

Privacy and dignity

What you can expect from our services



Patient Advice and Liaison Service (PALS)

If you have any concerns about any of CPFT's services, or would like more information please contact: Patient Advice and Liaison Service (PALS) on freephone 0800 376 0775 or e-mail pals@cpft.nhs.uk

Out-of-hours' service for CPFT service users

Please call **NHS 111** for health advice and support.

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Pride in our care

A member of Cambridge University Health Partners

People who use the services of CPFT can expect high-quality, compassionate care. We want to make sure that the care you receive is private and dignified, no matter where your care takes place.

Personal consideration and respect

Patients have a right to:

- Be treated as individuals
- Be welcomed and offered assistance on arrival
- Be listened to and have their views taken into account
- Be treated courteously at all times
- To know who is looking after them
- Be cared for in a single-sex environment, ensuring you never share a bay with patients of the opposite sex unless in an emergency or times of significant crisis.
- Have access to appropriately segregated toilet and washing facilities.

“We know that a smile, a welcome or hello can make a huge difference when you are receiving our care. We will always be compassionate and, if you do not feel that we are, please tell us so we can get it right”



What you can expect from us

- Staff introducing themselves when you meet them, including during telephone conversations, and stating their name and role
- Staff will always wear their identification badges
- Staff will ask you how you wished to be addressed - eg, Mrs/Ms - and avoid lapsing into over-familiarity unless this is acceptable to, and agreed by, you first
- Staff working with children and young people in all settings should promote and protect their individual rights of where they receive care and treatment. This involves being cared for in a culturally sensitive environment; ensuring privacy and confidentiality during all episodes of care (RCN,2003)
- Dealing with requests for assistance promptly
- Avoiding personal conversations with co-workers that exclude you - eg, talking to a colleague about the rest of the day's workload while caring for you or answering their mobile phone
- Staff who are required to carry and respond promptly to a work mobile phone should do so with sensitivity - for example, ensuring the phone is switched off during meetings with you, your family or carer.
- Knocking before entering your room or attaching a notice to curtains saying "do not enter" when you are being examined and waiting for a reply before opening curtains. Curtain clips should be used to secure curtains
- Discussing with you whether you have any objection to healthcare professionals (not directly involved in your care) being present at ward rounds, out-patients' consultations, etc, prior to these events occurring so that you have the opportunity to refuse
- Being aware of how body language may be interpreted by you - for example, folded arms or avoidance of eye contact may lead you to feel that the meeting was impersonal or intimidating
- Ensuring that a patient who does not speak or understand English has access to interpretation services.
- Ensuring you never share a bay with patients of the opposite sex unless in an

- emergency whilst waiting to be moved
- Ensure you have access to segregated toilet and washing facilities
- Care workers in your home will act as a guest, ensuring entering the property and using the facilities are with your permission
- When communicating with you, your relatives or carers, staff should always be ready to alter their speed, check and repeat or explain information in a different way to ensure you all fully understand
- If appropriate, staff should make use of advocacy services to support you.

Confidentiality

- All staff are bound by a legal duty of confidence to protect your personal information that they may come into contact with
- All staff are obliged to keep your personal identifiable information safe and strictly confidential
- Patient information is shared to enable care, with their consent.

Privacy, dignity and modesty

Patients have a right to:

- Be treated with dignity at all times
- To have their modesty protected
- To remain autonomous and independent wherever possible
- To be cared for in an environment with high standards of cleanliness to reassure service users.

Equality and diversity

Patients have a right to:

- Have their spiritual and cultural needs recognised and respected
- Have their gender, race, sexuality, disability, illness or age recognised and respected
- Help to access to our services or direction to the most appropriate services.