Care Homes for Older People

National Minimum Standards

Care Homes Regulations

3rd Edition
Department of Health

Care Homes for Older People

National Minimum Standards

and

The Care Homes Regulations 2001

London: TSO
Privacy and Dignity

OUTCOME
Service users feel they are treated with respect and their right to privacy is upheld.

STANDARD 10
10.1 The arrangements for health and personal care ensure that service user’s privacy and dignity are respected at all times, and with particular regard to:
- personal care-giving, including nursing, bathing, washing, using the toilet or commode;
- consultation with, and examination by, health and social care professionals;
- consultation with legal and financial advisors;
- maintaining social contacts with relatives and friends;
- entering bedrooms, toilets and bathrooms;
- following death.

10.2 Service users have easy access to a telephone for use in private and receive their mail unopened.

10.3 Service users wear their own clothes at all times.

10.4 All staff use the term of address preferred by the service user.

10.5 All staff are instructed during induction on how to treat service users with respect at all times.

10.6 Medical examination and treatment are provided in the service user’s own room.

10.7 Where service users have chosen to share a room, screening is provided to ensure that their privacy is not compromised when personal care is being given or at any other time.

Dying and Death

OUTCOME
Service users are assured that at the time of their death, staff will treat them and their family with care, sensitivity and respect.

STANDARD 11
11.1 Care and comfort are given to service users who are dying, their death is handled with dignity and propriety, and their spiritual needs, rites and functions observed.