

Privacy and Dignity Policy

1. Introduction

- 1.1 AECC UC has a responsibility to create an environment in which human rights are respected. One of these human rights is an individual right to privacy and dignified care and support.
- 1.2 This policy will support AECC UC care & support staff in ensuring that the privacy and dignity needs of our service users are always considered and ensured in the delivery of care and support services Definitions and Scope.
- 1.3 This policy covers privacy and dignity issues for AECC UC care & support and includes services users, staff, volunteers, and temporary staff (agency)
- 1.4 The application of this policy applies to all service users irrespective of age, ethnicity, social, cultural, psychosocial, and physical requirements

2. Implementation

- 2.1 This policy applies to all AECC UC Care and Support providing support within our services.
- 2.2 All staff should be aware that failure to comply with this Policy, including any processes, procedures or arrangements which are put in place under it, will be investigated and may lead to disciplinary action being taken.

3. Responsibilities

- 3.1 Director of clinical and rehabilitation services is responsible for ensuring that AECC UC clinical & support staff upholds the principles of privacy and dignity when dealing with service users, that appropriate policies and procedures are developed, maintained and communicated throughout the organisation.
- 3.2 Team leads/ Service Managers are responsible for ensuring all team members have read the policy and understand its principles. Alongside this they will be required to respond (as appropriate) where issues of non-compliance with this policy have been identified
- 3.3 Staff are expected to adhere to the principles set out in this policy keep their training up to date and attend appropriate training relating to the provision of information to service users and effective communication

4. Courtesy, Honesty & Respect for Dignity

- 4.1 The principles of common courtesy will be upheld by all staff, especially when faced with challenging questions or working under difficult circumstances
- 4.2 Staff will ensure that service users and their families are greeted appropriately at all times. Staff will introduce themselves by name and role, without undue delay and ensure that service users and family members are asked how they wish to be addressed
- 4.3 Staff will ensure that the care and support environment is welcoming and supports appropriate standards of privacy, confidentiality, and dignity always in the provision of personal care and support
- 4.4 All staff will ensure that privacy and dignity of service users is respected and maintained at all times

5. Communication

- 5.1 Staff will always demonstrate effective communication skills and ensure that communication takes place in an appropriate environment
- 5.2 Staff will ensure that information is provided at the required level of understanding and that sufficient time is available to enable the service user to communicate their needs and preferences
- 5.3 Staff will ensure that service users are provided with clear explanations about the care and support being offered, and that consent is provided by service users for all personal care and support activity undertaken
- 5.4 Staff will ensure that all discussions that take place are relevant to the service user's care and support and will avoid personal comments or remarks
- 5.5 Where a service user is found to lack the capacity to give their consent over one particular care or treatment option, it should never be assumed that this applies to all decisions. Further appropriate attempts should be made to inform them about treatment options and to obtain informed consent.
- 5.6 A service user must be assumed to have capacity unless the contrary is established and should not be treated as unable to make a decision unless all practical steps have been taken without success to help them take the decision.
- 5.7 Advocacy will be provided or sought for any service user who might require it.

6. Confidentiality

- 6.1 The principles of the Data Protection Act and Professional Codes of Conduct relating to confidentiality are always adhered to
- 6.2 That appropriate areas are used where confidential discussions can take place regarding a service users care, free from intrusion of others
- 6.3 Written service user information, for example support plans, handover sheets etc. which contain confidential details are stored and disposed of correctly in confidential waste and not left in public places
- 6.4 They only share information that a service user discloses with people who are involved in their care and support and always with the service user's verbal consent

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Approved by:	CGG
Ratified by:	
Originator/Author:	Neil Langridge: Director of Clinical and Rehabilitation Services
Policy Owner	Neil Langridge: Director of Clinical and Rehabilitation Services
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Target:	All staff, students and volunteers
Policy location:	Staff Information Portal, AECC Clinic website
Equality Analysis:	No direct impact.

Related policies – see Data Protection suite of policies & dignity, diversity policy