

## All Patient/Clients Deserve

### Privacy

- Freedom from intrusion

### Dignity

- Being worthy of respect

### Modesty

- Not being embarrassed

### Respect

- A courteous regard for people's feelings, rights, values and beliefs

## Contact Details

Tel: 01803 655838

Email [tsdf.feedback@nhs.net](mailto:tsdf.feedback@nhs.net)

This document can be made available in other languages and formats. For more information telephone 01803 219700

Torbay and South Devon   
NHS Foundation Trust



**PATIENT  
INFORMATION**

## Privacy & Dignity

Promises to you



"We promise to treat you how we would like to be treated ourselves"

*Right Care, Right Place, Right Time*

Torbay and South Devon   
NHS Foundation Trust



Partners in Care

25436/V1/TSDFT/Organisation Wide/  
04.18/Review Date 04.20

At Torbay and South Devon NHS Foundation Trust we place a high importance in ensuring the privacy and dignity of patients/clients in our inpatient and outpatient facilities.

### **Our Commitment to You**

We would like people who use our service to feel that care is delivered with compassion and dignity.

You have the right to be involved in all aspects of your care and you are encouraged to question anything which you do not understand or agree with.

### **What you can always expect**

You will be called by your preferred name  
You will be addressed politely  
Staff will ensure you are suitably covered to maintain dignity  
You will not share sleeping areas, bathrooms or toilets with members of the opposite sex.

Where possible, every effort will be made to meet your request should you ask to be cared for by a nurse/carer of the same sex. Staff will actively listen to any concerns that you have and will do their best to resolve them with you. We will always request permission or knock before we enter your room or curtains within the bay  
We will work with you to support you in achieving your own potential with your own individual plan.

### **Confidentiality**

You will need to give information about yourself to our staff to support your care and treatment. Some of this information may be recorded on a computer.

All personal and sensitive information is kept safe and secure at all times and shared on a “need to know basis” to support your care and treatment.

If you would like more information on what we do with your information, please ask a member of staff for our leaflet “Your information, what you need to do”.

### **Your facilities**

An area is always available for you to have conversations in private. If you do not have your own mobile phone, and wish to make a call, please ask a member of staff who will be able to assist you.

### **You're Concerns/Complaints**

If you feel we have not maintained our promises within this leaflet, or are unhappy with the care we have provided, please contact the person in charge who will investigate your concerns. It will not affect your current or future care and it will be treated confidentially and sensitively.

All our staff are individuals and therefore unique. We ask that you respect their dignity regardless of their job, culture or appearance.