



Title
Privacy, Dignity and Respect Policy and Procedure
Principle
Homekare Community Services Ltd is committed to delivering care that treats every person with dignity, warmth, respect and compassion. We believe that every individual has an inherent right to privacy, dignity and respect, regardless of their age, health, disability, background or any other characteristic. Care delivered in a person's own home carries a unique responsibility. We are guests in the homes of the people we serve. Every interaction – however brief – either affirms or diminishes a person's sense of self-worth. We choose affirmation, always.
Objectives
Homekare Community Services Ltd will promote and protect the privacy, dignity and respect of every client by: • Treating each person as a unique individual with their own history, identity, values and preferences • Ensuring that care is always delivered with consent, sensitivity and compassion • Respecting the person's home as their own personal and private space • Maintaining confidentiality of personal information at all times • Supporting choice, control and independence in all aspects of daily living • Addressing and challenging any practice that undermines dignity • Creating a culture where dignity is everyone's responsibility This policy applies to every member of Homekare Community Services Ltd team member's, without exception, at all times.
Scope
This policy applies to: • All Homekare Community Services Ltd team members, including permanent, part-time, bank and agency staff • All contractors, volunteers and students on placement with Homekare Community Services Ltd • All care delivered to clients in their own homes in Worksop and the surrounding Nottinghamshire area • All written, verbal and electronic communications about or with client's • All environments where Homekare Community Services Ltd team member's discuss or handle client information

Responsibilities

All Care Team Member's:

Every HomeKare Community Services team member is responsible for:

- Understanding and applying this policy in every aspect of their work
- Completing Care Certificate Standard 7 (Privacy and Dignity) as part of their induction
- Always treating every client with dignity and respect
- Seeking consent before undertaking any personal care task
- Maintaining confidentiality of service user information
- Reporting any observed or suspected dignity violations to their senior or the office
- Challenging poor practice when witnessed, including peer behaviour
- Participating in supervision and appraisal discussions about dignity in practice
- Reflecting on how their own values, beliefs and attitudes may affect the care they give

Senior Care Team

Senior care team are responsible for:

- Modelling best practice in privacy, dignity and respect at all times
- Supporting and coaching junior staff in applying this policy
- Addressing concerns about dignity in practice promptly and escalating where appropriate
- Participating in spot-check visits and quality monitoring activities
- Contributing to team meetings and reflective discussions on dignity

Care Managers

Care Managers are responsible for:

- Ensuring care plans contain person-centred dignity requirements
- Matching team members to client's in a way that respects dignity preferences (e.g. same-gender care)
- Monitoring feedback from client's and families regarding dignity
- Escalating concerns about dignity in practice to the Registered Manager
- Maintaining accurate, respectful records that uphold the person's dignity

Registered Manager

The Registered Manager has overall responsibility for ensuring this policy is implemented effectively. Responsibilities include:

- Ensuring this policy is up to date, reviewed annually and accessible to all team member's
- Overseeing induction and training to ensure Care Certificate Standard 7 is completed
- Conducting and reviewing dignity audits as part of the quality assurance programme
- Investigating complaints and incidents involving dignity without delay
- Reviewing client's feedback for evidence of dignity standards
- Ensuring CQC registration and inspection preparation includes evidence of dignity
- Reporting to the Director / Nominated Individual on dignity-related quality indicators

Director / Nominated Individual

The Director / Nominated Individual is responsible for:

- Ensuring HomeKare Community Services Ltd has a culture that values dignity and respects all client's
- Providing strategic oversight of compliance with this policy
- Reviewing governance reports that include dignity performance data
- Ensuring sufficient resources are available for training and monitoring

Procedure**1. Definitions**

The following definitions apply throughout this policy:

Term	Definition
Dignity	Dignity in care means giving people the respect, privacy, autonomy and self-worth they deserve, recognising their capacities and ambitions, and doing nothing to undermine their sense of self (SCIE).
Privacy	The right to be alone and undisturbed; the right to keep personal information confidential; the right to make decisions about one's own body and space without unwanted intrusion (SCIE / HRA 1998).
Respect	Treating every person as a unique individual with their own history, values and preferences; listening to their views; valuing their choices; communicating with courtesy and sensitivity.
Person-Centred Care	An approach that places the individual at the centre of all care and support decisions, based on their own needs, preferences, strengths and aspirations (NICE NG86).
Autonomy	The right of the client to make their own decisions about their care and daily life, including decisions that may carry some degree of risk.
Dignity of Risk	The principle that people have the right to make choices that may involve risk, as long as they have capacity and are fully informed. Overprotection can undermine dignity.
Confidentiality	The obligation to handle personal information only for the purpose for which it was shared, and not to disclose it to others without consent or a lawful basis.
Making Safeguarding Personal (MSP)	The approach of ensuring safeguarding processes are person-centred, outcome-focused and preserve dignity throughout (Care Act 2014 / NSAB).

