'living wills', for implementation when they can no longer express themselves clearly
- Respect for an individual's habits, values, particular cultural background and any needs, linguistic or otherwise
- The use of formal spoken terms of address, unless invited to do otherwise
- Comfort, consideration, inclusion, participation, stimulation and a sense of purpose in all aspects of care
- Care to be adapted to the needs of the individual
- Support for the individual to maintain their hygiene and personal appearance
- Respect for people's homes, living space and privacy
- Concerns to be dealt with thoroughly and the right to complain without fear of retribution
- The provision of advocacy services where appropriate

NPC

Walkden House, 10 Melton Street, London NW1 2EJ
www.npcuk.org

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