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## **Dignity and Respect Policy**

### **Introduction**

The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights. These rights not only impact matters of life and death, they also affect the rights you have in your everyday life: what you can say and do, your beliefs, your right to a fair trial and other similar basic entitlements. You have the responsibility to respect other people's rights, and they must respect yours.

### **Purpose**

This Dignity and Respect Policy sets out EPIC Solution's commitment to treating all people with equality & diversity, valuing the diversity of all. To ensure that all who work in association with EPIC Solutions treat clients, the public and colleagues with dignity and respect. EPIC Solutions advocates a culture of care that respects the privacy, dignity, culture and individuality of all clients under its care and all who work in association. To ensure privacy and dignity are fundamental within our core values and governance strategy.

### **Duties**

This policy applies to all who work in association with EPIC Solutions irrespective of profession, grade, position or contract. The Directors and Managers of EPIC Solutions have overall responsibility to ensure compliance with this policy.

### **Responsibility of all Associates**

- Ensure that the privacy and dignity of all clients, members of the public and associates are respected.
- Adhere to the principles set out in this policy.
- EPIC Solutions expects that all associates treat people with the same respect they would want for themselves or a member of their family. People should be treated in a courteous and considerate manner, at all times.
- EPIC Solutions expects all associates to treat each person as an individual. The attitude and behaviour of associates help to preserve an individual's identity. Associates should agree with people about how they would like to be addressed. Associates should take the time to assess and understand a person's individual needs.
- EPIC Solutions expects all associates to respect people's right to privacy. Areas of sensitivity which relate to modesty, gender, culture or religion and basic manners are fully respected.
- EPIC Solutions expects all associates to ensure people feel able to complain without fear of retribution. People have access to the information and advice they need. Associates support people to raise their concerns and complaints with the appropriate person. Concerns and complaints are respected and answered in a timely manner.
- EPIC Solutions expects all associates working with clients to assist people to maintain confidence and a positive self-esteem. The care and support provided should encourage individuals to participate as far as they feel able. Care should be aimed to develop the self-confidence of the person receiving services, actively promoting well-being.



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- EPIC Solutions expects all associates working with clients to act to alleviate people's loneliness and isolation. Associates should help people receiving services to feel valued as members of the community.
- EPIC Solutions expects all associates working with clients to enable people to maintain the maximum possible level of independence, choice and control. People receiving services should be helped to participate as partners in decision-making about the care and support they receive. People should be encouraged and supported to take responsibility for managing their care themselves in conjunction with, when needed, care staff and other information and support services.
- EPIC Solutions expects all associates working with clients to listen and support people to express their needs and wants. People should be provided with information in a way that enables them to reach agreement.
- EPIC Solutions expects all associates to engage with family members and carers as care partners. Relatives and carers experience a welcoming ambience and are able to communicate with associates and directors as contributing partners.

#### Further Responsibility of Directors

- Associates have read this policy and have appropriate interpersonal skills / customer care / communication and/or Dignity and Respect.
- They provide a good role model in their own attitude and behaviour.
- All systems of care are patient focused and person centered and not task orientated.
- Associates are supported to participate in training and service development.
- Implement the principles set out in this policy.
- Promote and encourage positive attitudes and behaviours within its culture and aim to eliminate the risk of any clients, associates and the general public suffering a negative experience.
- Ensure that any problems in relation to standards and guidelines on privacy and dignity in our care of clients is monitored and reported through the incident reporting, complaints or clinical governance processes and for associates, through the human resources procedures.
- Promote and support a culture of 'zero tolerance' of all forms of abuse.
- EPIC Solutions recognizes that abuse can take many forms including physical, emotional, financial, sexual, institutional, neglect and discriminatory.

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