



Headway North Cumbria

www.headwaynorthcumbria.org.uk

the brain injury association

HEADWAY NORTH CUMBRIA PRIVACY AND DIGNITY POLICY

INTRODUCTION

1. Headway North Cumbria believes that every member has the right to live their life with privacy, dignity, independence and choice. Headway North Cumbria will work together, and with other agencies where appropriate, to uphold this right.
2. Offering privacy and respecting dignity is an essential aspect of good quality support. Members may feel vulnerable, and it is important to establish early on, what are their individual needs and choices. It is vitally important that members feel involved in decisions particularly about the support and input offered by Headway North Cumbria.

DEFINITIONS

3. The following definitions apply to this policy:
 - a. **Privacy** is the freedom from intrusion - giving someone space where and when they need it.
 - b. **Dignity** is being worthy of respect. This requires focussing on the value of every individual, including:
 - respecting their views, choices and decisions,
 - not making assumptions about how they want to be treated,
 - working with care and compassion, and
 - communicating directly with the individual whenever possible.

AIM OF THE POLICY

4. Headway North Cumbria believes that a member should be treated with dignity at all times. The aim of this policy is to describe how respectful attitudes and behaviours will be promoted and assured, thereby preventing our members from experiencing offensive and negative attitude and behaviours.



SCOPE

5. This policy applies to all members, volunteers, and committee members involved with Headway North Cumbria. All committee members and volunteers to be made aware of and read this policy.

RESPONSIBILITIES

6. The Headway North Cumbria Committee is responsible for:

- a. ensuring that all volunteers and members have access to and are aware of this policy.
- b. ensuring that safeguards are in place to protect the interests of the member.
- c. monitoring adherence to the policy and discuss any concerns with the Network Support Manager and/or Headway National.

7. The lead volunteer and committee are responsible for:

- a. consistently monitoring the environment within the Day Centre of Headway North Cumbria and at other meetings and events with regard to privacy and dignity issues.
- b. ensuring respectful attitudes and behaviours are promoted and assured.

8. Members and relatives/carers should be given clear information on how to raise concerns and to whom. Problems in relation to standards and guidelines on privacy and dignity in support of members shall be monitored and reported using the Comments, Compliments and Complaints Procedure.

STANDARDS

9. The following standards should be integrated into service monitoring and governance.

- a. **Attitudes and Behaviours** – Members feel that they matter all of the time.

- (1) Respectful attitudes and behaviour towards everybody are promoted and assured, including consideration of non-verbal behaviour and body language.
 - (2) Issues about attitude and behaviour towards minority groups are addressed with individual volunteers.
- b. **Personal World and Personal Identity** – Members experience support in an environment that actively encompasses individual values, beliefs and personal relationships.
- (1) Stereotypical views are challenged and the valuing of diversities is demonstrated.
 - (2) Individual needs and choices are ascertained and continuously reviewed.
- c. **Personal Boundaries and Space** – A member’s right to his or her own personal space is promoted and respected by all volunteers.
- (1) The name the member wants to be called is agreed, documented and used.
 - (2) The acceptability of personal contact (touch) is identified with individual members.
 - (3) Personal and private space is respected and protected for individuals and privacy is effectively maintained.
- d. **Communication between Volunteers and Members** – takes place in a manner that respects their individuality.
- (1) Information is adapted where necessary to meet the needs of individual member.
 - (2) All Information is factual in plain language with no jargon or abbreviations and given at the required level of understanding.
 - (3) Relevant communication exchanges are recorded, if appropriate.



e. **Privacy and Confidentiality of Personal Information** - Information is shared with consent to enable support.

(1) Precautions are taken to prevent information being shared inappropriately. Headway North Cumbria Confidentiality policy will be adhered to at all times.

f. **Privacy, Dignity and Modesty** – Support to members actively promotes their privacy and dignity and protects their modesty.

(1) Members are protected from unwanted public view whenever appropriate.

(2) Members should be offered routine opportunities to raise concerns about privacy and dignity to volunteers.

RELATED HEADWAY NORTH CUMBRIA POLICIES AND PROCEDURES

Safeguarding Policy
Confidentiality Policy
Comments, Compliments and Complaints Procedure