

Dignity in Residential Care Best Practice

1. Communication

- Residents are always asked about their needs and preferences.
- Residents are asked how they would like to be addressed.
- Residents are not patronised or belittled.
- Care assistants use respectful language and gestures when communicating with residents.

2. Respect

- Residents are treated as individuals.
- Residents are treated with courtesy.
- Care assistants allow time to talk to and listen to residents.
- Residents are treated without discrimination.

3. Privacy

- Residents are not embarrassed when receiving personal care.
- Residents are not exposed in front of others.
- The resident's condition, private conversations and personal possessions remain private.

4. Autonomy

- Care assistants provide information in an understandable way, free from jargon to allow residents to make their own choices.
- Care assistants do not make assumptions about the likes and dislikes of residents.
- Residents are allowed to take risks.

5. Social inclusion

- Care assistants respect the past skills and experiences of the resident.
- Residents are enabled to go out socially by addressing the barriers to this such as transport and safety issues.
- The resident's right to retain involvement in their own finances is respected.
- Residents are treated with dignity and respect.

6. Diversity and equality

- Care assistants treat residents how they would expect to be treated themselves.
- Residents are treated as an equal.
- Care assistants give care suitable for the resident's individual needs and not how it is given to all residents.

7. Pain control

- Care assistants are empathetic about the pain that the residents experience.

- With the consent of the resident, care assistants report uncontrolled pain to the doctor or prescriber.
- Care assistants find activities for the resident that alleviates rather than exacerbates pain.

8. Eating and nutrition

- Care assistants understand the importance of nutrition and hydration and know the signs and symptoms of malnutrition and dehydration.
- Care assistants discuss food and drink likes and dislikes and any religious or special dietary needs with residents.

9. Personal hygiene

- Care assistants don't make assumptions about the level of cleanliness the resident chooses to adopt.
- Residents choose the times they receive help with personal hygiene.
- Residents choose the clothes they wish to wear each day.

10. Personal care

- Care assistants discuss with residents their preferences for laundry and level of cleanliness within their room.

11. Abuse

- Care assistants receive training about the different types of abuse and how these are revealed.
- Care assistants follow the organisation's abuse and whistle blowing policies and procedures for the reporting of incidents.
- Suspicions of abuse should be reported to the local Adult Protection Coordinator.

12. Whistle blowing

- Care assistants are empowered to blow the whistle when they observe poor practice or abuse.
- Actions taken by the care home show staff who whistle blow are supported.
- Whistle blowers should ensure their information is factual and observations have been recorded accurately.

13. End of life care

- Residents are treated with dignity and respect by care assistants at the end of their life.
- Residents receive high quality care and treatment at the end of their life.
- Residents receive pain relief to fully control their pain at the end of their life.