

# 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-today 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

<u>I statements</u> 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

• 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])

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