Privacy and Dignity Policy

1. Introduction

Dignity consists of many overlapping aspects, involving respect, privacy, autonomy, self worth and confidentiality. The following definition is given by the Department of Health - Dignity in Care, (2006).

“a state, quality or manner worthy of esteem or respect: and (by extension) self- respect.”

While dignity may be difficult to define, patient perception is key and there is recognition of both individuality and subjectivity.

2. Definitions:

Privacy

Refers to freedom from intrusion and relates to all information and practice that is personal or sensitive in nature to an individual

Dignity

Refers to a state, quality or manner worthy of esteem or respect and (by extension) self-respect. Dignity in care, therefore, means the kind of care, in any setting, which supports and promotes and does not undermine a

person’s self-respect regardless of any difference

Respect

Refers to freedom from intrusion and relates to all information and practice that is personal or sensitive in nature to an individual

3. Objectives:

The aim of this policy is to ensure that all visitors to the organisation and specifically, patients, relatives and carers are treated with dignity and respect at all times and that they are afforded personal privacy as much as is reasonably practicable.

The policy objectives are to:

- Provide a definition and promote understanding of dignity
- Outline standards for dignity and privacy in relation to four key areas, communication, equality and diversity,

personal care, and environment – to be adhered to by all staff who have contact with patients, relatives and carers.

- Specify staff responsibilities with regards to dignity and patient privacy
- To prevent and respond to any discriminatory behaviour towards patients

4. Duties and Responsbilities:

Being treated with dignity and respect is everybody's business. All individuals; staff, service users, carers and visitors on all Korus Health clinics are asked to behave in ways which are:

- polite
- respectful
- safe and do not put other people at risk
- fair and non-discriminatory
- non –aggressive

HR & Compliance Manager

- Overall accountability in ensuring that the Korus Health delivers care and care environments that promote and protect the privacy and dignity of all people who use the company's services.

- To ensure the dissemination, understanding and implementation of this policy

All members of staff

- Staff are personally accountable for ensuring that they promote and protect the patient's well-being, and that patients feel valued and do not experience negative or offensive behaviours while in the care of Korus Health in accordance with this policy. Staff should act to remedy any barriers to privacy and dignity, raising and escalating concerns in line with appropriate Company policies and procedures.

- All staff are required to attend mandatory training in order to deliver dignified care and to keep themselves up to date with the latest clinical guidance relevant to their practice.

5. Procedure:

Communication

- Appropriate communication with patients is a key factor in promoting patient involvement and engagement with their care, and, by extension maintaining respect and dignity. Communication support should be provided where this is required; for example interpreters, use of pictorial information.

Staff must not assume it is acceptable to use a patient's given name, and, must only do so with the

patient's agreement. Informal terms such as "love" or "dear" should not be used.

- Staff should avoid personal conversations with co-workers that exclude the patient e.g. talking to a colleague about the rest of the day's workload while caring for the patient.

- Staff should be aware of how body language may be interpreted by a patient or carer e.g. when greeting a patient/relatives/carers, avoidance of eye contact, may lead a patient to feel that an interaction was impersonal and or intimidating. Furthermore, language and behaviour should be inclusive and understandable; the interpreting service is available if this will help to aid understanding.

- Patients will be offered the opportunity for their adult relative or chosen companion to be present for the ultrasound examination. Special consideration shall be given to children and young people but at the discretion of the sonographer.

- Staff must be alert to other patients or visitors who may be within earshot and modify their voice

accordingly when discussing patient information.

Personal Care

- Patients should always be given privacy while getting undressed/dressed behind a privacy curtain or in a cubicle and ensuring the curtain is closed fully.
- Not asking a patient to take off more clothing than is necessary and to ensure appropriate coverings are used for the ultrasound examination.
- Special attention to patient comfort as regards modesty and dignity will be paid during the ultrasound examination. All patients should be suitably covered with disposable tissue (couch roll) while awaiting

the start of the procedure and during a transvaginal examination.

Environment

- All toilet and bathroom facilities will have a door that can be closed and locked by the patient. Where possible, an emergency call bell will be available.
- All facilities will be clean and will be maintained to the high standard. Staff have a responsibility to report immediately any toilet or bathroom facilities which do not meet this standard to the site

management.

- Review

Health will regularly review its practices, policies and procedures governing to ensure appropriate privacy and

dignity are given to our patients/relatives/carer/staff.

Policy approved by: Karl Sturtridge, CEO