

SD-36

POLICY AND PROCEDURE

Service Users Human Rights **(Dignity & Respect)**

Approved by: _____

Date Effective From: _____

Review Date: _____

CARRIGLEA CAIRDE SERVICES

Procedures Manual

Title: SERVICE USRS HUMAN RIGHTS (Dignity & Respect)

1.0 Scope

- 1.1 The policy and procedures to ensure that a human rights based approach is promoted to support all service users.

2.0 Aims and Values

- 2.1 To ensure that service users rights are promoted and protected. This includes the right to autonomy, to be treated with dignity and respect and to be treated fairly and in an equal and non-discriminatory manner.
- 2.2 To ensure that service users are supported to make informed choices and participate as fully as possible in decisions about their care and support.
- 2.3 To ensure that the services and supports provided to service users are carried out in a manner that respects their privacy and dignity at all times. Service users should not be subject to or experience negative or offensive attitudes towards them.

3.0 Contents

- 6.0 Responsibility.
- 7.0 Requirements to ensure that service users' human rights are promoted.

4.0 Referenced Documents

- SD-25 Information Governance, Confidentiality, Data Protection and FOI
- SD-03 Admission to Hospital
- SD-51 Supporting Service users with Behaviours of Concern
- SD-41 Restrictive Procedures
- SD-34 Personal Development, Relationships and Sexuality
- SD-48 Service user Voting
- SD-50 Spirituality and Religion
- SD-60 Service users making a Will
- HR-05 Staff Code of Standards and Behaviour
- PC-05 Assisting Service Users with Personal Hygiene/Intimate Care
- PC-06 End of Life Care-Bereavement
- Carriglea Cáirde Services - Core Values Booklet
- HIQA Guidance on a Human Rights-based Approach in Health & Social Care Services
- National Standards for Adult Safeguarding 2019 (HIQA & MHC)

5.0 Responsibilities

- 5.1 Management and all staff.

6.0 RESPONSIBILITY

- 6.1 It is the responsibility of all staff to show understanding to the needs of service users and apply sensitivity to each care/support task they may be engaged in - never compromising the privacy or dignity of the service user.
- 6.2 All staff must treat service users, their family and all those they engage with in a courteous and respectful manner.
- 6.3 Staff should refer to the *Code of Standards and Behaviour (HR-05)*, the *Core Values Booklet* and the *HIQA Guidance on a Human Rights-based Approach in Health and Social Care Services* for further guidance in relation to Human Rights.

The *National Standards for Adult Safeguarding (2019)* published by HIQA and the Mental Health Commission also give guidance with regard to the requirement to promote human rights and to put measures in place to reduce the risk of harm to service users.

- 6.4 The key pieces of legislation which are relevant to a human rights-based approach to care and support are:
- The Constitution (1937)
 - The Equal Status Acts 2000-2015
 - The Irish Human Rights and Equality Commission Act. 2014
 - The Assisted Decision-Making (Capacity) Act, 2015
 - The European Convention on Human Rights Act, 2003
 - The Charter of Fundamental Rights of the European Union 2000
 - The United Nations Convention on the Rights of Persons with Disabilities.
- 6.5 **The FREDA principles** is an internationally recognised framework through which human rights can be considered. These principles are:
- **F**airness
 - **R**espect
 - **E**quality
 - **D**ignity
 - **A**utonomy

These principles are explained and examples of how the principles can be promoted in our day to day work with service users are set out in the *Guidance on a Human Rights-based Approach in Health and Social Care Services*, published by HIQA.

7.0 REQUIREMENTS TO ENSURE THAT SERVICE USERS' HUMAN RIGHTS ARE PROMOTED

- 7.1 Human Rights legislation places a duty on Carriglea Cáirde Services to uphold the human rights of all people using services. Treating people with fairness, respect, equality and dignity and respecting their autonomy is required by law and is also a professional obligation for all staff.

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- 7.2 Staff should endeavour to show service users that they are equal citizens and that they have a right to expect respect, protection from harm and promotion of their human rights. Service users' individual worth should be promoted.
- 7.3 Service users should experience a service that respects their values, beliefs and personal relationships.
- 7.4 Service user human rights is an integral part of staff induction and training.
- 7.5 Staff should establish the name that the service user prefers to be called by. This should be recorded on the *Person Centred Plan* and respected by all staff.
- 7.6 Staff should always knock before entering a bathroom or the private room of a service user.
- 7.7 Service users should be enabled to individualise and personalise their own room, in as far as is reasonably practical.
- 7.8 If a service user requires close monitoring or observation, matters of human rights and privacy should be carefully considered.
- 7.9 Staff should adhere to the *Information Governance- Confidentiality, Data Protection and FOI Procedure* outlining the importance of maintaining the confidentiality of service users.
- 7.10 Staff should ensure that access to a service user's personal possessions is only with the person's expressed consent.
- 7.11 Staff should promote dignity by closing a toilet door when in use by the service user and covering the private areas of the body when assisting service users with intimate care, e.g., placing a towel over a person who is being assisted with a bath. (See Policy on *Assisting Service Users with Personal Hygiene/Intimate Care*).
- 7.12 Staff should endeavour to support service users to choose appropriate clothing if they are unable to choose their own.
- 7.13 Service users should receive personal mail unopened.
- 7.14 A private area should be made available for service users who wish to discuss issues or meet with people in private.
- 7.15 If a service user wishes to make a private telephone call, this should be facilitated.
- 7.16 Service users should have an opportunity to spend time alone, with due regard to their safety.
- 7.17 Service users should receive support which meets their needs at times of illness, end of life and bereavement. See policies on *Admission to Hospital* and *End of Life Care and Bereavement* for further details.
- 7.18 The human rights of service users who require support with behaviours of concern or who require to have restrictive procedures in place must be respected and they must

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always be treated with dignity and respect. See policy and procedures for *Support for Service Users with Behaviours of Concern* and *Restrictive Procedures* for further details.

- 7.19 Refer to the services Guidelines on *Personal Development, Relationships and Sexuality* with regard to respecting service users' rights in relation to their relationships and sexuality.
- 7.20 Service users are facilitated to exercise their civil, political and legal rights. See policies on *Service User Voting* and *Service Users Making a Will*.
- 7.21 Service users right to follow the religious beliefs of their choice will be respected. See policy on *Spirituality and Religion*.

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