


# Privacy and Dignity

<b>Services covered by this policy:</b>	General Pre-school Children's Service The Hamlet at Home Adult Services
<b>Post holder(s) responsible for this policy:</b>	Registered Manager and Senior Manager
<b>Date approved:</b>	21 <sup>st</sup> June 2021
<b>Approved by:</b>	CEO – Pauline Morgan
<b>Signed:</b>	
<b>To be reviewed:</b>	June 2023

## A. Policy statement

Our belief is that everyone at The Hamlet should be happy and safe, is unique and valued, can explore choice and opportunities, is encouraged to unlock their potential, can communicate in their own way and is part of the wider community.

## B. Purpose of this policy and why we have it

This policy sets out the values and principles underpinning The Hamlet's approach to privacy and dignity. Privacy is an absolute right of every Hamlet User and is integral to the preservation of each individual's personal dignity.

The Hamlet will work with all legal and caring agencies to uphold these rights.

## C. Scope of this policy

- The Hamlet Users – children
- The Hamlet Users – adults
- Parents/carers/home support staff of Hamlet Users
- The Hamlet staff
- The Hamlet Volunteers
- Educational or work placements e.g. Occupational Therapy or Nursing
- Visitors

## D. Policy

The right to privacy is one of the fundamental rights of Hamlet Users and must be referred to in [support plans / profiles](#).

**The Hamlet at Home:** Respect must always be shown by Hamlet staff to people in the home, to the household, to the home and to domestic routines. Staff members should only enter those parts of the premises for which they have been given

explicit permission. The Hamlet recognises that Hamlet Users should control their own environment, have their privacy respected by care and support staff, who are regarded as visitors to their homes and expect confidentiality in all matters.

**All services:** Staff must seek personal information only where it is essential to the service, should always respect privacy and dignity in giving intimate care, and should treat information about Hamlet Users confidentially, participating in personal meetings and conversations only with permission and where it is necessary.

The Hamlet recognises that every Hamlet User has the rights to live their life with privacy, dignity, independence and choice. The Hamlet will always work in collaboration with all legal and caring agencies to uphold these rights.

The Hamlet's staff are expected to obtain a Hamlet User's permission when using any of their possessions, including materials and equipment, and to treat all information disclosed by the Hamlet User and their relatives in line with The Hamlet's [confidentiality of information policy](#).

## E. Procedures and monitoring

The Hamlet expects its staff to:

- treat Hamlet Users with sensitivity, respect and thoughtfulness at all times
- respect the Hamlet User's sense of dignity and personal pride and need for privacy when offering any personal care and particularly when carrying out intimate care tasks, for example, dressing, bathing, feeding, changing dressings, giving medication, helping them with their toilet routines, etc
- address the Hamlet User as they want to be known
- talk to the Hamlet User in a way that makes them feel comfortable
- respect and treat the Hamlet User as an individual
- accept how the Hamlet User wants to conduct their life
- enable Hamlet Users to do things for themselves whenever appropriate
- consult and involve Hamlet Users on any matter or activity connected to their care and to respect their wishes and feelings about the service provision
- respect the Hamlet User's culture, religious practices and beliefs
- never gossip about Hamlet Users
- never discuss private or personal issues with a Hamlet User in public
- avoid the use of patronising or insulting language
- give appropriate room and personal space to Hamlet Users when going about their work
- knock/ring/let the person know of their presence before entering a Hamlet User's accommodation or private space
- make sure the Hamlet User is always safe and secure when leaving the home

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### Training

Induction training on privacy and dignity has been developed in line with the Care Certificate standards, particularly Standard 7: Privacy and Dignity.

### **F. Regulations (Health and Social Care Act) and other legal references**

Regulation 9: Person-centred Care and Regulation 10: Dignity and Respect of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

**This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.**

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