

Privacy Policy

Policy Statement

This policy sets out the values and principles underpinning Heydays Care and Support Services approach to privacy and dignity. Privacy is an absolute right of every service user and is integral to the preservation of each individual's personal dignity.

Heydays Care and Support Services will work with all legal and caring agencies to uphold these rights.

Our approach ensures compliance with Regulation 9: Person-centred Care and Regulation 10: Dignity and Respect of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Policy Statement

The right to privacy is one of the fundamental rights of service users and must be referred to in care plans. Service users' preferred style of address must always be used, respect must always be shown by care workers to people in the home, to the household, to the home and to domestic routines.

Care workers should only enter those parts of the premises for which they have been given explicit permission, must seek personal information only where it is essential to the service, should always respect privacy and dignity in giving intimate care, and should treat information about service users confidentially, participating in personal meetings and conversations only with permission and where it is necessary.

Heydays Care and Support Services recognises that every service user has the right to live their life with privacy, dignity, independence, and choice. Heydays Care and Support Services will always work in collaboration with all legal and caring agencies to uphold these rights.

Heydays Care and Support Services recognises that its service users should control their own environment, have their privacy respected by care staff, who are regarded as visitors to their homes and expect confidentiality in all matters. Heydays Care and Support Services staff are expected to obtain a service user's permission when using any of their possessions, including materials and equipment, and to treat all information disclosed by the service user and their relatives in line with Heydays Care and Support Services confidentiality of information policy.

Heydays Care and Support Services expects its staff to:

- treat service users with sensitivity, respect and thoughtfulness at all times
- respect the service user's sense of dignity and personal pride and need for privacy when offering any personal care and particularly when carrying out intimate care tasks, for example, dressing, bathing; feeding, changing dressing 3, giving out medication, helping them with their toilet routines, etc
- knock/ring/let the person know of their presence before entering a service user's accommodation
- make sure the service user is always safe and secure when leaving the home
- address the service user as they want to be known
- talk to the service user in a way that makes them feel comfortable
- respect and treat the service user as an individual
- accept how the service user wants to conduct their life
- enable service users to do things for themselves whenever appropriate

- consult and involve service users on any matter or activity connected to their care and to respect their wishes and feelings about the service provision
- respect the service user's culture, religious practices and beliefs
- never gossip about service users
- never discuss private or personal issues with a service user in public
- avoid the use of patronising or insulting language

give appropriate room and personal space to service users when going about their work.

Training

All staff must understand and follow the policy on privacy and dignity.

Induction training on privacy and dignity has been developed in line with the Care Certificate standards, particularly Standard 7: Privacy and Dignity.