

SERVICE USER'S PRIVACY AND DIGNITY**1.0 POLICY**

1.1 It is the policy of Livingstone House to ensure that every Service User has the opportunity to be able to learn the skills necessary to live their life with privacy, dignity, independence and choice. On admission to Livingstone House, Service User's have often lost this ability due to their chaotic and unpredictability within substance misuse. Throughout the treatment journey at Livingstone House, Service User's regain their lives and become able to make these choices. However, in order to maximise Service Users choices, dignity, privacy and choice; restrictions need to be placed upon a Service User at certain stages of their placement in order that appropriate treatment and rehabilitation can be provided.

2.0 RESPONSIBILITIES

2.1 **Home Manager** has overall responsibility for the privacy and dignity of each Service User and to ensure that all staff are aware of the Service Users' rights in this respect. The Home Manager has responsibility for the therapeutic environment and for the therapeutic programme and the restrictions on freedom, independence and choice that is necessary in order to provide effective and appropriate treatment and rehabilitation.

2.2 **Named Nurse/Drug Support Worker** is responsible for ensuring that each Service User's care documentation details any specific needs that the Service User may have and also for the need to restrict certain freedoms and choices.

2.3 **All staff** are responsible for following this policy at all times. All staff are responsible for reporting any specific requests made to them by a Service User relating to privacy and dignity, to the person in charge.

3.0 BACKGROUND INFORMATION

3.1 All of the documents setting out minimum standards for Care Centres across the UK have specific standards relating to Service Users' privacy and dignity. These deal not just with intimate personal care but with a range of care issues relating to privacy.

3.2 Under standard 2.5 of the National Minimum Standards the specific needs of an individual undergoing treatment are considered :

Any potential restrictions on choice, freedom, services or facilities – based on specialist needs and risk and/or required by a treatment programme – likely to become part of a prospective service user's individual plan, are agreed with the prospective service user during assessment.

3.3.1 Standard 2.5 recognises that certain restrictions on freedom and choice are necessary in order to provide substance misuse treatment and rehabilitation. The survey carried out by EATA asked providers to identify restrictions on

choice, freedom, services and facilities (in relation to any of the other requirements in the standards), which they would need to apply in order to continue to provide appropriate treatment and rehabilitation.

- 3.3.2 With reference to Clause 3.3.1 it is therapeutically necessary at times to place restrictions on Service Users' rights in order that the maximum therapeutic benefit can be obtained from treatment and rehabilitation.

4.0 **PROCEDURE**

4.1 **Service Users' Privacy**

- 4.1.1 All Service Users within Livingstone House have the fundamental right to privacy. However, in order to provide effective and appropriate rehabilitative treatment within Livingstone House, certain restrictions will be in place which are therapeutically justified in order to maximise the chances of ongoing success in recovery from substance misuse.
- 4.1.2 Examples of this are all residents sleep in dormitory environment and live in close proximity to minimise the risk of social isolation and withdrawal but also to minimise the risk of using illicit substances.
- 4.1.3 Phone calls after six weeks are monitored initially in order to reduce the likelihood of manipulation and threats towards family.
- 4.1.4 Clause(s) 4.1.2 and 4.1.3 are two examples but there is a more comprehensive list of restrictions on freedom available.

4.2 **Service Users' Dignity**

- 4.2.1 All Service Users within Livingstone House will be treated with dignity in relation to their individual circumstances both past and present. Service Users' responses to their feelings surrounding past and present circumstances will be dealt with compassionately and with caring firmness.
- 4.2.2 On admission Service Users will be subject to a strip search for illicit substances. This is for the safety of the Service User and other Service Users. This is explained to prospective Service Users prior to admission to Livingstone House. This will be done by a male member of staff in privacy.
- 4.2.3 All belongings are searched in the presence of Service Users and with their permission. Any contraband is removed and disposed of in accordance with our Disposal of Medication Policy and/or stored for safe keeping until a Service User is mentally and emotionally prepared to dispose of items themselves. This is encouraged as a step forward in their recovery.
- 4.2.4 Each Service User must wear their own clothes at all times. Service Users must not wear communal clothing or share toiletries or other products. There are restrictions on the type of clothing that is allowed to be worn and this is therapeutically justified in that certain brands of clothing, types of clothing is

associated with the “drug lifestyle”. This is not allowed in Livingstone House as recovery is about change and respect for oneself. Old ideas and ways of thinking is not conducive to ongoing recovery from substance misuse.

- 4.2.5 All Service Users should have access to a telephone after completion of six weeks in order that they can establish contact with their nominated next of kin. The first few telephone calls are monitored in order to observe and prevent manipulation and aggression towards family and carers. In some circumstances, usually at the request of a next of kin, the time period is extended until a demonstrable change of attitude has been seen.
- 4.2.6 Service Users are aware of this policy from pre admission. Telephone calls are time limited and are for ten minutes every Tuesday night. Contact with family and carers is a privilege and not an entitlement and needs to be worked towards.
- 4.2.7 All Service Users should be entitled to have their own culture, religious beliefs and practices observed and respected at all times.

5.0 DOCUMENTATION

5.1 Internal References

Care File
Service User Profile
Service User PAN Assessment

5.2 External References

Department of Health, (2001), **Care Centres for Adults : Minimum Required Standards**. DOH. London.

National Treatment Agency (2006), **Models of Residential Rehabilitation, Consultation Draft v1.0**, NTA, London.

National Treatment Agency, (2002), **Models of Care for treatment of adult drug misusers**, NTA, London.

National Treatment Agency, (2002), **National minimum standards for care homes for younger adults and adult placements : Guidance on compliance for residential drug and alcohol services**, NTA, London.