

Dignity in Care Checklist for Support Staff

Compassion starts with connection.

Every person we support carries their own story, history, and dreams. Recognising their dignity, respecting their individuality, and ensuring they feel safe, valued and heard is the foundation of trust, healing, and humanity.

The checklist below is here to remind us of all the small, everyday actions that make the biggest difference.



Respecting Privacy

☐

Knock before entering a room.

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Close doors/curtains during personal care.

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Cover the person appropriately when examining or washing.

☐

Avoid unnecessary exposure during treatment (e.g., uncover only the area being examined).

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Ensure private spaces for sensitive conversations with families.



Communication with Respect

☐

Use the person's preferred name/title.

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Speak directly to the person, not just to family or other staff.

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Always explain procedures in advance and gain consent.

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Use calm, respectful, clear and non-patronising language.

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Give time for people to respond without rushing them.



Equality & Fairness

- ☐ Treat everyone equally, regardless of age, race, gender, background, or ability.
- ☐ Provide culturally appropriate meals (e.g., halal, kosher, vegetarian options).
- ☐ Respect cultural, spiritual, and religious practices (e.g., prayer times, meditation, fasting)..
- ☐ Involve people in planning their daily routines and care goals.
- ☐ Ensure care environments are accessible (ramps, signage, hearing loops).
- ☐ Adapt care plans to suit personal needs



Emotional Support

- ☐ Reassure and comfort people during distress, fear, or pain.
- ☐ Allow space for people to talk about worries or feelings.
- ☐ Acknowledge emotions rather than dismiss them (“I can see this is upsetting for you”).
- ☐ Support meaningful connections with family, friends, or pets.
- ☐ Create moments of joy — music, favourite activities, celebrations.



Preserving Self-Worth

- ☐ Ask about and respect personal preferences (clothes, hairstyle, routines).
- ☐ Encourage decision-making in care reviews and goal setting.
- ☐ Avoid talking over someone as if they are not there.
- ☐ Celebrate small achievements and milestones.
- ☐ Maintain a respectful tone and body language.
- ☐ Display personal items (photos, mementos) to create a homely, familiar environment.
- ☐ Ask before stepping in to help, don't assume they cannot do it.



Everyday Acts That Protect Dignity

- ☐ Offer choices rather than making assumptions (“Would you like a shower in the morning or evening?”).
- ☐ Serve meals in an appetising way, sitting with the person if needed.
- ☐ Avoid rushing and give people enough time to eat, dress, or speak.
- ☐ Ask permission before touching, repositioning, or moving equipment.
- ☐ Respect boundaries and never use terms like “love” or “dear” unless the person prefers it.

Golden Rule: *Always ask yourself - “Am I treating this person in a way that preserves their pride, comfort, and individuality as I would want for myself or my loved ones?”*