

# Kindness, compassion and dignity

We expect providers, commissioners and system leaders live up to this statement:

We always treat people with kindness, empathy and compassion and we respect their privacy and dignity. We treat colleagues from other organisations with kindness and respect.

## What this quality statement means

- People feel they are treated with kindness, compassion and dignity in their day-to-day care and support.
- People feel that staff listen to them and communicate with them appropriately, in a way they can understand.
- People feel that staff know and understand them, including their preferences, wishes, personal histories, backgrounds and potential.
- People believe that staff will respond to their needs quickly and efficiently, especially if they are in pain, discomfort, or distress.
- People's privacy and dignity is respected and upheld at all times.

- People are assured that information about them is treated confidentially and they know that staff respect their privacy.
- There is a culture of kindness and respect between colleagues from other organisations.
- Young adults feel they have control over their own privacy and the amount of parental involvement in managing their care and support.

## I statements

[I statements](#) reflect what people have said matters to them.

- I am treated with respect and dignity.

## Subtopics this quality statement covers

- Respect and dignity
- Privacy and confidentiality
- Emotional wellbeing
- Caring and compassion

## Related regulations

### Regulated Activities Regulations 2014

- [Regulation 9: Person-centred care](#)
- [Regulation 10: Dignity and respect](#)

Also consider

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- [Regulation 12: Safe care and treatment](#)

## Additional legislation

[Equality Act 2010](#)

[Human Rights Act 1998](#)

## Best practice guidance

We expect providers to be aware of and follow the following best practice guidance.

[European Convention on Human Rights \(European Court of Human Rights\)](#)

[Warmth and kindness to bring dignity in care \(SCIE\)](#)

[Freedom to choose and dignity in care \(SCIE\)](#)

[Shared decision making \(NICE guidance \(\[NG197\]\)](#)