

Dignity in health and social care services for older people in Richmond upon Thames



Independence means...

...When I am not happy with the way people treat me, I can speak out and have things put right without feeling afraid.”

The Dignity Challenge

High quality services that respect people's dignity should:

- 1 Have a zero tolerance of all forms of abuse.
- 2 Support people with the same respect you would want for yourself or a member of your family.
- 3 Treat each person as an individual by offering a personalised service.
- 4 Enable people to maintain the maximum possible level of independence, choice and control.
- 5 Listen and support people to express their needs and wants.
- 6 Respect people's right to privacy.
- 7 Ensure people feel able to complain without fear of retribution.
- 8 Engage with family members and carers as care partners.
- 9 Assist people to maintain confidence and a positive self esteem.
- 10 Act to alleviate people's loneliness and isolation.



If **you** have any concerns or issues regarding a care service please call

020 8831 6446

or email

qualityassurance@richmond.gov.uk

or go online at

www.richmond.gov.uk/dignity

www.richmondandtwickenham.nhs.uk

