

HEMEL HEMPSTEAD DAY CENTRE LTD

Company Registered in England No: 1288177

Registered Charity No: 272688

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Personal Care, Privacy & Dignity Policy

Purpose of this Document

This document outlines the policy of Hemel Hempstead Day centre LTD in relation to providing services which respect the privacy and dignity of our service users including staff assisting service users with personal care.

Principles

Hemel Hempstead Day centre LTD aims at all times to respect the right of its service users to privacy and dignity. We adhere to **Outcome 1: of the Essential Standards of Quality and Safety and Regulation 17: of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010**; which relates to ensuring suitable arrangements are made to ensure the dignity, privacy and independence of service users.

Assessing Care Needs

We recognise that making an assessment of the needs of a service user can be very intrusive. We are obliged to ask questions about the most intimate areas of a service user's life. We will do everything possible to limit the embarrassment a service user can experience at this stage and to provide all possible reassurances about the nature of our operations generally and particularly the confidentiality of our information systems and the sensitivity of our workforce.

During the period when we are providing services, we need from time to time to review the situation to ensure that our services remain appropriate and to make adjustments to respond to changing care needs. This will usually be undertaken by the service user's key worker, but on occasions where the key worker may not be available, another member of staff may undertake this review, this will require additional sensitivity since, from the service user's point of view, they may not be as comfortable with discussing personal issues with different members of staff.

Care staff too may pick up some information about a service user's changing care needs during the process of service delivery. The worker should check with the service user whether they have any objection to details being recorded, though they may have to explain that information does indeed have to be shared with colleagues in the day centre.

Respecting Service User's Wishes

We know that some service users have forms of address for themselves to which they are particularly attached, or conversely forms they find particularly offensive. Our staff will make note of and observe such individual preferences, they'll always address a service user by their chosen name, and know that the acceptable usage may vary between people or over time.

Staff who carry out tasks which relate to service users' personal appearance will provide tactful help to ensure that their service users look as they would wish.

We recognise that the carrying out of some tasks, particularly those relating to intimate bodily functions, places a service user's privacy and dignity at severe risk. We undertake that our staff will show great tact in such situations.

Support workers have been instructed to be alert to the potential invasion of privacy involved in handling a service user's personal possessions or documents, and will always respect boundaries the service user chooses to set.

If a service user is particularly sensitive about their privacy or dignity in any other area of their lifestyle, Support workers will tread with particular care.

Service Users from Minority Groups

We are aware that issues of privacy and dignity may be especially sensitive when the service user is from a minority group. We seek to make our staff alert to points of cultural difference they may encounter in their work and we encourage our service users to draw to our attention any particular matter of which we should be aware.

Handling Information about Service Users within the Day centre

When information about service users has to be passed from a staff member to a manager, or between staff, it will always be treated with respect.

Arrangements for processing, handling and storing data are based on the need to retain as much privacy for our service users as possible.

CREATED: December 2016

Reviewed and approved July 2017

Hemel Hempstead Day Centre Ltd is a non-profit making company 'Limited by Guarantee' the sole purpose of the company is to provide for the comfort and welfare of its members who are elderly residents of the Borough of Dacorum