



Dignity and Respect Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To promote a culture where all service users are treated with dignity and respect, upholding their rights, preferences, and independence in line with CQC Regulation 10.

2. Scope

This policy applies to all staff, volunteers, and representatives involved in the delivery of care and support services provided by CARERS' HANDS H C A LTD.

3. Policy Statement

Every individual has the right to be treated with dignity, respect, and compassion. We are committed to ensuring that our service users' values, beliefs, and choices are recognised and supported at all times.

4. Legal and Regulatory Framework

- CQC Regulation 10: Dignity and Respect
- Human Rights Act 1998
- Equality Act 2010
- Health and Social Care Act 2008

5. Principles of Dignity and Respect

- Treat each person as an individual
- Support choice, control, and independence
- Respect privacy and confidentiality
- Communicate effectively and listen actively
- Involve individuals in decisions about their care
- Avoid patronising, discriminatory, or dismissive behaviour



6. Practical Implementation

- Knock before entering a service user's home or room
- Use preferred names and pronouns
- Support with personal care in a discreet and respectful manner
- Offer choices in clothing, meals, routines, and activities
- Provide culturally sensitive care

7. Staff Responsibilities

- Promote dignity and respect in all interactions
- Challenge poor practice or disrespectful behavior
- Report concerns to the manager or safeguarding lead
- Reflect dignity and respect in written records and language

8. Training and Supervision

- All staff receive training on dignity, person-centred care, and equality
- Supervision sessions include reflection on respectful care
- Breaches of this policy are addressed through performance management

9. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, based on feedback and learning, regulation, or best practice occur or monitored through audits, spot checks, recruitment data, and service user feedback. Compliments and complaints are used to improve practice. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

- ☐ Call the Office: 07535 8524917
- ☐ Email: carershandsagency@gmail.com

Signature and Declaration



Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026