

QUALITY POLICY STATEMENT

DIGNITY AND RESPECT

Ormerods policy is to treat others with dignity and respect; this includes service users, families / carers and friends, work colleagues, other professionals and members of the public.

Ormerod strives to provide a high quality service to the people we support.

To ensure dignity and respect is reflected in practice; Staff and Managers are expected to;

- Provide care and support in a way that ensures peoples **dignity**, treats them with **respect** and shows them **care** and **compassion**.
- Treat people as **equals**.
- Support people to be as **independent** as possible.
- Support people to be **involved**, make their **own decisions** and exercise **control** over their own lives.
- Support people to **make informed decisions**, where a person lacks capacity the **Mental Capacity Act 2005** is followed, ensuring where appropriate **views of families, carers and friends are sought**.
- Support people to **access Advocacy services** as required, especially when important decisions need to be made or families views might be in conflict with the persons views.
- Provide people to have / use the **communication** methods / tools necessary to promote **equality and decision making**.
- Ensure people have **privacy**, especially when supporting with **personal and intimate care** or when **friends and family visit**.
- Ensure people have **privacy** if they are having a **personal or intimate relationship**.
- Maintain **privacy** when the person is **sleeping** or **unconscious** or if they **lack capacity**
- **Never leave** a person in an **undignified** manner i.e. unnecessarily exposed (use a towel or clothing to cover up areas of the body when providing personal care).
- **Respect** peoples **preferences, lifestyle choices and care choices**.
- Support the person to **engage in their community** as much or as little as they choose.
- **Address** the person in the way they **prefer**.
- **Respect** a service user's **home and belongings** – remembering that you are a guest.
- **Respect** people's **right to confidentiality**.
- Develop an understanding of **The Equality Act 2010** and **The Human Rights Act 1998** and **promote** this **legislation in working practice**.
- Put the **person first**; ensure all care and support is **person-centred** and recognises the persons **physical, mental, emotional and social needs**, including an awareness of the persons **personal history, individual preferences, interests and aspirations**.
- **Lead** by promoting a **positive culture** where **dignity** and **respect** are reflected throughout all areas of the organisation.
- Always **make time** for people who we support, their families / carers / friends or employ; show that they are **important and valued**.
- **Listen** to peoples complaints and concerns affording everyone the same level of respect.
- Access appropriate **training** to develop their understanding and working practices.
- Act as positive **role models**

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The following is a list of requirements to be followed by our managers and staff to ensure the privacy and dignity of all our service users:

Our Privacy and Dignity Values

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REGULATIONS AND OUTCOMES This policy addresses:

Respecting and Involving People who use Services	<i>Reg. 17 Outcome 1 Prompt: 1A</i>
Safeguarding People who use Services from Abuse	<i>Reg. 11 Outcome 7 Prompt: 7D</i>
Safety and Suitability of Premises	<i>Reg. 15 Outcome 10 Prompts: 10A, 10F, 10M</i>
Requirements Relating to Workers	<i>Reg. 21 Outcome 12 Prompt: 12B</i>
Requirements where the service provider is an individual or partnership	<i>Reg. 4 Outcome 22 Prompt: 22B</i>
Requirements where the service provider is a body other than a partnership	<i>Reg. 5 Outcome 23 Prompt: 23A</i>