

## CR15 - Privacy Policy and Procedure

### Purpose

- | To support the human rights of the Service User.

### Scope

- | All workers.

### Policy

- | The organisation recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both his/her personal affairs and belongings.

### Procedure

- | The individual requirement for privacy will be respected at all times and all information relating to individuals will be treated in a confidential manner.
- | The organisation recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both their personal affairs and their belongings.
- | Any building or equipment fault which reduces the privacy of any Service User must be reported to the manager.
- | Staff will not discuss Service Users or their affairs within earshot of anyone not directly concerned with their care. Discussion of Service Users and their affairs will be for the purposes of managing and improving their care, and not as entertainment, e.g. gossip.
- | Service Users will always be offered privacy for personal discussions.
- | Records will be designed, used and stored in a manner which assures privacy.
- | Records will be made available to the Service User's principal Carer and family according to the wishes of the Service User.
- | Service Users' personal rooms will have a lock fitted which is appropriate to their needs, and the Service User will be provided with a key unless a documented risk assessment indicates that this is contra-indicated. Decisions in this respect will be recorded in the Service User's Care Plan and signed as agreed by the Service User or their Advocate.
- | All Service Users will have access to a locked cabinet in their room, or to a locked cash box.
- | Particular attention will be given to preserving privacy in the use of bathrooms, toilets and when dressing and undressing. At the same time, health and safety and personal risk management will be considered and discussed. Screening and curtains will be used in shared rooms in order to ensure privacy.
- | Service Users will always be offered privacy for personal discussions.

### Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
R.C3 - How is people's privacy and dignity respected and promoted?	✓		✓

**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**

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