

Dignity in Care

Top 10 Tips

Training & Education

We believe that everyone deserves to be treated with care, that's why we feel dignity and respect should be at the heart of all care homes. We understand how busy and challenging your work can be, but your residents' dignity must be at the forefront of your heart, mind and central to your actions at all times.

Here are some handy tips to remind us of what dignity really means for those within our care.

- 1 **ABUSE** Zero tolerance of all forms of abuse.
- 2 **RESPECT** Treat people with the same respect that you would expect for yourself or a member of your own family.
- 3 **INDIVIDUALITY** No two people are the same, treat each person as an individual by offering personalised care for their needs.
- 4 **INDEPENDENCE** Enable residents to maintain the maximum level of independence, choice and control.
- 5 **ENCOURAGEMENT** Listen and support, enable residents to express their needs and wants.
- 6 **PRIVACY** Respect residents' right to privacy.
- 7 **TRANSPARENCY** Ensure people feel able to complain without fear of retribution.
- 8 **ENGAGEMENT** Engage with family members and carers as partners, you are all aiming for the same goal.
- 9 **SELF VALUE** Assist residents to maintain confidence and positive self-esteem.
- 10 **CARE** Spend time with residents, talking and engaging with them to alleviate loneliness and isolation.



* Adapted from dignity in care the 10 point dignity challenge.
www.dignityincare.org.uk

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