2. Principles of Privacy, Dignity and Respect

The following principles guide all practice at Homekare Community Services Ltd and reflect the SCIE Eight Dignity Factors, NICE NG21 and CQC Single Assessment Framework expectations:

2.1 Individuality

Every person receiving care from Homekare Community Services Ltd is a unique individual with their own history, identity, values, beliefs, abilities and aspirations.

Team member's must:

- Learn about and respect each person's individual preferences, routines and history
- Use the person's preferred name and form of address at all times
- Not make assumptions based on age, disability, diagnosis or any other characteristic
- Treat the person as the expert on their own life

2.2 Privacy

Homekare Community Services Ltd team members must respect the privacy of every client in all aspects of care. Privacy encompasses:

Privacy of the Body

- Knock and announce before entering any room; wait for a response
- Seek explicit verbal consent before commencing any personal care task
- Always cover the person during personal care, exposing only what is necessary
- Position the person appropriately to avoid unnecessary exposure
- Never perform personal care with others present unless the person has consented
- Close doors, curtains or blinds during intimate care as appropriate

Privacy of the Home

- Remember: the person's home is their private space – team members are guests
- Ring the bell or knock before entering, even if a key safe is used
- Do not invite others into the person's home without their consent
- Do not rearrange belongings, furniture or personal items without permission
- Treat all personal possessions with care and respect
- Do not discuss the person's care needs with neighbours, visitors or callers

Privacy of Information

- Personal information about client's is confidential and must only be shared on a need-to-know basis
- Do not discuss clients in public spaces, including communal areas, vehicles or social settings
- Do not discuss one client's information with another service user or their family
- Refer to Confidentiality Policy and UK GDPR obligations
- Information may be shared without consent where there is a safeguarding concern or risk of serious harm

2.3 Dignity in Personal Care

Personal care is the area of greatest vulnerability for client's dignity. Team members must demonstrate the highest standards of privacy and dignity during all personal care tasks including:

- Washing, bathing, showering and oral hygiene
- Dressing, undressing and hair care
- Continence care and toileting
- Skin and wound care
- Assistance with eating and drinking

At all times during personal care, team members must:

- Explain what they are going to do before doing it
- Obtain verbal consent before each task, even where consent was previously given
- Work at a pace that is comfortable for the person
- Speak calmly, reassuringly and respectfully throughout
- Not rush or carry out tasks with impatience
- Encourage the person to do as much for themselves as possible
- Respond to any expression of discomfort, distress or refusal immediately

2.4 Respect for Identity, Culture and Beliefs

HomeKare Community Services Ltd serves a diverse community. Respecting a person's identity, cultural background and personal beliefs is an integral part of maintaining dignity. Team members must:

- Respect all cultural and religious practices relevant to personal care, diet, dress and daily routines
- Never express negative opinions about a person's values, religion, beliefs or lifestyle
- Support the person to maintain their faith practices, community connections and cultural identity
- Be aware of and respond to cultural differences in communication and personal care
- Refer to Disability and Equality Policy and Code of Conduct

2.5 Communication and Respect

The way team members communicate with clients is one of the most powerful expressions of dignity and respect. HomeKare Community Services Ltd requires all team member's to:

- Use the person's preferred name and form of address
- Speak directly to the person, not over or about them
- Listen actively and give the person time to speak without interrupting
- Use language that is clear, respectful and age-appropriate (not childlike or condescending)
- Adapt communication methods to meet individual needs (e.g. hearing loss, dementia, learning disability, different language)
- Never use sarcasm, mockery, belittling language or raised voices
- Be aware of body language and tone of voice – these communicate as much as words
- Offer communication aids, advocacy or interpreting support where needed

