

 **Review Sheet**



Last Reviewed
05 Jan '23



Last Amended
05 Jan '23



Next Planned Review in 12 months, or sooner as required.

Business impact	 <p>MEDIUM IMPACT</p> <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p>
Reason for this review	Scheduled review
Were changes made?	Yes
Summary:	<p>This policy provides information needed to maintain a person's dignity, respect and choice whilst they are in receipt of a care service. It has been reviewed and updated to include more information relating to dignity and respect, with added procedural sections on the 8 Dignity Factors and Dignity Champions, along with staff responsibilities. References have also been checked and updated to ensure they remain current.</p>
Relevant legislation:	<ul style="list-style-type: none"> • The Care Act 2014 • Equality Act 2010 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Human Rights Act 1998 • Mental Capacity Act 2005 • Mental Capacity Act Code of Practice
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> • Author: ageUK, (2012), <i>Delivering Dignity</i>. [Online] Available from: https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/reports-and-briefings/health--wellbeing/delivering_dignity.pdf [Accessed: 5/1/2023] • Author: National Dignity Council, (2022), <i>Becoming a Dignity Champion</i>. [Online] Available from: https://www.dignityincare.org.uk/Dignity-Champions/Becoming_a_Dignity_Champion/ [Accessed: 5/1/2023] • Author: RCN, (2008), <i>Defending Dignity - Challenges and opportunities for nursing</i>. [Online] Available from: https://www.dignityincare.org.uk/assets/RCN_Dignity_at_the_heart_of_everything_we_do.pdf [Accessed: 5/1/2023] • Author: Skills for Care, (2015), <i>The Care Certificate - Work in a Person-Centred Way - Standard 5</i>. [Online] Available from: https://www.skillsforcare.org.uk/Documents/Learning-and-development/Care-Certificate/Standard-5.pdf [Accessed: 5/1/2023] • Author: Social Care Institute for Excellence (SCIE), (2020), <i>Dignity in care</i>. [Online] Available from: https://www.scie.org.uk/dignity/care [Accessed: 5/1/2023] • Author: Age UK, (2017), <i>Our Rights Our Voices</i>. [Online] Available from: https://www.ageuk.org.uk/our-impact/campaigning/campaigning-guide/our-rights-our-voices/ [Accessed: 5/1/2023] • Author: Care Quality Commission, (2022), <i>Regulation 10: Dignity and respect</i>. [Online] Available from: https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-10-dignity-respect#guidance [Accessed: 5/1/2023]
Suggested action:	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App
Equality Impact Assessment:	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>



1. Purpose

1.1 To establish a framework of good practice for implementing core standards and promoting a culture within Calico Group - Barley View that empowers Service Users to have choice, independence, dignity, respect and control in line with legislation, rights and guidance.

1.2 To support Calico Group - Barley View in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
CARING	C1: How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?	QSC1: Kindness, compassion and dignity
CARING	C3: How are people's privacy, dignity and independence respected and promoted?	QSC1: Kindness, compassion and dignity QSC3: Independence, choice and control
EFFECTIVE	E1: Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?	QSE1: Assessing needs QSE2: Delivering evidence-based care & treatment
EFFECTIVE	E7: Is consent to care and treatment always sought in line with legislation and guidance?	QSE6: Consent to care and treatment
RESPONSIVE	R1: How do people receive personalised care that is responsive to their needs?	QSR1: Person-centred care
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?	QSS4: Involving people to manage risks QSS5: Safe environments
WELL-LED	W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?	QSW1: Shared direction and culture QSW2: Capable, compassionate and inclusive leaders

1.3 To meet the legal requirements of the regulated activities that {Calico Group - Barley View} is registered to provide:

- | The Care Act 2014
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Human Rights Act 1998
- | Mental Capacity Act 2005

- | Mental Capacity Act Code of Practice



2. Scope

- 2.1** The following roles may be affected by this policy:
- | All staff
- 2.2** The following Service Users may be affected by this policy:
- | Service Users
- 2.3** The following stakeholders may be affected by this policy:
- | Family
 - | Advocates
 - | Representatives
 - | Commissioners



3. Objectives

- 3.1** To raise awareness and understanding of legal obligations in ensuring that dignity, respect and choice are promoted by staff.
- 3.2** To provide a set of practical standards that will enable staff to work within an expected culture that is offering choice, dignity and respect at every opportunity.



