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## Dignity and Respect Policy

### *Introduction*

This policy seeks to clarify the key mechanisms through which Foresight ensures that all service users and carers coming into contact with Foresight are treated with full Dignity and Respect.

In ensuring that all service users and carers are treated with Dignity and Respect Foresight, and all its services, teams and individual staff, acts in accordance with the requirements of the Human Rights Act 1998, the Race Relations Act 1976 (as amended), the Disability Discrimination Act 1995, the Disability Discrimination Act 2005, and the Equality Act 2006, Every Child Matters 2004.

### *Purpose*

The purpose of this policy is to set out clearly for all Foresight staff, volunteers and for all service users and carers in contact with Foresight, the main processes which Foresight has in place in order to ensure Dignity and Respect for all who receive its services.

Whilst everyone should be treated with Dignity and Respect, Foresight also has a Dignity at Work Policy as part of its HR framework which makes clear the standards of acceptable behaviour expected of staff (and between staff) when carrying out work on behalf of Foresight.

### *Scope*

This policy applies to all staff of Foresight North East Lincolnshire Ltd irrespective of profession, grade, position or contract, any others contracted to provide a service to Foresight on a temporary basis and service users, carers or volunteers who may be working on behalf of Foresight in any capacity (subsequently referred to as "all staff").

### *Principles*

Principles for achieving a high quality service where service users and carers are treated with dignity and respect. Foresight expects all staff to:

- treat each person as an individual and to preserve their identity, for example taking the time to assess and understand their individual needs
- enable service users to maintain the maximum possible level of independence, choice and control and helped to participate as partners in decision-making about the care and support they receive

- respect service users and carers rights to privacy, where areas of sensitivity which relate to modesty, gender, culture or religion and basic manners are fully respected
- award service users and carers the same respect they would expect for themselves or a member of their family, being treated and cared for in a courteous and considerate manner at all times
- exercise a zero tolerance of all forms of abuse
- ensure people feel able to complain without fear of retribution, have access to the information and advice they need, and that concerns and complaints are respected and answered in a timely manner
- respect individual's ethnic background
- 'be open' when things go wrong

#### Roles and Responsibilities

The following roles and responsibilities apply to this Policy:

#### ***All staff (see section 3 for meaning)***

It is the responsibility of **all staff** to ensure in every interaction with service users, carers and others, that they treat individuals with full Dignity and Respect. This includes written and telephone communications as well as face to face interactions. All staff will ensure that they signpost any service user, carer etc to an appropriate person if they consider that they have not been treated with Dignity and Respect.

#### ***Foresight***

It is the responsibility of Foresight to ensure that all employees are clear about the standards set by the organisation. There is a training programme covering Equality, Diversity and Safeguarding Adults and Children.

It is also the responsibility of Foresight to ensure appropriate mechanisms for receiving comments, feedback and complaints regarding Privacy and Dignity and for Foresight's Board of Trustees to address individual and general comments.

#### ***Definitions***

For the purpose of this policy,

#### ***Dignity***

Dignity has been defined as '*the quality of being worthy or honourable*': '*a state, quality or manner worthy of esteem or respect; and (by extension) self-respect.*'; also, that 'while 'dignity' may be difficult to define, what is clear is that people know when they have not been treated with dignity and respect.'

#### ***Respect***

Respect is "*the objective, unbiased consideration and regard for the rights, values, beliefs and property of all people*" also, that "*respect has been summarised in terms of courtesy, good communication (including listening) and taking time*".

This information is also available in other formats, languages and picture format upon request.