



**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.

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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## 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:

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

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## 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:

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

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

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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 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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## 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.

**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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