4. Policy

- 4.1** Calico Group - Barley View actively seeks to enable Service Users to exercise as much choice as possible in their lives.
- 4.2** Staff will ensure that Service Users are supported to make their own decisions as far as they are able.
- 4.3** Service Users will be treated with dignity and respect, which is embodied throughout the policies and procedures at Calico Group - Barley View.
- 4.4** Service Users who lack the capacity to make some choices may require a best interest decision in line with the Mental Capacity Act 2005 (see the Mental Capacity Act 2005 Policy and Procedure).
- 4.5** Jodie Bland will nurture a culture where enablement of choice is a routine and natural practice, and all Service Users are treated with dignity and respect. If failings in enabling Service User choice or being treated with dignity and respect do occur, these will be managed by providing staff support. However, if necessary, disciplinary action may be taken.



5. Procedure

5.1 The Key Principles of the Care Act 2014 that Underpin this Policy

The Care Act 2014 sets out some 'Key Principles' on how staff must work with Service Users. Staff at Calico Group - Barley View will familiarise themselves with these principles and abide by them. These principles are:

- | Personal dignity, including treating Service Users with respect
- | Physical and mental health and emotional wellbeing
- | Control by the Service User over day-to-day life (including over care and support, or support, provided to the Service User and the way in which it is provided)
- | Participation in work, education, training or recreation
- | Social and economic wellbeing
- | Domestic, family and personal relationships
- | The Service User's contribution to society
- | The Service User knows best
- | The Service User's views, wishes, feelings and beliefs must always be considered
- | The main staff focus must be on the Service User's wellbeing, on reducing the need for care, and on reducing the likelihood that there will be a need for care and support in the future
- | Any decisions made must take into account all relevant circumstances
- | Any decisions must be made with the Service User's involvement
- | Wellbeing must be balanced with that of any involved family and friends
- | Staff must always work to protect Service Users and other people from abuse and neglect
- | Staff must ensure that any actions taken to support or protect Service Users affects their rights and freedom as little as possible

It is vital that Jodie Bland promotes a culture that abides by these key principles and that all staff are supported to understand and develop skills in this area.

5.2 Assessment of Needs

An assessment will be completed for every new Service User to ensure that their needs can be met by Calico Group - Barley View and this should be reviewed periodically or as changes are needed. It will enable staff to:

- | Start to build up an understanding of the Service User, their likes dislikes and normal routines
- | Offer choice around abilities and wishes for the future
- | Ascertain ability to choose and control future care planning and support
- | Involve family members and others involved in care (as agreed by the Service User)
- | Be encouraged to think about what outcomes the Service User wants to achieve in their life

The Care Worker will take the time to understand and get to know the Service User, their previous life and past achievements. To help gather information, Calico Group - Barley View will promote the use of a life history/life story document to capture information and this will be completed by the Service User and/or their loved ones where necessary.

5.3 Choice and Control in Daily Practice

- | All members of staff at Calico Group - Barley View will treat people as individuals, ensuring that they remain in control of what happens to them. For those Service Users who are unable to be in control, staff will act in their best interests in accordance with the Mental Capacity Act 2005
- | Service Users will be empowered by ensuring that they have access to jargon-free information about services when they want or need it, and staff will support Service Users to locate this information
- | Staff will ensure that Service Users are fully involved in any decision that affects their care, including personal decisions (such as what to eat, what to wear and what time to go to bed), and wider decisions about the service where possible
- | Staff will value the time spent supporting Service Users with decision making as much as the time spent

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doing other tasks

- | At every opportunity, people will be encouraged to participate as fully as they can at all levels of the service, including the day-to-day running of the service
- | Where Service Users choose not to partake in suggestions from staff, this will be respectfully accepted and staff will seek to identify and revisit the Service User's wishes
- | Service Users have the right to live their lives to the full as long as that does not stop others from doing the same
- | Where Service Users have capacity, they have the right to take risks, even if those risks appear to be unwise

5.4 Financial Control

- | It is important that the Service User has the support they need to cope with the administrative and management aspects of their finances
- | Staff can refer to the Service User's Finances Policy and Procedure for further information and guidance

5.5 Community Links

- | Where possible, and at every opportunity, Calico Group - Barley View will encourage and support people to participate in the wider community
- | Calico Group - Barley View will promote a culture that is involved in community activities and is able to offer services and support from groups in the local community

