

Policy: Privacy, dignity and respect of service users

DATE April 2024 REVIEW DATE April 2027

Reviewer Name : Anna Blackshaw

1. Introduction

The Lomond Clinic is committed to providing a high-quality service to patients and their families in every appointment. It is The Lomond Clinic's responsibility to provide an environment promoting the privacy and dignity of their patients and families. It is also, The Lomond Clinic's duty to treat children and adolescent patients and their relatives/carers with respect at times and maintain their privacy and dignity.

2. Purpose of Policy

This policy aims to provide guidance for staff and service users (patients and relatives/carers) to maintain patients' privacy, respect, and dignity. This policy should provide a framework for clinical users to determine our performance in every appointment given.

3. Policy Statement

This policy sets out the expectations of high-quality service and ensures patients dignity and respect at all times. The Lomond Clinic has a zero tolerance of all forms of abuse and supports patients and their relatives/carers with respect. Patients will receive an individual treatment, as our service will be given in a personalised manner. On the other hand, patients will receive the maximum possible level of independence, offering them the choice and control of the assessment, which will never be given in a mandatory manner. The Lomond Clinic is committed to respecting patients' and relatives/carers privacy, as a confidentiality agreement from the staff will be signed, and any personal information will only be shared under their consent. Children and adolescents (under 18) have the right to receive confidential health care as soon as they reach an age where they can fully understand the issues and implications of their actions.

4. Scope

This policy applies to all Lomond Clinic staff, irrespective of job role within the Independent Clinic. The Lomond Clinic expects any person working within the Independent Clinic to recognise and respect this policy's principles. Hence, where appropriate, a formal agreement will be required from staff.

5. Definitions Term

Privacy Definition "freedom from intrusion and embarrassment and relates to all information and practice that is personal or sensitive in nature to an individual. Privacy is a

key principle, which underpins human dignity, and remains a basic human right and the reasonable expectation of every person." (Human Rights Act 1998) Term Dignity and respect Definition Human rights are respected and promoted at all times. Patients are respected and treated with dignity as individuals. Patients are treated fairly and will not experience discrimination to any degree (i.e. age, race, culture, gender, sexual orientation, social background, health, disability, religion). (Health and Social Care Standards, Scottish Government)

6. Procedure

All members of staff will ensure that, when patients are receiving our service, the following rights are going to be respected at all times: Patients have the right to: ● Receive an individual treatment ● Be listened to and have their views taken into account ● Receive a level of independence, having the choice to accept or deny the assessment given ● Expect that all staff are bound by a legal duty of confidence to protect their information ● Expect that any personal data will only be shared under consent ● Be treated with dignity in every appointment

As mentioned above, privacy will be maintained at all times, however, all patients will be informed that information provided will be shared with their GPs (General Physicians). Patients confidentiality will be broken and the appropriate services will be informed in case they are at risk to themselves or others, or if there are safeguarding issues. All patients and service users will be informed of this at the time of the initial assessment. More information about confidentiality will be described in the "Information management policy".

7. Responsibilities

It is the responsibility of the owner to ensure that all staff and patients have access to this policy.