9. Personal Hygiene
• Care workers don’t make assumptions about the Service Users personal level of cleanliness.
• Service Users decide the times that they receive help with personal hygiene and the clothes they want to wear each day.

10. Personal Support
• Care workers discuss with the Service User their preferences for laundry and cleanliness in their home.

11. Abuse
• Care workers receive training about the different types of abuse and how to identify the signs.
• Care workers report all incidents and near misses.
• Care workers report all safeguarding concerns.

12. Whistle blowing.
• Care workers are empowered to blow the whistle when they observe poor practice.

13. End of Life Care
• Service Users are treated with dignity and respect at all stages of their lives.
• Service Users receive high quality care and treatment at the end of their life.
• Service Users receive pain relief to fully control their pain at the end of their life.
5. Social Inclusion
• Care workers respect past skills and experiences of the Service User.
• Service Users are enabled to go out socially by addressing the barriers to this such as transport and safety issues.
• The Service User’s right to retain involvement in the day-to-day management of their own household and finances is respected.

6. Diversity & Equality
• Care workers treat Service Users how they would expect to be treated themselves.
• Service Users are treated as an equal.
• Care workers give care suitable for the Service User’s individual needs and not how it is given to all Service Users.

7. Pain Control.
• Care workers are empathetic about the pain Service Users experience.
• With the consent of the Service User, care workers can report health concerns.
• Care workers find activities the Service User that alleviates pain and does not make it worse.

8. Eating & Nutrition
• Care Workers Understand the importance of nutrition and hydration and know the signs and symptoms of malnutrition and Dehydration.
• Care workers discuss food and drink likes and dislikes and any special or religious dietary needs with Service Users before preparing menus and shopping files.

1. Communication
• Care workers follow the organisation's abuse and whistle blowing policies and procedures for the reporting of incidents.
• Service users are always asked about their needs and preferences.
• Suspicions of abuse should be reported to the local Adult Protection Coordinator.

2. Respect
Service users are treated as individuals
• Service Users are treated with courtesy
• Care workers will allow time to talk to and listen to Service Users
• Service Users are treated without discrimination

3. Privacy
• Service Users are not embarrassed when receiving personal care.
• The Service User’s condition, private conversations and private possessions remain private.

4. Autonomy
• Care workers provide information in an understandable way, free from jargon to allow Service Users to make their own choices.
• Care workers do not make assumptions about the likes and dislikes of Service Users.
• Staff understand that Service Users are free to take risks, if that is what they decide.