5.6 Dignity and Respect

Calico Group - Barley View will ensure that the Service User is treated with dignity and respect at all times, in line with Regulation 10 of [The Health and Social Care Act 2008 \(Regulated Activities\) Regulations 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

The CQC says the following about Regulation 10:

Service Users must be treated with dignity and respect:

- | When Service Users receive care and treatment, all staff must treat them with dignity and respect at all times. This includes staff treating them in a caring and compassionate way
- | All communication with Service Users using services must be respectful. This includes using or facilitating the most suitable means of communication and respecting a person's right to engage or not to engage in communication
- | Staff must respect the Service User's personal preferences, lifestyle and care choices
- | When providing intimate or personal care, Calico Group - Barley View must make every reasonable effort to make sure that they respect the Service User's preferences about who delivers their care and treatment, such as requesting staff of a specified gender
- | Service Users at Calico Group - Barley View should be addressed in the way they prefer
- | Service Users at Calico Group - Barley View must not be neglected or left in undignified situations

5.7 8 Dignity Factors

The Social Care Institute for Excellence (SCIE) outline 8 factors which promote dignity in care.

Upholding good practices and principles in relation to each of these factors ensures that no Service User's identity or sense of self-respect is put at risk during a period of care or treatment. It also ensures that all Service Users feel valued and cared for:

- | Choice and control – enabling Service Users to make choices about the care and treatment they receive
- | Communication – speaking to Service Users respectfully and listening to what they have to say; this includes using their preferred method of communication
- | Eating and nutritional care – providing meals that meet the Service User's needs and preferences
- | Pain management – ensuring Service Users have the correct support and medication to manage their pain
- | Personal hygiene – enabling and supporting Service Users to maintain their usual standards of hygiene

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- | Practical assistance – providing Service Users with the correct level of support to maintain their independence
- | Privacy – respecting personal space, privacy and confidentiality
- | Social inclusion – supporting Service Users to keep in contact with loved ones and participate in social activities where possible

5.8 Advocacy

People who are unable to make choices or decisions about their care due to mental impairment are protected by the Mental Capacity Act.

Local Advocacy services must be accessed when there is a need for a Service User to receive impartial support for:

- | Protection from abuse
- | Combatting discrimination
- | Securing and exercising rights
- | Being involved in decision making
- | Being heard

Staff can refer to the Advocacy Policy and Procedure at Calico Group - Barley View for further guidance and information.

Calico Group - Barley View will work to ensure that local advocacy services are available to access and will raise general awareness of their services.

5.9 Dignity Champions

A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not an optional extra. They believe that care services must be compassionate, person centred, as well as efficient, and are willing to try to do something to achieve this. Dignity Champions pledge to challenge poor care, to act as good role models and, through specific guidelines issued by [Becoming a Dignity Champion - Champions - Dignity in Care](#), to educate and inform all those working around them.

5.10 Everyone's Responsibility

All staff:

- | Must take personal responsibility for putting the Service User receiving care first
- | Are required to challenge poor care, they should do so as soon as they see any shortcomings and must be given the training and support to help them to do so

The Registered Manager must:

- | Introduce facilitated, practice-based development programmes, to ensure that staff caring for Service Users have the confidence, support and skills to do the right thing for those in their care
- | Recruit staff to work with Service Users who demonstrate the compassionate values and behaviours needed for dignified care. This should be considered a core attribute, carrying equal weight with clinical and technical skill
- | Regularly appraise staff as an essential part of staff development and quality improvement. Appraisals should incorporate feedback from Service Users, relatives, carers and independent advocates, as well as peers and managers
- | Be involved in the care of Service Users who may have dementia and will need to have the necessary skills to provide them with dignified care, developed through basic training and continuous professional and vocational development in dementia. All staff must have basic skills in communicating with a Service User with dementia, including how to demonstrate warmth and kindness
- | Have responsibility for care standards, care continuity, dignity, wellbeing and safeguarding, must expect to be held accountable for them and must take the actions they deem necessary in the interests of the Service User
- | Gain feedback from Service Users and their families, carers and advocates. The feedback must be discussed and responded to every day, such as during the handover between shifts
- | Routinely give staff time and space to reflect on the care they provide and how this could be improved
- | Invest in greater use of technology to improve the quality of care and to support Service Users in enjoying active and independent lives

