



# Ealing House

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[www.ealinghouse.co.uk](http://www.ealinghouse.co.uk)

## POLICY ON PRIVACY AND DIGNITY

### **Policy Statement**

Ealing House believes that every resident has the right to live their life with privacy, dignity, independence and choice. This home will work in collaboration with all legal and caring agencies to uphold these rights.

The home adheres fully to *Standards 10, 11, 14, 17, 18 and 35* of the *National Minimum Standards for Care Homes for Older People*.

### **Aim of the Policy**

This policy is intended to set out the values, principles and policies underpinning this home's approach to privacy and dignity. Ealing House believes that privacy is an absolute right of every service user and is an integral factor in the preservation of each individual's personal dignity.

### **Privacy Policy**

All service users of this home should:

1. Discuss their particular needs regarding accommodation within Ealing House, be that single or shared accommodation furnished, decorated and equipped to a high standard which they may use and enjoy as and when they wish.
2. Be allowed to bring their own items of furniture, if they so desire, to add their own touches to their rooms.
3. Have private cabinets for personal items and be offered to have valuables locked away and given a receipt for these.
4. Be able to entertain guests in private in their rooms as they wish.

5. Be entitled to expect confidentiality in all matters, and for their permission to be obtained whenever private information needs to be made available to others (excepting that information necessary for staff to provide proper care).

## **Dignity Policy**

All service users of this home should:

1. Be treated with dignity in the way in which the staff deal with dressing, bathing, feeding, incontinence and all other needs.
2. Be addressed in the manner that they choose (Mrs/Mr/Miss or by their first name or nickname).
3. Be respected for their individuality, their views and the way in which they are accustomed to conduct their lives.
4. Be consulted on any matter or activity, which may impinge upon their life within the home in any way, and to have their wishes respected.
5. Retain all the rights enjoyed by individuals remaining in their own homes within the community.
6. Be entitled to have their own culture, religious practices and beliefs observed and respected at all times.

## **Procedures**

Staff should remember the following.

1. Always treat service users with sensitivity, respect and thoughtfulness.
2. Always knock before entering a service user's room.
3. Always address service users by the title or name that they prefer.
4. Always treat service users as individuals.
5. Allow service users to do things for themselves whenever appropriate.

6. Never gossip about service users, or discuss them outside of Ealing House.
7. Never discuss private or personal issues with a service user in public.
8. Avoid the use of patronising or insulting language.
9. Give appropriate room and space to service users.
10. Always treat service users in a dignified and sensitive way when performing intimate care tasks.

### **Training**

1. All new staff should be encouraged to read the policy on privacy and dignity as part of their induction process.
2. Existing staff will be offered training to National Training Organisation standards covering basic information about confidentiality, privacy and dignity.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Policy review date: \_\_\_\_\_