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President: Mr. Frank Cooper
General Secretary: Ms. Dot Gibson
Patron: Professor Alan Walker

1st September 2012

To Council Leader

Dear Friend,

DIGNITY CODE

We are pleased to attach our *Dignity Code*, setting out the rights which frail elderly and disabled people should expect within the health, care and support system. You will see from the list set out below the *Dignity Code*, that already it has wide support. It is also included in the recent government White Paper.

Your Council is called upon to uphold a "duty of care", and so it would be a natural step for the *Dignity Code* to be included in all in-house and commercial contracts and all staff contracts and to be handed to all those receiving care within the Council's jurisdiction. Therefore our simple question is: will you add your name and/or your Council's name in support?

Please reply on admin@npcuk.org

Many thanks, best wishes,

A handwritten signature in black ink, appearing to read 'Dot Gibson', with a horizontal line underneath.

GENERAL SECRETARY



National Pensioners Convention Dignity Code

The purpose of this Dignity Code is to uphold the rights and maintain the personal dignity of older people, within the context of ensuring the health, safety and well being of those who are increasingly less able to care for themselves or to properly conduct their affairs.

This Code recognises that certain practices and actions are unacceptable to older people, such as:

- Being abusive or disrespectful in any way, ignoring people or assuming they cannot do things for themselves
- Treating older people as objects or speaking about them in their presence as if they were not there
- Not respecting the need for privacy
- Not informing older people of what is happening in a way that they can understand
- Changing the older person's environment without their permission
- Intervening or performing care without consent
- Using unnecessary medication or restraints
- Failing to take care of an older person's personal appearance
- Not allowing older people to speak for themselves, either directly or through the use of a friend, relative or advocate
- Refusing treatment on the grounds of age

This Code therefore calls for:

- Respect for individuals to make up their own minds, and for their personal wishes as expressed in 'living wills', for implementation when they can no longer express themselves clearly
- for an individual's habits, values, particular cultural background and any needs, linguistic or otherwise
- The use of formal spoken terms of address, unless invited to do otherwise
- Comfort, consideration, inclusion, participation, stimulation and a sense of purpose in all aspects of care
- Care to be adapted to the needs of the individual
- Support for the individual to maintain their hygiene and personal appearance
- Respect for people's homes, living space and privacy
- Concerns to be dealt with thoroughly and the right to complain without fear of retribution
- The provision of advocacy services where appropriate

SIGNATORIES TO THE DIGNITY CODE: Paul Burstow MP, *Minister of State for Care Services*, Kelvin Hopkins MP for Luton North, Dave Prentis, *General Secretary, UNISON*, Baroness Sally Greengross, *Equality and Human Rights Commissioner*, Lord Stewart Sutherland, *Chair of the 1998 Royal Commission on Long Term Care*, Professor Alan Walker, *Director of New Dynamics on Ageing*, Peter Carter, *General Secretary of the RCN*, John Varley, *Chief Executive of MacMillan Nurses*, Jo Williams, *Chair of Care Quality Commission*, Martin Green, *Director of English Community Care Association*, Rodney Bickerstaffe, *Chair of National Pensioners' Education and Welfare Centre*, Gary Fitzgerald, *Chief Executive of Action on Elder Abuse*, Michelle Mitchell, *Charity Director General, Age UK*, Julianne Meyer, *Professor of Nursing Care, City of London University*, Alan Bowman, *Chief Executive, Social Care Institute of Excellence*, Penny Thompson, *Chief Executive, General Social Care Council*, Brendan Johnston, *Chief Executive, Northern Ireland Social Care Council*, Brendan Barber, *General Secretary of the TUC*, Liz Kendall MP, *Shadow Care Minister*, Councillor Clive Bennett, *Mayor of Lambeth*, Dame Julie Mellor, *DBE Parliamentary and Health Ombudsman, Quality and Patient Safety Committee*, Basildon & Thurrock University Hospitals NHS Foundation Trust, NHS Confederation, Scottish Social Services Council, Hallmark Care Homes (Essex), Mears Group PCC, Direct Health, United for All Ages, Dignified Revolution (Wales), South East Regional Forum on Ageing, Julie Hilling MP for Bolton West

HELP US TO ADD TO THIS LIST

Send information to: "Dignity Code" NPC, Walkden House, 10 Melton Street, NW1 2EJ

info@npcuk.org