

# Dignity in Care factsheet

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## Privacy in practice

- Ensure a confidentiality policy is in place and followed by all staff (including domestic and support staff).
- Make issues of privacy and dignity a fundamental part of staff induction and training.
- Ensure only those who need information to carry out their work have access to people's personal records or financial information.
- Respect privacy when people have personal and sexual relationships, with careful assessment of risk.
- Choose interpreters with the consent of the person using the service.
- Get permission before entering someone's personal space.
- Get permission before accessing people's possessions and documents.
- Provide space for private conversations and telephone calls.
- Make sure that people receive their mail unopened.
- Ensure single-sex bathroom and toilet facilities are available.
- Provide en suite facilities where possible.
- In residential care, respect people's space by enabling them to individualise their own room.
- Consider issues of privacy if a person requires close monitoring or observation.

### Ideas you could use

#### Use an enuresis pad to maintain dignity despite incontinence

Incontinence can be a real threat to dignity. Using an enuresis pad, which issues an alert if someone is incontinent, can help save the embarrassment caused by staff 'checking' whether a person has been incontinent. It can also help identify patterns that make it easier to manage the incontinence.

#### Use 'Do not disturb' signs to respect people's privacy

To respect people's privacy at certain times, you could consider introducing 'Do not disturb' signs.