

This Code has been developed by the Tower Hamlets Older People's Reference Group, following a wide consultation of its members, on the invitation of the London Borough of Tower Hamlets.

The Code sets out the issues considered to be important in contributing to personal dignity, how older people expect, have the right and deserve to be treated. Endorsement is sought across the health and social care partnership as a guide and prompt to good practice.

The Code has special regard to:

- The national 10 point Dignity Challenge, launched by the Dignity in Care campaign in November 2006, hosted by the Social Care Institute for Excellence and aiming to put dignity and respect at the heart of UK care services;
 - The National Pensioners' Convention Dignity Code, launched in February 2012;
 - The City & Hackney Older People's Dignity Code, launched in October 2007;
1. Older people have a right to a life of dignity and independence and to participate in social and cultural life;
 2. Access to a socially supportive and stimulating environment and the possibility of meaningful activities that give a sense of purpose, provide an essential basis for older people's wellbeing, whether in a Care Home or in their own homes;
 3. It is therefore of the first importance that older people feel included in and respected by their local community on public transport and elsewhere;
 4. Older patients or residents attach great importance to feeling that they look respectable when they are receiving care and this should be respected by all those providing care;

5. Older people should be addressed by care staff in a respectful manner, with formal title, until invited to speak less formally;
6. The end of life should be respected and older people should have the opportunity to talk to someone in order to discuss their wishes about their care and treatment when it is approaching;
7. Older people should not be required to use mixed sex hospital wards; their need for privacy when receiving intimate care should be respected and if they have preferences to receive intimate personal care from someone of their own gender, then their wishes should be respected;
8. Older people should be treated as individuals and listened to. They should be made to feel they have value and receive individualised care and support;
9. Older people should be informed of what is happening to them in 'plain English', in terms and in a language which they can understand;
10. If an older person indicates they are dissatisfied with how they have been treated, they should always be informed how to make a complaint and assured that no adverse consequences will arise if they do so;
11. It is unacceptable to be refused services or treatment on grounds of age;
12. Older people's homes, living space and privacy should always be respected;
13. An individual's habits, values, religion, cultural background and any needs, linguistic or otherwise should be respected;
14. Older people should be supported with the same respect any professional would want for themselves or a member of their family, with a zero tolerance of all forms of abuse

This Code was agreed by Tower Hamlets Older People's Reference Group on 13th April 2015