

# Dignity in Care Charter

This Charter is a joint initiative between North Yorkshire County Council, the Independent Care Group & other members of the Market Development Board representing the providers of social care in North Yorkshire. 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 North Yorkshire.

## Dignity in Care Champions

- Encourage members of staff to sign up as Dignity in Care Champions via the Department of Health Dignity in Care website:  
<http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/index.htm>

## Dignity

- Respect each individual 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.

## Privacy

- Respect people's rights to privacy and autonomy.
- 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 partners where this is appropriate.

## Rights

- Help to 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 the realisation of personal aspirations and abilities in all aspects of daily life.

## Nutrition

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

## Staffing

- Those who commission services and those who provide them have a 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 individual needs, covering:

- whistle blowing;
- equal opportunity;
- complaints and compliments; and
- safeguarding adults

## Commissioning

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