

Dignity in Care Practice Checklist

Observe, reflect and improve | page 1 of 3

Service / unit		Date and time			
Observer		Staff / team observed			
Activity observed	☐ Personal care	☐ Mealtime	☐ Medication round	☐ Activity	☐ Other

How to use this checklist: tick each item you see in practice. Leave an item unticked if it was missed or you did not see it, and record why in the actions table on page 3. Use it for spot checks, supervision, mock inspections, induction and self-reflection.

1. PERSONAL CARE AND PRIVACY

- ☐ Staff knock and wait for a reply before entering a bedroom, bathroom or flat
- ☐ Doors and curtains are closed during personal care
- ☐ The person is covered with a towel or dressing gown, and only the area being washed is uncovered
- ☐ Staff explain what they are about to do before they do it
- ☐ The person is offered a male or female carer for intimate care, and their preference is recorded and followed
- ☐ Staff do not discuss personal care in a way that others can overhear

Notes

2. COMMUNICATION AND RESPECT

- ☐ Staff use the person's preferred name, not "love", "dear" or a room number
- ☐ Staff speak to the person, not about them, even if they have dementia or a communication difficulty
- ☐ Staff sit or crouch to eye level when talking to someone in a bed or chair
- ☐ The person is given time to answer, and nobody finishes their sentences or rushes them
- ☐ The person's preferred way of communicating is used (hearing aid, glasses, large print, pictures, interpreter or communication passport)
- ☐ The tone of voice and body language are warm and respectful

Notes

Dignity in Care Practice Checklist

Choice, food and drink, environment | page 2 of 3

3. CHOICE, CONTROL AND INDEPENDENCE

- ☐ The person is offered choices during the day (clothes, when to get up, where to sit, how to spend time)
- ☐ Staff encourage the person to do what they can for themselves, and support rather than take over
- ☐ The care plan reflects what matters to the person, in their own words
- ☐ The person's decisions are respected, and mental capacity and best-interest decisions are recorded properly where needed
- ☐ Staff ask for consent each time, and do not assume yesterday's agreement still applies

Notes

4. FOOD, DRINK AND DAILY ROUTINES

- ☐ Mealtimes are unhurried and sociable, and staff sit down to help rather than standing over the person
- ☐ The person is offered a choice of meals and drinks, including options for cultural, religious and personal preferences
- ☐ Suitable cutlery, cups and plates are available so the person can eat independently
- ☐ Clothing is protected discreetly, for example with a napkin, and bibs are used only if the person prefers
- ☐ Care fits around the person's own routines, such as a late breakfast or an evening bath
- ☐ Drinks are within reach and offered regularly

Notes

5. ENVIRONMENT, BELONGINGS AND COMMUNITY

- ☐ The person has been supported to personalise their room with photos, furniture and favourite objects
- ☐ Belongings are treated with care: staff ask before moving or tidying, and clothing is clean, labelled and returned to the right person
- ☐ The person is supported to look the way they want (hair, shaving, make-up, jewellery, clothing)
- ☐ Confidential information is not discussed where others can hear, and records are kept out of sight
- ☐ Visitors are welcomed, and the person is supported to keep in touch with family and friends by phone or video
- ☐ The person is supported to take part in activities and outings they enjoy

Notes

Dignity in Care Practice Checklist

Culture and end of life, actions and sign-off | page 3 of 3

6. CULTURE, EMOTIONAL SUPPORT AND END OF LIFE

- ☐ Religion, culture and beliefs are respected, including prayer, festivals, dietary needs and modesty requirements
- ☐ The person is treated fairly whatever their age, disability, gender, sexuality, race or background
- ☐ Staff listen to and act on the person's worries, pain or unhappiness, and follow up
- ☐ Staff respond kindly to distress and confusion, and never tell off, laugh at or talk down to the person
- ☐ End-of-life wishes are recorded and followed, and the person is kept comfortable, clean and private
- ☐ Family and friends are supported to be with the person at the end of life

Notes

ACTIONS - for every item left unticked

Item not met / what was seen	Action needed	Owner	Due date	Done
				☐
				☐
				☐
				☐

Good practice to share with the team

- ☐ Good practice noted and fed back to the staff member or team
- ☐ Feedback given in the moment where appropriate, and again in supervision
- ☐ Concerns about undignified care raised under the safeguarding or whistleblowing policy where needed
- ☐ Care plans updated where the person's preferences have changed

Completed by (name / role)

Signature

Date

Next review due