



# Policy: Respecting & Involving Service Users

**Purpose of this policy:** to ensure that every patient receives personalised care, treatment and support through being well-informed and involved in all decisions relating to their care and treatment.

- Blythe House Hospicecare strives to provide high quality care at all times through a service that is evidence based and incorporates best practice.
- Patients are fully involved in developing their personal support plan; they are actively encouraged to express their views, make decisions about their care, treatment and support and fully discuss their choices with their key worker and other health professionals involved in their support plan. This helps the patient to balance any risk, limitations and/or potential benefits involved in any course or activity.
- Key workers will ensure that individuals acting on behalf of a patient understand the care, treatment and support choices available to the patient and that they can represent the patient's views, if appropriate and with their consent.
- Patients are encouraged and supported to manage their own care and promote their autonomy and independence through regular, holistic, ongoing assessments with their key worker. They will be fully involved in reassessing their support plan with their key worker should their situation change.
- Key workers provide patients and their carers with accurate and relevant oral and written information to enable the patient to understand the care, treatment and support available to them. This supports and informs them in making their choices. Where required, information will be provided in an appropriate format or alternative language.
- Patient information in the form of leaflets, folders and notices are up to date and relevant.
- Patients and carers know how to contact their key worker or, if they are unavailable, another member of staff.
- Patients will have their privacy, dignity and independence respected at all times. They will be treated with respect, courtesy and consideration and addressed by their preferred name and title.
- The views of patients are taken into account in the way that the service is provided and delivered, and what is important to them. Patient representatives are invited to attend appropriate hospice forums.

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- Patient information is respected and confidentiality is maintained at all times. Nursing staff adhere to the Code of Conduct of the Nursing and Midwifery Council (NMC) and counsellors to the BACP code, and work in line with GDPR. Patients are advised of limits to confidentiality and are informed in circumstances when confidentiality limits need to be broken; these are detailed in the Confidentiality and GDPR policies. Where consent is not given for a potential breach of confidentiality, a senior member of staff will be consulted before the decision to disclose information is taken. The decision must be appropriate and defensible and is recorded. Information is shared only with those for whom it is relevant.
- Patient information is only shared with their GP or other healthcare professional if written consent for this has been obtained.
- All written information relating to patients is stored securely in locked cabinets and only made available to relevant staff.