2.6 Choice, Control and Autonomy

Supporting a person's right to make choices is fundamental to their dignity. Homekare Community Services Ltd team members must:

- Offer meaningful choices in all aspects of care: timing, methods, preferences, routines
- Never impose a preferred approach over the person's own wishes
- Respect the person's right to make unwise choices where they have capacity to do so
- Understand and apply the Mental Capacity Act 2005 where capacity is uncertain
- Support the person to make informed decisions by providing clear, accessible information
- Never use threats, coercion or pressure to influence a person's choices
- Document the person's choices and preferences in their care plan and review regularly

2.7 Independence and Active Participation

Homekare Community Services Ltd approach is to enable independence, not create dependency. Team members must:

- Focus on what the person can do, not what they cannot do (NICE NG21)
- Provide 'that little bit of help' that enables independence rather than taking over tasks
- Support the person to maintain their usual daily routines and activities
- Encourage and facilitate social connections, family relationships and community participation
- Support the person to access leisure activities, religious observance and community events
- Recognise that social isolation undermines dignity and wellbeing

This reflects the 2025 update to Care Certificate Standard 7 (Learning Outcome 7.5), which explicitly requires care workers to enable independence and maintain social and community connections as part of dignified care.

2.8 Emotional and Psychological Wellbeing

Dignity is not only physical. Team members must attend to the emotional and psychological dimension of the person's experience:

- Acknowledge and respond to feelings of sadness, anxiety, grief or loss
- Provide time, warmth and human connection, not just task completion
- Never dismiss or minimise a person's emotional experience
- Refer concerns about a person's emotional or psychological wellbeing to the care coordinator
- Be alert to signs of loneliness, depression or deteriorating mental health
- Support the person to maintain relationships and meaningful activities

3. The Person's Care Plan and Dignity

Every client's care plan is the primary tool for embedding person-centred dignity and respect. All care plans must include:

- The person's preferred name, preferred form of address and communication preferences
- Cultural, religious, dietary and personal preferences relevant to care delivery

- Specific dignity requirements (e.g. same-gender team member if preferred)
- Preferred routines, timings and approaches for all personal care tasks
- Any information the person wishes to keep private, and from whom
- Choices and preferences regarding visitors, family involvement and social activities
- Any advance decisions, advocacy arrangements or welfare attorney appointments

Care plans must be written in respectful, person-centred language that values the individual. They must be reviewed regularly and updated when preferences change.

4. Specific Situations and Dignity Considerations

4.1 People Living with Dementia

People living with dementia may be more vulnerable to dignity violations due to communication difficulties or changes in behaviour. Team members must:

- Use their name and familiar communication approaches consistently
- Adjust pace and language to the individual's needs and stage of dementia
- Never respond to confusion or distress with impatience, sarcasm or raised voices
- Maintain full dignity standards even when the person is unaware of care being delivered
- Refer to NICE NG97 (Dementia: Assessment, Management and Support) for specific guidance

4.2 People with a Learning Disability or Autism

Team members must be aware that people with a learning disability or autistic people may have different communication needs, sensory sensitivities and preferences that must be understood and respected:

- Assess and record individual communication methods and preferences
- Use accessible formats (easy read, visual supports) where appropriate
- Understand and respect sensory needs that affect the experience of personal care
- Never use a person's disability as a basis for reduced standards of dignity
- Apply Oliver McGowan Mandatory Training principles in all interactions

4.3 People at End of Life

Maintaining dignity during end-of-life care is among the most important responsibilities of any team member. HomeKare Community Services Ltd follows NICE NG31 (Care of Dying Adults) and requires team member's to:

- Ensure privacy and dignity are maintained at all times during the dying process
- Respect the person's wishes regarding who is present and what happens at end of life
- Treat the person with compassion, speaking to them as if they can hear, even when unconscious
- Maintain personal hygiene and positioning to preserve dignity after death
- Support family members and significant others with compassion

4.4 People Using Telecare or Technology

Where telecare or remote monitoring is part of the care package, HomeKare Community Services Ltd will ensure:

- Telecare is used to maximise dignity and independence, not to replace human contact
- The person has given informed consent to any monitoring or communication technology
- Telecare devices do not compromise privacy (e.g. cameras in private spaces only with full consent)
- Technology is an addition to, not a substitute for, dignified human contact (NICE NG21)

