

Respect and Dignity Charter Fresenius Kabi and Calea

The Respect and Dignity charter underlines what a person can reasonably expect when they access services provided by Fresenius Kabi and Calea. Fresenius Kabi and Calea are committed to providing services that recognise and respect the rights of patients, their family, and carers to be treated with professionalism respect and dignity.

Patients have the right to:

- Communication that is honest, open and transparent
- Know that their views can be expressed and feel empowered to make appropriate decisions about their care
- Understand the care and treatment being offered
- Be treated as an individual with no discrimination against age, race, gender, religion, disability, culture and sexual orientation
- Have privacy maintained as much as treatment and procedures allow
- Be treated by appropriately trained professionals who will maintain clear and professional boundaries
- Be treated with consideration, politeness and respect
- To know that confidentiality will be respected and preserved wherever possible
- Feel that they matter and they have a choice
- Zero tolerance of any forms of abuse
- Manage their own care where appropriate to maintain independence
- Services will be provided in a way that meets individual likes and dislikes wherever possible
- Know that the nursing service will comply with the protocol of their discharging hospital and will liaise with them regularly about their care
- An individualised service
- Know that family members/carers are involved where appropriate and they have the same right to the charter as the patient
- Collaboration with other professionals involved in their care.