

**Privacy, dignity and respect of service users:**

**Date effective: 02/02/24**

**Date review: 02/02/25**

**Version no: 1**

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The health and social care standards are what people should expect to receive when accessing health, social care, or social work services in Scotland. Healthcare Improvement Scotland and the Care Inspectorate together produced the standards alongside people using the services, providers, and other agencies to obtain better outcomes for people and that everyone’s basic human rights are upheld. This includes respect and dignity.

The standards have five main principles; dignity and respect, compassion, be included, responsive care and support and wellbeing. This is set so that different outcomes can be achieved.

Outlined below is the five headline outcomes which Refine Beauty Aesthetics will discuss how they will achieve.

1. **I experience high quality care and support that is right for me.**

Refine Beauty Aesthetics is run by Robyn, who is a qualified Advanced Nurse Practitioner (ANP) and still currently works for the NHS. As a nurse, Robyn is registered with the Nursing and Midwifery Council (NMC), Royal College of Nurses (RCN) and British Association of Cosmetic Nurses (BACN). The NMC has a code of conduct which all nurses are legally required to follow and cover all aspects from confidentiality to patient safety. She is also required to do yearly updates and training, has done a BSc in Adult Nursing, PgDip in Advanced Practice, non-medical prescribing training and foundation and advanced Botox and derma fillers. She has done extra courses like a toxin conversion course and has aims to do further training in aesthetics. As part of her NHS role, her yearly updates include CPR, manual handling, infection control and other modules, keeping Robyn up to date with all the latest evidenced based practice.

This all aids in providing the highest quality care possible and ensuring that clients feel they are being treated safely and with up-to-date knowledge and skills.

Robyn is a non-judgemental practitioner, who believes everybody should access the same healthcare and treatments regardless of abilities, gender, age, faith, mental health status, race, background, or sexual orientation. In her professional career, Robyn has spent a lot of time dealing with sensitive issues or concerns of patients and has always provided compassion, respect, and dignity. Robyn will always ask the client their opinion, views and/or wishes, and support them if required whether that be with a treatment option or allowing for others to support them whilst they are obtaining the treatment.

Robyn will be mindful of the overall person, not just considering physical assessments but psychologically as well. This is to ensure that non-surgical treatments are not done when the client is suffering from body dysmorphia or addiction to treatments. Robyn will always support clients to make their own decisions regarding their health and wellbeing but will not provide treatments she feels is unsafe or unnecessary.

Robyn will ensure that fresh water and healthy snacks are available, including glucose tablets in case the client requires any of these.

1. **I am fully involved in all decisions about my care and support.**

Robyn believes that everyone has the right to decide about their health, care, body, and treatment. Robyn is a massive advocate for empowerment, independence and providing support to make informed decisions when seeking input. This includes being mindful of communication methods including but not limited to hearing loss, language used, format of information and/or discussions with the client and advocate. Clients deserve to be included, informed, respected, and given the ability to choose. Robyn will use the clients’ ideas, concerns, and expectations (ICE) along with providing the knowledge and evidence to allow the client to discuss their views. If Robyn feels a particular treatment is not appropriate, she will discuss this with the client and provide a rationale in an understanding and compassionate way.

Robyn will always aim to achieve what the client wants (within reason), but if this is not possible, she will signpost to another clinic or service to allow the client to move on in a supported way.

1. **I have confidence in the people who support and care for me.**

Robyn is a firm believer in treating everybody with respect. She will be courteous with any client and expects the same in return. Aggression verbally or physically will not be tolerated, and the client will be politely asked to leave.

Robyn is a clinical decision maker and has done extensive training in consultations as well as numerous years as a ward-based nurse. Robyn will always introduce herself, have a friendly, polite manner and offer compassion and support when required. Robyn wishes to build trusting relationships with clients not only so the client can feel comfortable, but so that the person enjoys the whole experience in the clinic.

Robyn will advertise who she is, what her role is and her professional career as well, so clients are informed about her experience, expertise, and skills. Robyn must do a revalidation every three years as part of her NMC registration and therefore is familiar with reflection and the importance of this. Robyn has used reflection throughout her career to improve her practice and maintain patient safety.

Robyn is aware of the local services and options for vulnerable adults or adults at risk and will follow the correct procedure to make sure the client’s wellbeing is not at risk.

1. **I have confidence in the organisation providing my care and support.**

Being a sole practitioner, Robyn will only have one client in at a time. This will be in a private, calm setting where Robyn’s sole focus will be on the client. This should provide reassurance that clients are respected, their dignity maintained, supported, and listened to when in a consultation. Clients will be given the opportunity to have a face-to-face consultation free of charge to visit the clinic and discuss their wishes with Robyn, giving them the freedom to decide if they wish to use the service or not. Robyn will also ask clients at the end of their treatments for feedback, with the intention of improving client satisfaction.

All treatments are backed up with training, experience, expertise, and knowledge using the best evidence-based guidelines.

Should Robyn require to cancel or reschedule an appointment, she will strive to do this within a timely manner and contact the client directly. Should the client wish to make a complaint, Robyn will provide the clinics complaints policy so the client can make an informed decision about how to proceed. This will not impact negatively on the client and will be discussed rationally, privately, and confidentially.

1. **I experience a high-quality environment if the organisation provides the premises.**

A newly purposed built clinic has been constructed on Robyn’s private property. This includes a secure separate entrance door, brand new flooring, walls, electrics, plumbing and more. The clinic has been constructed according to Healthcare Improvement Scotland’s guidelines and purpose built for providing non-surgical treatments. Robyn has the required safety equipment, appropriate ventilation, and use of windows and doors for safety purposes and brightness. Robyn will also have blinds to maintain client privacy.

The clinic will have electric heating and access to Wifi. The space is designed to be clean and clinical but will provide a warm and relaxing environment for clients to experience. The clinic is completely private, in a quiet area but still central to the town which has a railway station and various bus stops throughout. All equipment used is either refurbished or new and PAT tested if required. The space is 8m2 to provide enough room and should a client require the bathroom, Robyn’s personal bathroom is available. The space will be well ventilated, tidy, clean, and looked after.