

Behind Closed Doors Standards

Access

All people, whatever their age and physical ability, should be able to choose and use the toilet in private. There must be sufficient toilets and equipment available to achieve this.

Timeliness

People who need assistance to use the toilet should be able to request and receive timely and prompt help.

People should not be left on the commode or bed pan for longer than necessary.

Equipment for Transfers and Transit

Essential equipment to assist people to gain access to a toilet should be

- readily available
- used for transfer onto a transit chair and on / off the toilet.
- used in a way that respects the persons dignity
- used in a way that avoids unwanted exposure.

Safety

People who are unable to use a toilet alone safely should normally be offered use of a toilet with appropriate safety equipment in place and with supervision if required.

Choice

People's choice is paramount. Their views should be sought and respected.

Privacy

Privacy and dignity must be preserved. People who are bed bound require special attention.

Cleanliness

All toilets, commodes and bed pans must be clean.

Hygiene

All people in all settings must be enabled to leave the toilet with a clean bottom and washed hands.

Respectful Language

Discussions with people must be respectful and courteous especially in regards to episodes of incontinence.

Environmental Audit

All organisations should encourage a lay person to undertake an environmental audit to assess the toilet facilities