4.5 Gender, Sexuality and Identity

Every person's gender identity, sexual orientation and personal identity must be respected. HomeKare Community Services Ltd team member's will:

- Use the person's preferred pronouns and gender identity without challenge or comment
- Respect any preference for same-gender team member's, accommodating this wherever possible
- Never make derogatory or judgmental comments about a person's sexual orientation or identity
- Recognise that dignity includes the right to a private life, including intimate relationships

5. Recognising and Responding to Dignity Violations

5.1 What Constitutes a Dignity Violation

A dignity violation is any act, omission or behaviour that diminishes a person's sense of self-worth, privacy or respect. Examples include:

Category	Examples of Dignity Violations
Physical	Rough handling; performing personal care without consent; unnecessary exposure of the body.
Communication	Shouting; using childlike or patronising language; talking about the person as if not present; using derogatory terms.
Privacy	Entering without knocking; disclosing personal information; discussing the person in public.
Choice and Control	Overriding preferences; making decisions for the person without MCA assessment; dismissing requests.
Emotional	Ignoring expressed feelings; failing to respond to distress; leaving the person waiting in undignified circumstances.
Cultural/Identity	Disrespecting religious or cultural practices; ignoring preferred names or pronouns.

Organisational	Routines designed for team member's convenience rather than client's dignity; rushed visits; inadequate call times.
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5.2 Reporting a Dignity Concern

All team members have a duty to report any concern about a dignity violation, whether they observe it in a colleague or in their own practice. Team members must:

- Remain calm and professional; if safe to do so, address the immediate situation
- Report the concern to their senior or the office as soon as possible on the same day
- Complete an incident or concern report form
- The Registered Manager will review the report and determine whether a safeguarding referral is required
- If the violation constitutes abuse or neglect under the Care Act 2014, refer to NSAB / Nottinghamshire MASH (0300 500 8080) in line with HK-SAF-001

Team members must not investigate dignity concerns themselves; all concerns must be escalated to a manager. Whistleblowing protections apply – refer to the HomeKare Community Services Ltd Whistleblowing Policy.

5.3 Investigation and Learning

All reported dignity concerns will be:

- Logged and tracked by the Registered Manager
- Investigated promptly and proportionately
- Reviewed for patterns or themes that indicate systemic issues
- Used to identify training or practice development needs
- Reported at Quality Governance Meetings
- Included in CQC evidence files

6. Safeguarding and Dignity

Key Safeguarding Contact

Nottinghamshire County Council – Multi-Agency Safeguarding Hub (MASH)
Telephone: 0300 500 8080
Website: nsab.nottinghamshire.gov.uk

HomeKare Community Services Ltd operates in Worksop – Nottinghamshire County Council area.
This is NOT Nottingham City Council. All adult safeguarding referrals go to Nottinghamshire MASH.

Dignity violations may constitute safeguarding concerns under the Care Act 2014. The following abuse categories may arise from a failure to uphold privacy, dignity and respect:

- Physical abuse – rough or non-consensual physical handling
- Psychological/emotional abuse – humiliation, intimidation, belittling or controlling behaviour

- Neglect – failure to provide adequate personal care or meet dignity needs
- Discriminatory abuse – dignity violations linked to a protected characteristic
- Organisational abuse – systemic failures in care delivery that undermine dignity

Any concern that a dignity violation may constitute abuse must be escalated and referred in line with Safeguarding Vulnerable Adults Polic. The Making Safeguarding Personal (MSP) approach requires that any safeguarding response also maintains the person's dignity and is guided by their own wishes and outcomes.

7. Training and Competency

All Homekare Community Service's team member's must demonstrate competence in privacy, dignity and respect. This is achieved through:

Training Requirement	Details
Care Certificate Standard 7 (Induction)	All new team members must complete Standard 7: Privacy and Dignity as part of their induction. Includes observed practice assessment. Based on March 2025 Skills for Care standards.
Oliver McGowan Mandatory Training	Mandatory for all team members working with people with a learning disability or autistic people; covers dignity in the context of communication and autonomy.
Equality and Diversity Training	Covers protected characteristics and their relevance to dignified care.
Dementia Awareness Training	Covers person-centred approaches and dignity for people living with dementia.
Mental Capacity Act Training	Covers how dignity is maintained in capacity assessments and best interests decisions.
Annual Refresher	All team members complete annual dignity and respect refresher training, which includes reflection on practice.
Supervision and Appraisal	Dignity in practice is discussed as a standing item in supervision and included in appraisals.

