

Code of Practice

- ❖ Staff, paid and volunteers, will at all times respect service users **privacy, dignity, and independence.**
- ❖ All **choices, rights and fulfilment** as fellow human beings will be accepted, where possible, whilst we see to their day-to-day needs.

PRIVACY:

Definition.

**The right of the individual to be left alone
or to remain undisturbed
and free from any intrusion or public intervention
into their affairs.**

e.g. All users will have free access to private bathing and toilet facilities where possible and appropriate adaptations will be provided to enable individuals to undertake their own daily activities for living.

DIGNITY.

Definition.

**The recognition of the intrinsic value of people, regardless of circumstances.
This is to be achieved by respecting their uniqueness and their personal needs,
and by treating them with respect.**

e.g. Staff and volunteers will always use the mode of address preferred by the user – to do otherwise is to be patronising.

INDEPENDENCE.

Definition.

**The provision of opportunity to act and think
without reference to another person,
including a willingness to incur a degree of calculated risk.**

e.g. Staff will only offer assistance to individual users who are either unable or unwilling to complete the task themselves.

CHOICE.

Definition.

The opportunity to select independence from a range of options.

e.g. Only those wanting to use the service will do so.

RIGHTS.

Definition.

All entitlements associated with citizenship.

e.g. Help with registering for elections, determining the nature of care provision, the freedom to follow a chosen religion and ensuring that opinions can be related to the appropriate person or organisation.

FULFILMENT.

Definition.

**The realisation of personal aspirations
and abilities in all aspects of daily life.**

e.g. each user has the right to follow their own interest and activities.