

Service User Dignity - Audit of Best Practice Indicators

Service User: _____ **Service User Reference:** _____

The following pages provide a comprehensive audit checklist of Best Practice Indicators and recommended measures to be taken that will assure and maintain respect for the dignity of the service user as an individual. These checklist elements are designed to relate to daily living needs that allows the service user to experience a fulfilling and dignified quality of life.

These Best Practice Indicators are structured into the 12 sections listed below and should be incorporated into the Service User Care Plan (Form No: 3-013) as appropriate to individual needs:

1. RESPECT
2. PRIVACY
3. INDEPENDENCE & AUTONOMY
4. EQUALITY & DIVERSITY
5. SOCIAL INCLUSION
6. COMMUNICATION
7. ABUSE (including Whistle-blowing)
8. PERSONAL HYGIENE & CARE
9. NUTRITIONAL CARE
10. MEDICAL CARE
11. PAIN CONTROL
12. END-OF-LIFE CARE

Signature of Auditor: _____

Name of Auditor: _____

Position: _____

Date of Audit: _____

Name of Service User:		Reference Point:			
INDICATOR NO: 1	RESPECT				
Outcome to be achieved:	Service users should receive respect for their rights as individuals, their personal relationships, values, beliefs, and their personal property. Staff treat these with courtesy and thoughtfulness at all times.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
1.1	Service users are treated as individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.2	Service users are treated as a whole person and not as an illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.3	Service users are treated as an equal, and without discrimination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.4	Sufficient time is allowed for care to be provided at the service user's pace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.5	The service is person-centred and not task-oriented	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.6	Care staff treat service users with courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.7	Care staff allow time to listen to service users, and to talk to them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.8	Service users are given time to communicate their choices and preferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.9	Service users are asked how they would like to be addressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.10	Service users are involved in planning the service they receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.11	Care staff respect the service user's personal space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.12	Care staff do not make assumptions about service users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.13	Service users are not disturbed or interrupted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.14	Care staff knock before entering the service user's room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1.15	Care staff are aware of how privacy could be compromised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 2	PRIVACY				
Outcome to be achieved:	Service users should be able to maintain their privacy at all times. This includes privacy of their personal care, confidentiality of any information owned by or kept about the service user, and privacy of their personal space.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
2.1	There is a confidentiality policy which staff understand and adhere to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.2	Service users are not embarrassed when receiving personal care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.3	Service users are not exposed in front of others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.4	Appropriate clothing is available when the service user's own clothes cannot be used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.5	Care staff do not invade the service user's personal space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.6	Toilet and bathing facilities respect privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.7	Privacy is maintained in respect of sexual relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.8	Care staff knock and, where possible, wait for an answer before entering a service user's room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.9	If an interpreter is required, they are chosen with the participation and consent of the service user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.10	Service users' personal possessions and documents remain private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.11	Service users' private conversations, phone calls and mail, all remain private	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.12	Where information or documents need to be shared, this is with the full consent of the service user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2.13	A room or area is available for service users wishing to have private conversations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 3	INDEPENDENCE & AUTONOMY				
Outcome to be achieved:	Service users are able to take control over their own lives, making informed and independent choices about their care, treatment and daily living activities, without reproach by care staff.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
3.1	Staff communicate with service users in the most appropriate way	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.2	Care staff do not make assumptions about whether or not the service user can make decisions by themselves, even where mental capacity is an issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.3	Care staff allow service users time to communicate their requests for the days activities, and staff adhere to these	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.4	Care staff inform service users about local advocacy services to assist them in making decisions about their daily activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.5	Care staff do not make assumptions about the likes and dislikes of service users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.6	Care staff treat service users as equals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.7	Care staff provide information in an understandable way, free from jargon, to allow service users to make their own choices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.8	Service users are allowed to take risks, without compromising the safety of care staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.9	Care staff ensure service users are given the opportunity to participate in their chosen activities as fully as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3.10	Services are accessible to people with disabilities; e.g. providing service information in alternative formats for people who have visual impairments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 4	EQUALITY & DIVERSITY				
Outcome to be achieved:	Service users are treated as equals, irrespective of age, gender, religion, culture, ethnic origin, sexual orientation, mobility or other reason.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
4.1	There is an Equality & Diversity Policy that staff adhere to at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.2	Care staff treat service users as they would be expect to be treated themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.3	Care staff treat service users with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.4	Staff Training Programmes include an in-depth awareness of equality and diversity issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.5	Care staff listen to service users' requests, and take appropriate action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.6	The individual needs, wants and preferences of service users should be taken into consideration, and alternatives discussed where these cannot be achieved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.7	Care staff should not be insensitive to the service needs, wants and preferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4.8	Care staff deliver care that is suitable for the service user's individual needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 5	SOCIAL INCLUSION				
Outcome to be achieved:	Service users are not discriminated against because of age, gender, religion, culture, ethnic origin, sexual orientation, mobility or other health status. According to the service users' wishes they should be included in a range of social activities to enable them to feel integrated into their communities and in society in general. This includes having contact with family and friends, going shopping, going out socially, to be in control of their own finances, and to be able to do all this safely.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
5.1	Care staff treat service users with dignity and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.2	Service users are able to choose their daily activities and arrangements with care staff without fear of rebuke	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.3	Care staff take time to talk to service users whilst carrying out their care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.4	Care staff respect the past skills and life experiences of the service user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.5	Care staff enable service users to go out socially by addressing the barriers to this, such as transport and safety issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5.6	Care staff respect the service user's right to retain involvement in the daily management of their own household and finances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 6	COMMUNICATION				
Outcome to be achieved:	Service users and their chosen advocates engage in a 2-way dialogue with care workers and organisational staff about their physical, psychological and emotional needs and preferences. The assembled facts and information form an agreed Care Plan that gives the service user a choice about the care they receive.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
6.1	There is a Communications Policy that all staff understand and adhere to at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.2	Service users are asked how they would like to be addressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.3	Service users are not patronised or belittled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.4	Staff use respectful language and gestures, and are courteous when communicating with service users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.5	Service users can understand the accent or language of care workers. An interpreter is provided if needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.6	Appropriate methods and tools for effective communication are used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.7	A suitable room or area for private communication is available if required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.8	Care workers are trained to carry out a Baseline Assessment of Service User needs correctly and effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.9	Service users are always asked about their needs, wants and preferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.10	Care staff do not make assumptions about a service user's needs, wants and preferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.11	Discussion, assessment, risk assessment and agreement of the care package and Care Plan takes place at a mutually agreeable time and place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.12	Sufficient time is allowed for service users to communicate their needs, wants and preferences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.13	Service users are able to communicate their needs, wants and preferences at all times, and these are considered and acted upon appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.14	Care Plans are jargon-free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6.15	Service users' are listened to, valued and respected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____		Name of Auditor: _____		Date _____	