- | Involve Service Users in how decisions are made at Calico Group - Barley View around menus, activities etc.
- | Draft a Service Users' charter and promote it to current and future Service Users, laying out their care standards and Service User rights
- | Ensure that Care Plan reflects what the Service User would like to do for themselves, that it identifies their own wishes, preferences and priorities, and addresses the support they need to retain and develop their sense of dignity and personal identity

5.11 Training

Calico Group - Barley View will ensure that staff have the necessary skills to include:

- | Working with people with cognitive or communication difficulties in decision making
- | Person-centred Care Planning and outcome-based care delivery
- | Promotion of choice, independence and control versus risk management
- | A working knowledge of the underpinning rationale, legislation and content of this policy

All new care staff will be expected to complete the Skills for Care, [Care Certificate Standards 5 - Work in a Person Centred Way](#) or show evidence of completion.

5.12 Breaches in Choice, Dignity and Respect of Service User

Calico Group - Barley View will treat any allegations of Service Users not being provided with choice and control, or treated with dignity and respect, with the utmost seriousness and, where required, safeguarding and regulatory bodies will be informed in accordance with legislation. Staff found to be purposefully failing to enable choice, or not treating Service Users with dignity and respect, will be managed through the disciplinary process of Calico Group - Barley View.



6. Definitions

6.1 Choice

- | The right or ability to make choices at every opportunity. It is about putting people first to ensure that they maintain control of their care and any treatment that is received

6.2 Advocate

- | Health and social services staff have a duty of care to the people they work with, which means they cannot support you in doing things that they think will be bad. However, an advocate is independent and will represent wishes without judgement or giving a personal opinion

6.3 Pre-Assessment

- | The pre-assessment is a comprehensive needs assessment that is completed before a package of care is agreed. The pre-assessment ensures that the care needs of the Service User can be met. This allows for a person-centred approach to the planning and delivery of care

6.4 Dignity

- | Dignity is the right for someone to be valued and respected for their own sake

6.5 Respect

- | Having due regard for a person's feelings, wishes or rights



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Choice and control, alongside dignity and respect, are fundamental to help people achieve the outcomes that matter to them in their lives
- | Central to the Care Act 2014, is the principle of wellbeing. At the heart of the principle of wellbeing is control by the individual over day-to-day life, including over care and support and the way it is provided
- | Where there is a risk to health or safety, it is important to think of ways that the person can be supported to maintain their independence rather than preventing them from doing the things they want or doing things for them



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- 1 You will be supported by staff who are trained to promote choice, dignity, respect and independence and you should not expect to be treated in any other way
- 1 Staff supporting you will make efforts to get to know you and your wishes as well as your views and choices about care to enable them to ensure these are met
- 1 Staff will support you to be as independent as possible and ensure that you have access to community life as you wish
- 1 You have the legal right to make choices and have control within Calico Group - Barley View. Staff will support you where you may need help to do this
- 1 Where you are unable to make choices, decisions will be made in accordance with the law and will always be in your best interest. Advocates will also be used, where necessary, to ensure that all choices made on your behalf are the right ones that you would want



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

My Home Life offers a host of resources and information for promoting choice in care homes:

<http://myhomelife.org.uk/resources/>

Age UK offers a range of resources promoting independence and choice for older people:

<https://www.ageuk.org.uk/>

Social Care Institute for Excellence (SCIE) offers a range of resources, training and information for the promotion of all aspects of social care, including dignity and choice in all environments:

<https://www.scie.org.uk/>

QCS: Dignity Audit



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- 1 Feedback from Service Users and their families, carers and advocates is actively sought out
- 1 Service Users are actively involved in how decisions are made at Calico Group - Barley View
- 1 A Service Users' charter is in place and promoted to current and future Service Users, laying out their care standards and Service User rights
- 1 The wide understanding of the policy is enabled by proactive use of the QCS App
- 1 All Service Users have a life history completed and staff are able to use this in practice to support them
- 1 Staff have successfully integrated many aspects of community life within Calico Group - Barley View such as hosting support groups, art therapy etc.
- 1 Service User records evidence their input in care reviews, risk assessments and any other plans of care to show that choice is maintained
- 1 Service Users are used in staff recruitment, attend staff training sessions and support staff in certain areas at Calico Group - Barley View



Forms

Currently there is no form attached to this policy.