



# Dignity and respect in care: The 8 dignity factors checklist

## Choice and control

Service users have access to jargon-free information about services in a suitable format, e.g. Braille or audio.

Service users are involved in decisions relating to their care:

Decisions about medication and treatment.

Decisions about the care centre as a whole.

Decisions that relate to personal, day to-day choices, e.g. what to eat, what to wear, or when to go to bed.

Service users have an advocate where necessary.

Service users are involved in the production and updating of their care plan.

Arrangements have been made to facilitate service users' independence, e.g. lifts for disabled or being allowed time on their own.

## Strength and stability

Service users are always asked what their preferred mode of address is.

Information is always communicated to service users through a suitable format.

Staff avoid adopting a patronising tone.

Staff have acceptable levels of both spoken and written English.

Translation services are always offered where required.

Service users are given plenty of time and opportunity to talk and voice their concerns, or even have a friendly chat.

Schedules include enough time for staff to share information about service users between shifts.

Staff are respectful of service users' beliefs, morals, culture, and opinions.

Sensitive information is communicated privately in a confidential, quiet space.

**Example[s] of where my care centre fulfils this dignity factor effectively:**

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**Example[s] of where my care centre could improve how it fulfils this dignity factor:**

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## Eating and nutritional care

The dietary needs and preferences of people are recorded.

Food is prepared and arranged so it looks appetising.

Service users are given plenty of time to eat and are not rushed or hovered over.

Assistance is provided discreetly and only as much as is required.

Privacy is offered to those who have difficulties eating.

Serviettes, rather than bibs, are provided.

Staff are trained and have sufficient time to prepare appetising, nutritious meals.

Service users are involved in meal preparation and menu planning.

The range of meals is mixed up regularly to prevent service users from getting tired of the same food.

Fresh water is readily available.

Staggered mealtimes are used where there aren't enough staff to support all service users during lunchtime.

Pictorial menus are used to communicate meal choices where required.

**Example[s] of where my care centre fulfils this dignity factor effectively:**

**Example[s] of where my care centre could improve how it fulfils this dignity factor:**

## Pain management

Staff are educated on how to identify pain without being told by service users.

Service users are seen by the same person regularly to help identify signs of pain.

Staff enquire about pain during assessments.

Service users are encouraged to report pain if they experience any.

Service users are offered pain relief.

**Example[s] of where my care centre fulfils this dignity factor effectively:**

**Example[s] of where my care centre could improve how it fulfils this dignity factor:**

## Personal hygiene

Staff ask for consent before doing anything involving a service user's body, e.g. bathing, combing hair, dressing, etc.

Staff respect service users' choice of style, e.g. hair, makeup, clothing, etc.

Staff help service users achieve their desired appearance.

Staff ensure that there are always clean clothes available for patients.

Staff always keep clean and dirty laundry separated.

Staff do not leave service users in soiled clothing for prolonged periods.

Staff deal with incontinence tactfully and sensitively.

Staff only remove as much clothing as is necessary during procedures or bathing activities.

Staff behave tactfully when a service user has to expose their body.

Staff maintain service user's personal space but are sure not to move people's items too much, as they might like it arranged a certain way.

Service users are involved in choices relating to personal hygiene, e.g. shampoos, soaps, etc.

**Example[s] of where my care centre could improve how it fulfils this dignity factor:**

## Practical assistance

Staff maintain good communication with service users so they can identify where assistance is needed.

Staff help people maintain their independence as much as possible with engaging in indoor and outdoor activities.

Staff assist patients who would like to go to a private room for prayer or attend church.

Equipment is provided and arrangements are made to help service users gain access to different parts of the building with minimal assistance.

**Example[s] of where my care centre fulfils this dignity factor effectively:**

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## Privacy

Staff are aware that privacy relates to personal space, personal belongings, the person's body, and sensitive information, and they respect boundaries.

Staff ask permission before entering a person's space.

Conversations of a sensitive, personal nature are always had in a quiet area away from others who might overhear.

Service users receive their mail unopened.

A confidentiality policy is in place that ensures sensitive information about people isn't shared unnecessarily.

Only staff who are involved in the care and treatment of a person are given access to personal information.

Service users are allowed to go to the bathroom on their own if they are able.

Single-sex bathrooms and toilet facilities are available.

En suite facilities are available where possible.

Service users are allowed to undress for procedures or examinations on their own if they are able to.

Staff ask for consent before exposing part of a person's body, only expose as much as necessary, and talk through what they're doing during treatment or care.

**Example[s] of where my care centre could improve how it fulfils this dignity factor:**

## Social inclusion

Staff support service users' access to social networks.

Staff address ways of facilitating transport to and from places that help service users participate in social and cultural activities.

Service users are encouraged to interact with one another.

Service users are encouraged to interact with younger generations, and vice versa.

Phones are provided to service users so they can contact their family and friends.

Staff maximise friends and family's abilities to visit service users.

Staff listen to the suggestions given by service users in regards to social activities.

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