

Flintshire Dignity in Care Charter



Dignity in Care ...
It's a **Personal** Thing...



Respect

Privacy

Self Esteem

Autonomy

DIGNITY is one of the 5 United Nations Principles for Older people and it consists of many overlapping aspects.

Promoting **DIGNITY IN CARE** means providing care, in any setting, which supports and promotes, rather than undermines, a person's self-respect.

It includes:

- **Respect**
- **Privacy**
- **Self Esteem**
- **Autonomy**

Health and social care communities in Flintshire are committed to providing services on an individual basis, ensuring that whenever possible, older people receive a service that meets their particular needs, choice and aspirations.

This **Dignity in Care Charter** is part of continuing process of informing older people of their rights and privileges to enable them to make informed choices with regard to their care.

Dignity In Care Charter

1. RESPECT

- ✓ To be addressed politely, using the individual's preferred name
- ✓ To be treated courteously
- ✓ To receive all communications in the language and form of their choice where possible

2. PRIVACY

- ✓ To receive all personal, medical and nursing care needs in privacy at all times
- ✓ To respect the right to privacy in the home or in personal living space
- ✓ To be provided with support and advice in privacy when requested



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3. SELF ESTEEM

- ✓ Protection of social standing and sense of self worth
- ✓ To be protected from discrimination, all forms of abuse or infringements of personal rights on any grounds
- ✓ To have all spiritual, linguistic, cultural and dietary needs and practices respected

4. AUTONOMY

- ✓ To encourage independence and personal care choices and preferences
- ✓ To involve older people in their service planning and respect their views by ensuring their ideas and suggestions are acted upon



Promote dignity by:

- ✓ Asking how people they want to be addressed
- ✓ Providing different forms of communication where appropriate
- ✓ Supporting self management of medication
- ✓ Providing opportunities for exercise, recreational activities and lifelong learning
- ✓ Including older people in community matters
- ✓ Giving choice
- ✓ Assessing and reviewing care needs regularly
- ✓ Support in maintaining personal hygiene
- ✓ Allowing people to receive mail unopened
- ✓ Ensuring privacy in communications
- ✓ Requesting consent before providing care
- ✓ Involving older people in care choices
- ✓ Encouraging nutritious, varied and balanced diets
- ✓ Identifying and training staff
- ✓ Offering access to specialist advice and advocacy
- ✓ Assisting with oral hygiene when needed
- ✓ Ensuring access to equipment to assist daily living

Indignity will be caused by:

- ⊗ Not listening
- ⊗ Not involving
- ⊗ By ignoring older people's views
- ⊗ By emphasising disabilities and impairments publicly
- ⊗ Ridiculing
- ⊗ Stereotyping
- ⊗ Not providing support when needed to maintain independence
- ⊗ Ignoring privacy when care is being administered
- ⊗ Using a first name when requested not to do so
- ⊗ Breaching confidentiality
- ⊗ Any physical or mental abuse or discrimination



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