

12 Point Gold Standard Charter for Dignity and Respect



This Charter has been produced on behalf of the Health and Wellbeing Board of Stoke-on-Trent by Healthwatch Stoke on Trent.

Dignity and Respect is Priority 3 in the City's Health and Wellbeing Strategy, and the Health and Wellbeing Board welcome this Charter development to support the priority it places on dignity and respect. It puts the individual at the centre of every aspect of service and makes it clear what each individual can and should expect from any service they access.

As a patient or user of health and social care services in Stoke-on-Trent I can expect that:

1. I will be treated as an individual.

Organisations will: Treat each person as an individual. Services are not standardised but are personalised and tailored to each individual, within the context of treatment pathways. The attitude and behaviour of managers and staff help to preserve the individual's identity and individuality.

2. I will be treated with respect.

Organisations will: Promote respect for dignity by everyone in every organisation. They will support people with the same respect they would want for themselves or a member of their family. People should

receive services in a courteous and considerate manner, ensuring time is taken to get to know people. Staff should introduce themselves by name and agree with the individual how they would like to be addressed. Staff should maintain a professional personal appearance.

3. I will be given information and support to help me make choices about my care.

Organisations will: Provide people with information about their condition, prognosis and treatment pathways, to support them in their involvement in planning their care, and exercising their rights to consent. Support should be negotiated and agreed with people receiving

services as equal partners in the process, enabling people to maintain the maximum possible level of independence, choice and control. The care, support or service provided should encourage individuals to participate as far as they feel able.

4. I will be listened to when I express my needs and wants.

Organisations will: Be open and will encourage participation from every individual. Those with communication difficulties or cognitive impairment, will receive adequate support and advocacy.

5. I will be treated as a whole person.

Organisations will: Take into consideration both mental and physical health needs of the person. Mental health issues will be treated in parity with physical health. Where appropriate, potential social care needs will be assessed. Decisions on matters such as discharge will take into consideration the person's living conditions and support network.

6. I will be supported in maintaining control of my life and health.

Organisations will: Assist people in gaining and maintaining confidence and positive self-esteem. Provision will aim to develop the self-confidence of the person receiving services, actively promoting health and well-being. Information and guidance should be provided to support the person in taking steps to improve their health where practicable, such as through exercise, diet or smoking cessation.

7. My right to privacy will be respected.

Organisations will: Respect people's right to privacy. Ensure that personal space is available and accessible when needed. Areas of sensitivity which relate to modesty, gender, culture or religion and basic manners will be respected.

8. My partner and/or immediate family and/or carers will be informed and involved in my care, with my consent.

Organisations will: Engage with concerned partners, immediate family and/or carers in

supporting the individual's needs, subject to the consent of the individual. Relatives and carers should be listened to and encouraged to contribute to the wellbeing of the person receiving services. Carers should be offered a carers assessment.

9. If I have physical or mental difficulties, I will be given support to access services.

Organisations will: Make reasonable adjustments to the environment to ensure that services are accessible for those with disabilities, in conformity with the Disability Discrimination Act (1995). Ensure that all staff understand and are trained in managing the needs of those with disabilities, upholding the principles of equality.

10. I will not be treated unfairly because of my age, race, religion, appearance, gender, marital status or sexual orientation.

Organisations will: Ensure that all staff understand and are trained in adhering to the 9 protected characteristics in the Equality Act 2010:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion and belief
- sex
- sexual orientation

11. I will be safe from all forms of abuse.

Organisations will: Have a zero tolerance of all forms of abuse, from the leadership downwards. All services are provided in a safe environment,

free from any form of abuse. It is recognised that abuse can take many forms including physical, psychological, emotional, financial and sexual, and extends to neglect or ageism.

12. If I am unhappy with my care, I will be able to complain without fear of retribution.

Organisations will: Have a clear and visible complaints process. Ensure that people feel able to complain or draw attention to failures without fear of retribution. Ensure that staff support individuals in raising concerns and complaints with the appropriate person in a non-judgemental way and others are encouraged to raise concerns when they witness them. Opportunities are available to access an advocate. Concerns and complaints are heard and responded to promptly with feedback to the individual and organisation, and actions taken to remedy any errors.

If you have not been treated with Dignity and Respect and you don't want to complain to your provider, please contact Healthwatch Stoke-on-Trent. We are here to help.

Email:
info@healthwatchstoke.co.uk

Phone:
01782 683080

Website:
www.healthwatchstoke.co.uk