

The Dignity Challenge

High quality services that respect people's dignity should:

- 1** Have a zero tolerance of all forms of abuse
- 2** Support people with the same respect you would want for yourself or a member of your family
- 3** Treat each person as an individual by offering a personalised service
- 4** Enable people to maintain the maximum possible level of independence, choice, and control
- 5** Listen and support people to express their needs and wants
- 6** Respect people's right to privacy
- 7** Ensure people feel able to complain without fear of retribution
- 8** Engage with family members and carers as care partners
- 9** Assist people to maintain confidence and a positive self esteem
- 10** Act to alleviate people's loneliness and isolation



Dignity in Care

For more information, help
and advice;

Call: 020 8489 1400

Email: IAT@haringey.gov.uk

Adult Safeguarding: 020 8489 3106

Become a Dignity Champion today –
sign up online at

www.dignityincare.org.uk

Improve local services with
the Dignity in Care Practice Guide at

www.scie.org.uk/practiceguide09/