



Dignity in Care Charter

This Charter is a joint initiative between Lancashire County Council

& the Lancashire 'Social Care Partnership' - the partners being the Lancashire Care Association and the UKHCA (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:-

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

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 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 realization 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
- Safeguarding adults.

Commissioning

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