Name of Service User:		Reference Point:			
INDICATOR NO: 7	ABUSE (including Whistle-blowing)				
Outcome to be achieved:	Care workers should be alert to the symptoms of abuse, and should feel supported by the Organisation when raising concerns about any poor practice or abuse they witness or hear about on behalf of service users.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
7.1	Care workers receive training about the different types of abuse and how these are revealed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.2	There is a Whistle-blowing Policy that all staff understand and adhere to at all times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.3	The Whistle-blowing Policy includes the procedures for staff to follow when whistle-blowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.4	Care workers receive training in the Whistle-blowing Policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.5	Care workers follow the Abuse and Whistle-blowing Policies and Procedures for the reporting of incidents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.6	Care staff are empowered to blow the whistle when they observe poor practice or abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.7	Care staff are protected under the Whistle-blowing Policy from recrimination by staff who are reported for abusing service users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7.8	The Organisation adopts a "no-blame" culture for those who whistle-blow, and recognises whistle-blowing as a valuable quality assurance tool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 8	PERSONAL HYGIENE & CARE				
Outcome to be achieved:	Care workers ensure that the standards service users set for themselves with their personal hygiene continues, particularly when they are unable to take care of this for themselves. This will also include other aspects of personal care such as general health promotion, nutrition, care received for any illness, and maintaining cleanliness of the house, laundry, pet care, and tidiness of the garden.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
8.1	Service users decide the level of assistance they need from care workers with their personal hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.2	Care workers are aware of different ethnic, religious and cultural requirements that may impact upon a service user's chosen standard of personal hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.3	Care workers do not make assumptions about the level of cleanliness that the service user chooses to adopt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.4	Care workers assist with all aspects of personal appearance that the service user is unable to maintain for themselves, ensuring discretion and sensitivity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.5	This may include assistance with washing / bathing, dressing, shaving, oral hygiene, and care of the hair and nails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.6	Service users choose the times they receive help with personal hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.7	Service users choose the clothes they wear each day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.8	Care workers help service users to identify aids and adaptations that can promote and maintain their independence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.9	Care workers assist service users with their toileting or continence needs, as identified in the service user Care Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.10	Care workers establish with service users their preferred arrangements for laundry and ironing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.11	Care workers establish service users' requirements regarding cleanliness of the house, tidiness of the garden, and any assistance with decor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.12	Care workers establish service users' requirements with respect to pets, with due regard to possible infection and occupational Health and Safety issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.13	Care workers discuss with service users how they might keep the house free from odours that cause distress to the service user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8.14	Care workers treat the service user's preferences and standards with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 9	NUTRITIONAL CARE				
Outcome to be achieved:	Care workers ensure that the service user receives adequate nutritious food and drink of the service user's choice, and at times required by the service user				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
9.1	Care workers discuss how they can assist the service user with the preparation, cooking and serving of their food and drink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.2	Care workers understand the importance of nutrition and hydration and know the signs of malnutrition and dehydration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.3	Care workers have been trained in nutrition and food hygiene (when assisting service users with food and drink)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.4	If there are problems with nutrition, care workers discuss with service users the help they might need to improve this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.5	This may include referral to an appropriate professional, e.g. dietician, with the service user's approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.6	Service users are enabled to maintain their independence with shopping, cooking, eating and cleaning for as long as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.7	Care workers discuss food and drink likes and dislikes before preparing menus and shopping lists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.8	Care workers discuss any religious, cultural or special dietary needs before preparing menus and shopping lists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.9	Care workers don't make assumptions about service users' food requirements with respect to their cultural or religious beliefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.10	Care workers respect the requests and wishes of the service user with respect to their diet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.11	Care workers assist service users to identify aids that may help the service user to maintain their independence when eating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.12	In consultation with the service user, care workers provide assistance with eating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.13	Service users are not rushed when receiving assistance with food, and are not interrupted when eating their food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.14	Care workers ensure that a drink is given with all food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9.15	Care workers assist service users to clear away food and food debris after completion of eating, according to the service users' wishes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 10	MEDICAL CARE				
Outcome to be achieved:	Care workers ensure that the service user receives prompt and appropriate medical care which maintains their optimum health.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
10.1	There is a documented general policy for managing service users' medicines. This policy has been approved by a suitably qualified and experienced pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.2	This policy clearly identifies 4 levels of assistance that care staff can offer the service user, and the tasks involved for each level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.3	Care Staff are trained in, and FULLY UNDERSTAND, the extent and limits of their responsibilities in helping service users to medicate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.4	Medicines are stored safely and securely at the service user's home, but provide for ease of retrieval of the medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.5	Care Staff ensure that all medicines are stored in accordance with the manufacturers' instructions on the medicine container labels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.6	Medicines requiring low-temperature storage (e.g. insulin, some eye-drops etc) are kept in a refrigerator in a suitable and clearly-labelled container	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.7	There is a documented specific policy for the safe and effective administration of medicines to the service user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.8	This policy addresses both prescription medicines, and OTC ("over-the-counter") medicines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.9	Full records of any assistance and / or advice given to the service user with respect to taking prescribed medicines are kept in the service user's Care Plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.10	There is a documented specific policy for the safe and effective disposal of medicines that are no longer required, or are no longer fit for purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.11	Unwanted, out-of-date or otherwise unusable medicines are always returned to the prescribing pharmacy. They are not disposed of in the service user's home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10.12	Policies address errors in administering the medicine, instances when a dose has been missed, and when the service user refuses the medicine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 11	PAIN CONTROL				
Outcome to be achieved:	Care workers ensure that service users receive sufficient pain control at all times to enable them to maximise their independence. This is of particular importance for End-of-Life Care strategies (see Indicator 12).				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
11.1	Care Staff should be proactive in discussing pain control with the service user.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.2	Care Staff are empathetic about the pain that service users experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.3	With the consent of the service user, care workers report uncontrolled pain to the GP or prescriber	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.4	Care Staff encourage service users to discuss uncontrolled pain with the GP or prescriber	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11.5	Care Staff find activities for the service user that alleviates rather than exacerbates pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					

