



Dignity in Care Partnership Agreement

This agreement sets out the minimum levels of service that people in need of care can expect to receive in the care setting and those providing care should be supported to deliver.


Dignity, Respect, Privacy & Rights

We will:

- ✓ Treat each individual involved receiving or providing care with the same respect and dignity we would want for ourselves or a member of our family
- ✓ Be ethical, honest, courteous and professional and respect confidentiality
- ✓ Not tolerate any forms of abuse
- ✓ Treat everyone fairly
- ✓ Make sure processes are in place so that people can tell us what they think about the quality of services without fear of repercussions.

Health & Wellbeing

We will:

- ✓ Encourage everyone to have information and support to access services that promote healthy living and general wellbeing to achieve their personal aims
 - ✓ Aim to support, maintain and where possible, improve good mental health and wellbeing
 - ✓ Help people to identify and understand their personal healthy lifestyle options and opportunities
 - ✓ Support people's rights to access a full range of health and personal care services to maintain and improve good health and wellbeing
 - ✓ Assist people to maintain confidence
 - ✓ Help people to feel good about themselves
 - ✓ Promote a positive environment
 - ✓ Enable people to engage in activities which give them enjoyment and fun
 - ✓ Support, encourage and stimulate a culture of care for everybody.
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Personalised Care

We will:

- ✓ Enable people to maintain their independence, choice and control as far as possible
- ✓ Recognise people as individuals with different needs and provide personalised care
- ✓ Respect people's wishes including taking into account and supporting active involvement of people who are important to them.
- ✓ Make sure services meet the needs of individuals
- ✓ Respect people's choices in end of life care, including helping people to understand what options are available to them.

Monitoring and celebrating good practice

We will:

- ✓ Regularly ask people through the established Local Involvement Network and customer surveys how we are performing
- ✓ Use a variety of media and events to share and celebrate best practice
- ✓ Make sure people have access to good quality information which enables them to make choices.

Management & Leadership by Care Commissioners and Providers

We will:

- ✓ Be open and transparent about all aspects of service delivery
 - ✓ Take account of service quality and reward excellence
 - ✓ Be clear about expectations, timescales and outcomes
 - ✓ Be responsible for ensuring services are properly staffed and funded and staff are properly trained, supervised and supported
 - ✓ Have procedures and policies in place to support dignity in care, respect individual needs, and challenge discrimination and inequality
 - ✓ Regularly ask for feedback to enable us to continue to improve services
 - ✓ Continue to work in partnership with all relevant organisations and be supportive towards each other.
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