

Quality Care Manual, Part 2 <b>CARE</b>	Page 7 of 194	Issue 1 – 06 / 2025	Park Lane Healthcare Management Ltd 2025 All rights reserved
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<b>Care-PR-02</b>	<b>Equality, Diversity and Human Rights: Clients</b>
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## 1.0 POLICY

- 1.1 It is the policy of The Company to provide Clients' with a Care Home environment in which their individual rights and freedom of choice are respected and actively encouraged by every staff member. These basic principles are reflected throughout all The Company policies and procedures.
- 1.2 Each individual is unique and will be respected and afforded dignity in his or her uniqueness.

## 2.0 RESPONSIBILITIES

- 2.1 **Care Home Manager** is responsible for ensuring that every Client is given the opportunity to exercise their rights and choices as far as their personal ability permits and to ensure that staff encourages Clients to be involved in living in the Care Home to the fullest extent possible.
- 2.2 **Person in charge** is responsible, in the absence of the Care Home Manager, for the operation of this procedure.
- 2.3 **All staff** have the responsibility to provide care for Clients, and to ensure that Clients have the opportunity to participate in activities of their preference and choice as well as participating in the normal activities of the Care Home.

## 3.0 PROCEDURE

### 3.1 Client's independence

- 3.1.1 As an integral part of caring for the health and well-being of people, the rights of Clients to have equal opportunities, to attain maximum independence, and to live to the fullest personal potential is central to the provision of services.

### 3.2 Client's Personal Choices

- 3.2.1 To ensure that Clients are empowered to make informed choices regarding the various activities of living in the Care Home and in which they personally may wish to be involved. All appropriate information is communicated in a manner that will be readily understood by the individual Client.
- 3.2.2 Staff will ensure that Clients are given the opportunity and are encouraged to exercise their right to choose to be involved in planning their care, to be involved in the social activities of the Care Home and to pursue their own interests where this is appropriate within the environment of the Care Home

### 3.3 Responsible Risk Taking

- 3.3.1 In order to encourage the Client to maintain autonomy and independence as far as possible, the Client is not precluded from undertaking activities because there is a perceived element of risk involved. Responsible risk taking is considered the right of the Client and an integral part of normal living.
- 3.3.2 Where concerns are raised regarding the level of risk involved in a particular activity, the matter is discussed and an agreed course of action determined, if appropriate staff involve the Client and Relatives in the discussions to ensure a proper balance between taking risks and ensuring the

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Client's safety is maintained. The result of this discussion should be recorded on the specific risk assessment on PCS and evaluated monthly.

3.3.3 All clients should be assessed for falls risk on PCS and appropriate action taken.

### **3.4 Clients' Social Needs**

3.4.1 Clients are given regular opportunity to satisfy their social and cultural needs by meeting with other Clients, staff and persons external to the Care Home when and where appropriate. With regard to the existence of physical or mental impairment, staff will ensure that a respectful and compassionate attitude is shown to Clients who wish to give expression to their sexuality and to pursue their interest in their particular religion or beliefs.

### **3.5 Preservation of Dignity**

3.5.1 In providing care to the Client there are procedures that need to be carried out which, of necessity, are sensitive in nature. Great care is exercised by all staff involved in such procedures to preserve the dignity of those who are perhaps less able than they once were.

### **3.6 Maintenance of Privacy**

3.6.1 It is the right of each Client to exercise their preference for privacy. This is acknowledged and encouraged and appropriate measures are implemented to ensure that the Clients peers and staff members alike respect the Clients privacy.

### **3.7 Confidentiality of Information**

3.7.1 In the course of providing caring services to Clients confidential and sensitive information regarding the Client is made available, staff members ensure that appropriate records are prepared and used as necessary whilst maintaining confidentiality of information in accordance with current best practice, It is a condition of employment that each staff member is required and agrees to maintain Client confidentiality.

### **3.8 Provision of Nutrition**

3.8.1 Staff will appreciate the need to provide a varied and appetising range of nutritious food that is well prepared and attractively presented; during the course of the day staff provide various meals to suit both the Client's health requirements and personal preferences.

### **3.9 Community Involvement**

3.9.1 Wherever possible, Clients are encouraged to attend and, if practicable, to participate in the various activities that take place in the local community. The local community organisations in turn are encouraged to visit Clients with various events, activities and presentations.

3.9.2 Arrangements are made for Clients to exercise their choice in current local and national political matters where there is the opportunity to register their preferences by voting.

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### 3.10 **Clients Concern or Complaints**

- 3.10.1 In the event that a Client, or a Relative or Friend, perceives that the provision of the services provided by the Care Home are not in accordance with expectations, the opportunity is made available to discuss their concerns.
- 3.10.2 In the event that the matter cannot be resolved in the way documented procedures are available for the Client to formally register the complaint.
- 3.10.3 Details of the actions that can be taken and the personnel that may be contacted are prominently on display in the Care Home and are covered in the company Concerns and Complaints policy.