

# WOODLANDS HOSPICE CHARITABLE TRUST

## WOODLANDS HOSPICE DIGNITY CHARTER

***While 'dignity' may be difficult to define, what is clear, is that people know when they have not been treated with dignity and respect***

To treat someone with dignity and respect involves seeing the person as an individual who has specific needs. These may be physical, emotional, psychological and/or spiritual in nature. We aim to acknowledge and promote each person's right to equality and diversity.

It is the aim of the multi-disciplinary team at Woodlands Hospice to respect and promote your dignity by implementing the following 10 points as part of the overall care that you receive from us:

1. Have a zero tolerance of all forms of abuse
2. Support people with same respect you would want for yourself or a member of your family
3. Treat each person as an individual by offering a personalised service
4. Enable people to maintain the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people's privacy
7. Ensure people feel able to complain without fear of retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self-esteem
10. Act to alleviate people's loneliness and isolation

**Rose Milnes**  
Chief Executive Woodlands Hospice