Training records are maintained in each team member's file and the Homekare Community Services Ltd Training Record. Competency is assessed through observation of practice, client's feedback and supervision.

8. Equality, Diversity and Non-Discrimination

Homekare Community Services Ltd is committed to ensuring that all clients receive equally dignified and respectful care, regardless of:

- Age, disability, gender reassignment
- Marriage and civil partnership, pregnancy and maternity
- Race, religion and belief, sex, sexual orientation

The Equality Act 2010 requires providers to have due regard to protected characteristics. At HomeKare Community Services Ltd, this means:

- Care plans are tailored to individual identity and cultural background
- Specific dignity needs linked to protected characteristics are identified, respected and met
- Team members are trained to recognise and avoid discriminatory attitudes and language
- Reasonable adjustments are made to care delivery to remove barriers to dignity
- Discrimination by any member of the team will be treated as a serious disciplinary matter

Refer to Disability and Equality Policy and Equality, Diversity and Human Rights Policy for further detail.

9. Monitoring and Quality Assurance

HomeKare Community Services Ltd will monitor compliance with this policy through the following mechanisms:

Monitoring Activity	Frequency / Responsibility
Client satisfaction surveys (dignity-related questions)	Quarterly / Care Manager
Spot-check observations of care delivery in the home	Monthly (as scheduled) / Registered Manager or Senior Team
Complaints and concerns log review for dignity themes	Monthly / Registered Manager
Dignity audit against this policy	6-monthly / Registered Manager
Supervision discussions on dignity in practice	Every 4–6 weeks / Line Manager
Review of incident reports involving dignity concerns	Monthly / Registered Manager
Annual policy review and update	Annually / Registered Manager
Quality Governance Meeting: dignity as standing agenda item	Quarterly / Registered Manager
CQC evidence file: dignity and respect documentation	Ongoing / Registered Manager

10. Complaints About Dignity and Respect

Client's and their families or advocates have the right to raise concerns about the standard of dignity and respect received. Homekare Community Services Ltd will:

- Take every complaint about dignity seriously and investigate promptly
- Ensure complaints are handled sensitively and without further undermining the person's dignity
- Provide a written response within the timeframe set out in Complaints Policy
- Use the learning from complaints to improve practice across the service
- Inform the person of the outcome and any changes made as a result
- Complaints about dignity that may indicate abuse will also be handled in accordance with Safeguarding Vulnerable Adults Policy.

11. Policy Review and Governance

This policy will be reviewed annually by the Registered Manager, or sooner if:

- There is a change in relevant legislation or CQC guidance
- A significant incident or complaint highlights a need for revision
- CQC inspection findings identify areas for improvement
- NSAB or partner agency guidance changes

All revisions will be recorded in the version control table. Team members will be notified of updates through team meetings and supervision. The current version will be available in the team member's shared area.

12. Procedure: Privacy, Dignity and Respect in Practice

The following procedure sets out the steps all Homekare Community Services Ltd team members must follow to maintain privacy, dignity and respect in everyday practice. This procedure is to be read alongside and in support of the policy sections above.

12.1 Arriving at a Service User's Home

- Ring the doorbell or knock clearly before entering – even if you hold a key safe code
- Wait for a response; do not enter without acknowledgement unless there is a genuine welfare concern
- Introduce yourself by name and explain the purpose of your visit
- Ask how the person is and whether they are ready to receive you
- Remove outdoor footwear if the person prefers this
- Do not invite others in, accept deliveries on behalf of the person, or interfere with post without consent

12.2 Before Commencing Personal Care

- Check the care plan for the person's individual preferences and any specific dignity requirements
- Ask the person if they are ready and what they would like help with today
- Explain what you will be doing before you start; use clear, gentle language
- Gain verbal consent for each task before beginning
- Prepare the environment: close the door, draw curtains or blinds as appropriate

- Ensure all equipment and materials are ready before starting to avoid unnecessary exposure