Name of Service User:		Reference Point:			
INDICATOR NO: 12	END-OF-LIFE CARE				
Outcome to be achieved:	At End-of-Life the dignity of service users is maintained by Care Staff through appropriate attention to the service users' express wishes for arrangements to be made. These arrangements form the basis of a planned and documented End-of-Life Care strategy.				
Ref: Policy No:					
Sub-Section	Element to be addressed	Observation			Comments & Action Required
		YES	NO	N/A	
12.1	The terminally ill service user within the Domiciliary Care environment has a documented strategy for the management of End-of-Life Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.2	This strategy focuses upon the physical, physiological, spiritual and social aspects of life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.3	This strategy is designed to respect the service user's personal preferences, and includes the content of any Advance Directives ("Living Wills") made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.4	Care Workers are sensitive to the needs of the service user in terms of understanding, sympathy, discretion and realism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.5	Care Workers are afforded the opportunity to review and discuss in depth each aspect of an End-of-Life Care Plan for a terminally ill service user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.6	Care Workers are responsive to the need of the service user to reminisce and talk about their affairs, and time is allowed for this	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.7	Care Workers are trained in awareness of the cultural and religious requirements of a terminally ill service user from an ethnic minority group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.8	Care Plans clearly identify a service user's appropriate Minister of Religion, and how he / she may be contacted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.9	Care Workers respect the need for a service user to take spiritual comfort from special religious books, or to pray in accordance with his / her chosen faith	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.10	Care Workers ensure close contact is maintained with the service user's relatives and close friends, and discreetly suggest ways in which they could be of help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.11	Care Workers know that some tasks such as assistance with feeding and continence care will often take longer than normal, and allowances are made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.12	Care Staff are trained in the issues of End-of-Life Care. This training is recorded in Staff Records.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.13	Care Workers are trained in the special requirements for moving / assisting a terminally ill service user	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.14	Service users receive pain relief to fully control their pain at the end of their life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12.15	Workers are trained in appropriate bereavement counselling to help relatives and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signature of Auditor: _____ Name of Auditor: _____ Date _____					