



*“I expect to be listened to and
to be treated as an adult”*

Doris Mollitt, Pennington Court Residential Care Home, Leeds

the dignity challenge

High quality services that respect people's dignity should:

1. Have a zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. **Listen and support people to express their needs and wants**
6. Respect people's right to privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and a positive self esteem
10. Act to alleviate people's loneliness and isolation

dignity  dignity in health and social care services for older people in Leeds

Become a Dignity Champion today – just ring **0207 9724007** or sign up online at www.dignityincare.org.uk

Produced by the Leeds Older People's Strategic Partnership Team
email: opdp.team@leeds.gov.uk

For further information on the Dignity in Care campaign go to the Department of Health
website: www.dh.gov.uk

Designed by Design for Health
Job ref: 3244 Mar '08

Leeds **NHS**
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*“We’re in this together –
services must involve carers”*

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means... offering a personalised service



*“I expect to be treated
as an individual”*

Rt Reverend Derek Rawcliffe, Leeds Gay Community

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dignity 

means... enabling people to maintain the maximum possible level of independence, choice and control




“Independence means I can open my front door to people or keep it closed”

Sadie Barrass, Gildersome

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dignity 

means... supporting people with the same respect you would want for yourself or someone close to you




“I expect to be treated with respect whatever service I use”

Jenny Doughty, Garforth

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dignity 

means... respecting people's right to privacy





“I expect my privacy to be respected and my personal needs to be understood”

Eileen Nicholson, Otley

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