

Privacy, Dignity & Respect policy

Statement and Purpose of the Policy

The aim of the policy is to provide Serenta Homecare employees with guidance and expected standards of practice in the promotion of privacy, dignity, and respect, which effects all Clients. Serenta Homecare is committed to always providing high quality care to all Clients. Responsibility for protecting clients' privacy, dignity and respect does not lie with one individual but with all employees at every level.

Serenta Homecare is eager to ensure that all Clients will feel that they are treated with dignity and respect, and that their right to privacy, dignity and respect is upheld and actively always promoted.

Respecting privacy and dignity is not an addition to care provision, but an integral part of high-quality care.

Privacy, dignity, and respect are built into the care delivered as well as the environment in which it is delivered. Employees should deal sensitively with the various circumstances in which privacy, dignity and respect may be infringed.

1. Policy Scope

Recognising and enabling an individual's right to privacy, dignity and respect are an essential part of best practice and accepted as a right by clients, Care Worker/Mental Health Support Worker and all Serenta Homecare staff. This policy will outline expected standards of practice.

This policy was devised to ensure all Clients receiving care within Serenta Homecare have their rights to privacy, dignity and respect acknowledged.

Current equality legislation places the responsibility on the organisation to prevent discrimination and harassment and show how it is ensuring equitable services.

Providing care that ensures the dignity of Clients, respects the diversity of the population and the individual's needs.

The privacy, dignity and respect policy clearly relate to the ways in which Clients and their Care Worker/Mental Health Support Worker are to be treated while being cared for by Serenta Homecare. The scope of the behaviours and values outlined in this policy is by no means to be confined simply to the Clients and Care Workers/Mental Health Support Worker. It is recognised that, as Care Workers/Mental Health Support Worker, all employees should display values and behaviours which promote privacy, dignity and respect to each other, and throughout the organisation.

2. Privacy, Dignity and Respect

This policy is to be applied to all Clients to meet individual need by recognising and preventing barriers to care. These barriers can be related to stereotyping and stigma associated with age, ethnicity, disability, faith, sexual orientation, and gender.

All Serenta Homecare employees should, always, treat Clients, their relatives and/or Care Workers/Mental Health Support Worker in a manner that makes them feel valued and respected and act in a way that maintains their privacy, dignity and respect.

All Clients should receive care in a manner which recognises their individual values, beliefs, and personal relationships. The personal space of Clients, their relatives and/or Care Workers/Mental Health Support Worker should be always respected and likewise Serenta Homecare employees should expect Clients, their relatives and/or Care Workers/Mental Health Support Worker to grant them the same courtesy.

All Clients should be cared for in an environment that actively promotes their privacy, dignity, and respect.

All Clients' information is confidential. Specifically, all information about diagnosis and care will, in the first instance, be discussed with the Service User or their legal guardian as privately as possible. This information will only be shared with others following the agreement of the Client. However, while it is important that a Clients' right to confidentiality is respected, it is also important to ensure that this does not result in a failure to provide Clients with the appropriate care.

Clients should always be adequately dressed or covered when supporting with personal care, so that their privacy, dignity and respect are maintained.

Serenta Homecare employees should encourage Clients, who are able to do so to bath shower and toilet themselves, with minimal supervision, unless a risk has been identified.

Where a need is identified, Clients should be offered assistance e.g., spectacles, hearing aids, dentures etc.

Serenta Homecare employees should be aware of Clients' sensitivities about personal contact/touch and personal boundaries. These issues might arise because of gender, culture and ethnicity.

Serenta Homecare employees who visit Clients in their own homes should act as guests, ensuring that entering the property and using the facilities are with the permission of the Clients and or carers.

3. Training

All Serenta Homecare employees will be trained in this area.

Document Control

Date Approved: June 2026

Target Audience: All Serenta Homecare Staff

Review Date: June 2027

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