



# BEYOND LIMITS

Beyond the limits of conventional support

## Privacy, Dignity and Respect Policy

**This policy clarifies our approach to ensuring that the privacy and dignity of individuals receiving care and support is never compromised.**

Review: May 2027

## INTRODUCTION

**This policy is in place to ensure that the privacy, dignity, and respect of individuals receiving care and support is always maintained, without compromise.**

**The policy should be read in conjunction with our comprehensive Respecting and Involving People Policy, which provides detailed guidance about essential standards of practice relating privacy, dignity, and respect as part of our wider commitment to respecting and involving people in the care and support that they receive.**

**Beyond Limits are resolutely committed to ensuring that we provide effective person-centred care that is based upon the individual needs and requirements of every individual, as well as their views and feelings.**

## RELEVANT REGULATORY REQUIREMENT

### Regulation 10: Dignity and Respect

**The Care Quality Commission (CQC) states:**

**The intention of this regulation is to make sure that people using the service are treated with respect and dignity at all times while they are receiving care, treatment, and support.**

**To meet this regulation, providers must make sure that they provide care and treatment in a way that ensures people's dignity and treats them with respect at all times. This includes making sure that people have privacy when they need and want it, treating them as equals and providing any support they might need to be autonomous, independent, and involved in their local community.**

**Providers must have due regard to the protected characteristics as defined in the Equality Act 2010.**

**The Regulation:**

- 1) People must be treated with dignity and respect.**
- 2) Without limiting paragraph (1), the things which a registered person is required to do to comply with paragraph (1) include in particular –**



- a) Ensuring the privacy of people
- b) Supporting autonomy, independence and involvement in the community
- c) Having due regard to any relevant protected characteristics (as defined in section 149 (7) of the Equality Act 2010)

**Beyond Limits are committed to a person-centred approach, which fundamentally embraces the need for colleagues to ensure that individuals' privacy, dignity, and respect is fully maintained.**

We attached the highest importance to ensuring that a culture that values individual privacy, dignity and respect is never compromised. The responsibility for protecting and maintaining privacy and dignity does not lie with one person, but with all colleagues throughout the organisation, in all capacities.

This policy will apply to all individuals, including those with protected characteristics defined and described within the Equality Act 2010.

## ATTITUDES AND BEHAVIOUR

**The following provides important information for all colleagues. Beyond Limits expect that colleagues will read and understand the conditions of practice described below.**

- We must ensure that individuals in our care feel they matter, and they do not experience negative or offensive attitudes or behaviour
- We must ensure that we respect individuals values, beliefs and culture
- We must ensure that we support the individuals to exercise their rights regarding choice and control
- All communication with individuals in our care will be respectful. This includes providing suitable means of communication and respecting individuals right to engage or not engage in communication
- We must ensure positive attitudes and behaviour are promoted, including consideration of non-verbal behaviour and body language and the needs of minority groups
- Care and support are provided in an environment that actively encompasses respect for individual values, beliefs, and relationships
- Individual needs are ascertained, recorded in the working policy, and continuously reviewed (taking full account of any changes in those needs, requirement, and presentation)

- We must ensure that individuals in our care who lack the capacity to help themselves are never left exposed without a covering. This helps to maintain their dignity, even during hygiene needs, or changing of linen or night attire
- We must ensure that individuals in our care who require nursing/medical intervention/procedures are never unduly exposed. Colleagues are expected to make every effort to ensure that minimum exposure of the area of intervention is achieved (ensuring privacy and dignity are maintained)
- We expect that all colleagues will respect the home of the person they are supporting and knock before entering a room
- Blinds etc will be closed before any intimate care or treatment is carried out
- All reasonable efforts must be made to ensure that discussions about care, support and treatment only take place where they cannot be overheard. Colleagues must ensure continued discretion when discussing the people they support
- We expect that the people we support will be offered support to maintain their independence and autonomy in line with their needs and stated preferences

Please note that every colleague has a duty to “SPEAK UP” if they should witness or suspect that any of these points have been compromised.

## CQC RELATED GUIDANCE

The following is provided by the CQC in relation to meeting the requirement of Regulation 10.

Regulation	What needs to be done?
<p><b>10(2)(b) supporting the autonomy, independence and involvement in the community</b></p>	<ul style="list-style-type: none"> <li>• <b>People who use services must be offered support to maintain their autonomy and independence in line with their needs and stated preferences. When offering support, staff should respect peoples expressed wishes to act independently but also identify and mitigate risks in order to support their continued independence as safely as possible.</b></li> <li>• <b>People must be supported to maintain relationships that are important to them whilst they are receiving care and support.</b></li> </ul>



	<ul style="list-style-type: none"> <li>• <b>People must be supported to be involved in their community as much or as little as they wish. Providers must actively work with people who wish to maintain their involvement in their local community as they begin to use a service. The provider must make sure that people are not left unnecessarily isolated.</b></li> </ul>
<p><b>10(2)(c) having due regard to any relevant protected characteristics (as defined in section 149(7) of the Equality Act 2010</b></p>	<ul style="list-style-type: none"> <li>• <b>People services must not be discriminated against in any way and the provider must take account of protected characteristics, set out in the Equality Act 2010</b> <ul style="list-style-type: none"> <li>○ The protected characteristics are age, disability, gender, gender reassignment, pregnancy and maternity status, race, religion or belief and sexual orientation.</li> </ul> </li> </ul> <p><b>This means that providers must not discriminate, harass, or victimise people because of these protected characteristics. This includes direct and indirect discrimination, which is described in the Equality Act 2010.</b></p> <ul style="list-style-type: none"> <li>• <b>Providers must also make sure they have due regard to people’s protected characteristics in the way I which they meet all other regulatory requirements. For example, in relation to care and treatment reflecting the person’s preferences in Regulation 9 (1)(c) or in relation to community involvement in relation to Regulation 10(2)(b).</b></li> </ul>

