

Policy Statement

At TruComfort Homecare we are committed to upholding the dignity and privacy of all individuals we support. We aim to enable service users to live as independently and comfortably as possible, ensuring their rights as individuals are respected throughout the care process.

This policy is intended to reassure staff, clients and their families that our services are delivered with the highest regard for personal privacy, dignity and choice.

Care Assessment Process

We recognise that assessing someone's care needs requires sensitivity, as it often involves discussing deeply personal matters. We strive to minimise any discomfort by conducting assessments respectfully and confidentially within the service user's home.

Service users may choose to have a family member or representative present, though we respect their right to have parts of the conversation privately if preferred. If reviews are required and involve staff unfamiliar to the service user, we ensure introductions are made and extra sensitivity is shown.

Care workers may notice changes in a service user's condition during routine visits. In such cases, we seek permission before recording or sharing any observations and always explain why the information may need to be communicated to colleagues to ensure quality care.

Service User Rights: Privacy & Dignity

We promote the following rights for all our service users:

- To be assessed in a respectful, non-intrusive manner.
- To request private discussions during assessments.
- To be informed of any necessary changes to their care plans.
- To be introduced to care staff before services commence.
- To request a same-sex care worker when possible.
- To have information handled respectfully and shared only on a need-to-know basis.
- To have their personal belongings and space respected at all times.

Information Handling

We handle all service user information with discretion and integrity. Records are accessed only by those with a legitimate purpose and all data is stored securely in line with our Confidentiality Policy.

Care Worker Conduct

Our care staff are trained to remember they are guests in someone's home. Respect is essential and familiarity should never undermine professionalism. Service users are always addressed by their preferred name or title.

Personal boundaries are never crossed. Care staff understand the importance of handling personal tasks (e.g., bathing, toileting) with tact and if a service user expresses discomfort, we do our best to provide a same-sex worker upon request.

Cultural Awareness and Minorities

We recognise the importance of cultural sensitivity. Where care involves individuals from minority backgrounds, our team remains open, respectful and responsive to cultural, religious and lifestyle differences. We encourage service users to share any preferences or requirements they may have.

Protecting Privacy

We safeguard service users' privacy by:

- Only entering their home or rooms with clear consent.
- Avoiding unnecessary interruptions, especially during personal or social activities.
- Ensuring phone calls and conversations remain private.
- Treating service user possessions with respect.
- Making sure only authorised staff access their records.

Promoting Dignity

To help maintain dignity:

- We offer same-sex care workers for intimate tasks where possible.
- We assist with grooming, dress and appearance based on user preferences.
- We support service users in presenting themselves as they wish.
- We treat each individual with respect, taking cultural and personal values into account.
- We focus on personal strengths, not limitations.

Encouraging Independence

Independence is encouraged through:

- Supporting service users to manage aspect of their care themselves.
- Encouraging self management of medication when safe.
- Involving them in their own care planning and records.
- Collaborating with family and friends for consistent support.
- Promoting confidence and autonomy wherever possible.

Ensuring Security

While supporting independence, we also prioritise safety. We do this by:

- Offering assistance in high-risk situations with discretion.
- Creating safe home environment through identifying and reducing hazards.
- Conducting regular risk assessments.
- Offering guidance on risks without limiting personal freedoms.
- Training staff to provide secure, compassionate and ethical care.

Respecting Civil Rights

To support civil rights, we:

- Help service users participate in elections if they choose.
- Provide access to public services, including education and transport.
- Facilitate full use of medical and therapeutic services.
- Welcome feedback, concerns and complaints openly.
- Encourage community involvement, religious practice and social participation.

Training

All staff receive comprehensive training on privacy, dignity, autonomy and cultural awareness. This is delivered through induction and further developed with ongoing professional training aligned with National Occupational Standards.