

DIGNITY IN CARE CHARTER

This charter is a joint initiative between Lancashire County Council and the Lancashire 'Social Care Partnership' – the partners being the Lancashire Care Association and the UKCHA (Lancashire Forum) – representing the providers of social care in Lancashire. The Charter is a public statement that care providers and commissioners of services have agreed to. The Charter underlines what a person can reasonably expect when they need and use care and support services in Lancashire.

We will: -

RIGHTS

Help maintain all entitlements associated with citizenship

Ensure that people feel able to complain without fear of repercussions

FULFILMENT

Assist people to maintain confidence and a positive self-esteem

Support them in realisation of personal aspirations and abilities in all aspects of daily life

PRIVACY

Respect people's rights to privacy and autonomy

STAFFING

Those who commission services and those who provide them have responsibility to ensure services are properly staffed and funded and are properly trained, vetted, supervised and supported

POLICIES AND PROCEDURES

Policies and procedures will be in place to support Dignity in Care, to challenge discrimination and inequality, and to respect individuals needs, care, covering: whistle blowing, equal opportunity, complaints and comments, safeguarding adults.

COMMISSIONING

Involve all stakeholders and partners, including users, carers and providers, to commission high quality personalised care

DIGNITY

Respect each other for their uniqueness and make each individual feel that they matter

Have zero tolerance of all forms of abuse

Promote and encourage positive and respectful attitudes

RESPECT

Support people with the same respect you would want for yourself or a member of your family

Treat each person, as an individual with their own needs, wants desires and expectations

Respect people's rights to have relationships

INDEPENDENCE

Enable people to maintain independence, choice and control whilst managing any risks

Ensure that services are provided in a way that meets an individual's likes and dislikes

Act to alleviate people's loneliness and isolation

CHOICE

Provide a personalised service and treat each person as an individual

Listen and support people to express their needs and wants

Engage with family members, carers and care partner, where this applicable

NUTRITION

Adhere to guidance on nutrition in care homes and in the community and encourage nutritional screening