



## Dignity & Respect

### **We believe in dignity and respect and we:**

- Have a zero tolerance of all forms of abuse.
- Support people with the same respect we would want for ourselves our families.
- Treat each person as an individual
- Enable people to maintain the maximum possible level of independence, choice and control.
- Listen and support people to express their needs and wants.
- Respect people's right to privacy.
- Ensure people feel able to complain without fear of retribution.
- Engage with family members and carers as care partners.
- Assist people to maintain confidence and a positive self-esteem.
- Act to alleviate people's loneliness and isolation.

*Last updated June 2015*