

Behind Closed Doors:

Action Plan for Target Groups

Key messages for each of the target groups

Hospital / Care Home Staff

1. Adopt the "Behind Closed Doors" standards
2. Review practice vs. these standards.
3. Implement changes in practice to ensure these are achieved.
4. Make available leaflets.

Hospital / Care Home managers

1. Dignity should be part of the organisational culture
2. Adopt the "Behind Closed Doors" standards
3. Integrate the standards into appraisal for individual staff
4. Staff must be enabled to practice in accordance with professional standards.
5. All training programmes should highlight dignity issues.
6. The views of patients and residents must be regularly sought and integrated into quality assurance programmes.

Policy makers and regulators

1. Adopt and promote the "Behind Closed Doors" standards
2. Incorporate the standards into existing and future work programmes
3. Ensure organisations and their staff are reviewed against these standards.

Public and patients

1. Be aware of the right to use the toilet in private behind closed doors in a care setting
2. Audit the toilets in their local hospitals and care home.
3. Bring their concerns to the attention of the relevant authorities
4. Lobby for improvements where deficiencies are identified.