



- Provide patients with opportunities to wash or cleanse their hands prior to eating their meals;
- Manage Patients' Protected Mealtimes ensuring the ward provides a calm environment and that patients are not disturbed unnecessarily while eating their meals. Relatives or carers who wish to assist patients with eating their meals will be welcomed. We will provide patients with assistance to eat and/or drink if required;
- Ensure that patients are left in a comfortable position with their call bells and bedside tables within easy reach. We will ensure that patients know how to use their call bells;
- Involve people in their care planning and respect their views by ensuring their ideas and suggestions are acted upon;
- Encourage independence and personal care choices and preferences.

Please help us to help you... please ask us if there is something about which you are concerned.



If you would like any more information, please contact:

Carole Murren

Divisional Senior Nurse, Medical Division
Tel: 650154

Pam Hammal

Division Senior Nurse, Surgical Division
650238

Elizabeth Sawyer

Divisional Senior Nurse,
Women, Children and Outpatients' Division
650416

**Shelagh Leonard, Cathie Quine or
Jayne Kerruish**

Patient Safety and Governance Directorate
650116 / 650234 / 650763

The Information in this booklet can be provided in large print or in audio format on request.

If you have any queries about what personal data is held about you or what processing of the data is being undertaken in relation to this service then please contact Noble's Hospital.

Department of Health

Noble's Hospital, Braddan
Isle of Man IM4 4RJ
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DEPARTMENT OF HEALTH

Rheynn Slaynt

"Dignity in Care"

Patient Charter



April 2013



**Isle of Man
Government**
Reillys Ellan Vannin



Promoting "Dignity in Care" means providing care which supports and promotes, rather than undermines, a person's self-respect. Noble's Hospital is committed to providing services on an individual basis, ensuring that whenever possible, people receive a service that meets their particular needs, choices and aspirations. This Dignity in Care Charter is part of a continuing process of working in partnership with our patients.

Dignity in Care Charter

We believe that we should treat patients and visitors in the manner in which we would wish to be treated ourselves

Respect

We will:

- Greet patients and visitors in a welcoming and sincere manner and treat them with courtesy;
- Address patients and visitors politely, using the individual's preferred name;
- Communicate appropriately and sensitively with patients and visitors and always use language which maximises respect. Language which denigrates patients will neither be used nor tolerated;
- Ensure that communications are understood by patients and visitors.



Privacy and Modesty

We will:

- Deliver all personal, medical and nursing care needs in privacy at all times. "Care in Progress" signs will be used when interventions are being carried out;



- Ensure that patients remain appropriately clothed when in our care, or when transferring to other areas;
- Break bad news to patients in privacy;
- Balance issues of modesty with those of patient safety when patients are having their hygiene needs met;
- Ensure that all toilet/washing facilities have nurse call systems in place to help maintain patient safety;
- Prevent patient information from being shared inappropriately e.g. stopping telephone conversations being overheard, and computer screens and/or whiteboards from being viewed;
- Uphold patient confidentiality;
- Provide patients with support and advice in privacy when requested.



Self Esteem

We will:

- Protect patients from discrimination, all forms of abuse or infringements of personal rights on any grounds;
- Respect patients' spiritual, linguistic, cultural and dietary needs and practices.

Autonomy

We will:

- Provide information to enable patients and carers to be involved in care choices;
- Assess and review patients' care needs regularly, involving them in such reviews;
- Support patients in maintaining their personal & oral hygiene, providing such care if required;
- Explain all interventions to patients while in our care, providing opportunities for questioning if required;
- Request consent before providing care or interventions;
- Manage visiting times and visitor numbers to ensure that patients are not unduly disturbed by their own, or other patients', visitors;
- Provide nutritious, varied and balanced meals and snacks for patients;