

## Questions to ask - when starting your dignity award

There are questions you can ask of yourself and your team to stimulate thoughts and discussion about dignity and respect issues.

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Below are a list of the questions you might want to use.

- Do our policies promote dignity and positively encourage the prevention of adult abuse and bad practice?
- Do our policies and practice promote care which reflects the beliefs, values and social needs of people?
- Do our policies and practice challenge discrimination, promote equality, respect individual needs and differences and promote human rights?
- Do service users influence the policies and procedures of the service?
- Does our care practice consider the person's physical, cultural, spiritual, psychological and social needs and preferences?
- Are we polite and courteous even when under pressure?
- Do we understand what is truly important to the person receiving care?
- Do we ever focus upon the task at the expense of the person?
- Are people ever left in pain or distress?
- Are people ever left feeling isolated and alone?
- Are care tasks delivered at a pace that suits the person?
- Do we avoid making unwarranted assumptions about what people want or what is best for them?
- Risk assessments and practice are not simply risk averse. Are people supported to express their views, needs and preferences in a way, and with outcomes, that make them feel valued?
- Can staff demonstrate effective interpersonal skills when communicating with people, and especially those with specialist needs such as having dementia, learning difficulty, or sensory loss?
- Is information accessible, understandable and culturally appropriate?
- Are quiet areas available and easily accessible?
- Are people's privacy, modesty and dignity protected at all times?
- Do we avoid entering a person's personal space without permission?
- Do we promote a culture where all learn from mistakes and are not blamed?
- Do we promote a culture where all staff and service users can readily report concerns without fear of reprisal?
- Are complaints or comments procedures user friendly and widely available?
- Are relatives and family carers reassured that nothing will happen to them should they complain or comment about a service?
- Do we recognise the role of family cares and relatives, and respond with empathy and compassion?
- Do we support family carers and family members who want to be involved and provide them with appropriate information?
- Are we alert to the possibility that family carers and relatives views are not always the same as those of the person receiving services or care?

- Are personal care environments and eating areas well designed, clean, and comfortable?
- Do we maximise people's abilities at all times during eating, personal care, and hygiene tasks?
- Do we ensure that people choose and wear their own clothes?
- Whilst respecting the wishes of the person, are they respectable and clothed appropriately at all times and are staff tidy, clean and well presented?
- Is access to leisure and social activities part of service planning and delivery?
- Are social and leisure activities evaluated, reviewed and up to date?
- Do we maximise people's potential to participate in service, or community leisure activities and events?