12.3 During Personal Care

- Only expose the area of the body that is being cared for at any one time
- Cover the person as soon as each part of the task is complete
- Talk to the person throughout; explain each step and check they are comfortable
- Work at the person's pace, not yours – never rush personal care
- Encourage the person to participate in their own care to the extent they wish and are able
- Respond immediately to any signs of discomfort, distress or refusal
- If the person refuses a task, respect this and document it; do not apply pressure

12.4 Communication During Care

- Use the person's preferred name and form of address
- Speak directly to the person at eye level where possible
- Use calm, warm and respectful language at all times
- Listen actively; allow time for the person to respond
- Do not speak about the person as though they are not present
- Adapt your communication to the person's needs (hearing loss, cognitive impairment, language)
- Avoid sarcasm, belittling language or expressions of impatience

12.5 Handling and Sharing Information

- Do not discuss a client's personal information with family members unless the person has consented
- Do not share any personal details with neighbours, other callers or third parties
- Record care delivery accurately and respectfully in care notes
- All written records must be factual, dignified and use the person's preferred name
- Secure all paper records; do not leave care records in visible or accessible locations in the home
- Report to the office if you have any concerns about information security

12.6 Leaving the Client's Home

- Check the person is comfortable and has everything they need before leaving
- Ask if there is anything else they would like help with
- Ensure the person is safely settled before departure
- Secure the home as agreed in the care plan (e.g. door locked, key safe secured)
- Complete care records and report any concerns to the office without delay

12.7 If You Observe a Dignity Concern

- If you observe a colleague behaving in a way that undermines a client's dignity, intervene calmly if safe to do so
- Report the concern to the Registered Manager or on-call manager as soon as possible on the same day
- Complete a concern/incident form
- Do not discuss the incident with colleagues before reporting to management
- Where the concern may indicate abuse, refer to NSAB (0300 500 8080) if required
- Whistleblowing protections apply; you will not face detriment for reporting in good faith

Quick Reference – Dignity Commitments for Team Member's

Every care worker at HomeKare commits to:

1. I will always knock and wait before entering a client's home or room.
2. I will ask for consent before every personal care task.
3. I will use the person's preferred name and speak to them with respect.
4. I will cover and protect the person's body during all personal care.
5. I will never rush personal care or make the person feel they are a burden.
6. I will listen to the person's wishes and respect their choices, even when I disagree.
7. I will keep all personal information confidential.
8. I will treat the person's home with respect – I am a guest.
9. I will report any concern about dignity or dignity violations immediately.
10. I will reflect on my own practice and challenge my own assumptions.

Linked Legislation and Guidance

Legislation / Regulation	Relevance
Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 – Regulation 10	Primary legal requirement: service users must be treated with dignity and respect at all times.
Health and Social Care Act 2008 – Regulation 9	Person-centred care: care must be tailored to individual needs and preferences.
Health and Social Care Act 2008 – Regulation 11	Need for consent: care must only be provided with lawful consent.
Health and Social Care Act 2008 – Regulation 13	Safeguarding: dignity violations may constitute abuse and must be reported.
Health and Social Care Act 2008 – Regulation 17	Good governance: systems must embed and monitor dignity standards.

Care Act 2014	Wellbeing duty; dignity and respect are explicitly named components of wellbeing; Making Safeguarding Personal.
Mental Capacity Act 2005	Presumption of capacity; dignity must be maintained in supported and best interests' decision-making.
Human Rights Act 1998 – Articles 3, 8 and 14	Right to be free from degrading treatment; right to respect for private and family life; freedom from discrimination.
Equality Act 2010	Protected characteristics must be respected; no discrimination in the delivery of dignified care.
UK GDPR and Data Protection Act 2018	Privacy of personal information; confidentiality; information rights.
CQC Single Assessment Framework 2024	Quality statements: caring, responsive, safe, effective and well-led domains all relate to dignity.
NICE NG21: Home Care for Older People	Dignity, respect, continuity and person-centred practice in domiciliary care.
NICE NG86: People's Experience in Adult Social Care	Recognising individuality; involvement; independence in community care.
SCIE Dignity in Care Framework	Eight Dignity Factors; privacy; communication; emotional wellbeing.
Skills for Care Care Certificate Standard 7 (2025)	Mandatory learning outcomes for privacy and dignity for all care workers.

Document Control

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