



Dignity and respect at the heart of care

Whether it's you or someone you look after who receives care and support services at home, in hospital or in a residential / nursing home, you have a right to be treated with dignity and respect.

There are ten national dignity standards developed by the Department of Health which should be at the very heart of the care you receive.

Through the Dignity Standards you can expect:

1. not to suffer any type of abuse, from anyone.
2. to be respected by the people who support you.
3. to be treated as an individual, and receive services that meet your needs.
4. to have choice and control when making plans for your future, and support to maintain your independence.
5. to be listened to, and supported to express your needs and wants.
6. your right to privacy to be respected.
7. to be supported to feel able to complain without fear of retribution.
8. your family and carers will be respected by professionals and will be involved with planning and delivering your support if you choose.
9. to be assisted to maintain your confidence and positive self esteem.
10. to be supported to alleviate loneliness and isolation.

**Not being
treated
with Dignity
and Respect?**

Let us know:

If you have a concern about the quality of care you or someone you know has received you can contact the organisations below.

You will be able to talk to someone in total confidence and they will take your concerns seriously.

Patient Advice and Liaison Service (PALS)

For concerns about hospital and community hospital services in Buckinghamshire

T: **01296 316042**

E: **PALS@buckshealthcare.nhs.uk**

W: **www.buckshealthcare.nhs.uk/feedback**

Patient Advice and Liaison Service (PALS)

For concerns about GP services

T: **0800 328 5640**

Healthwatch Bucks

For health and care concerns, to build evidence to influence policy and the buying of future services

T: **0845 260 6216**

E: **info@healthwatchbucks.co.uk**

Buckinghamshire Safeguarding Adults

If you are concerned about the way you are being treated or witness or suspect abuse or neglect

T: **0800 137915**

E: **safeguardingadults@buckscc.gov.uk**