

Kirklees Dignity in Care Network

16th July 2018



Aims and Outcomes

Aims:

To revisit the principles of Dignity in Care and what it means for practice

Outcomes:

At the end of the session you will:

- Understand what Dignity in Care is and what it means in practice
- You will have shared your own ideas and practice
- Have considered the practical steps you need to take to apply the principles of Dignity in Care in your work place

Why is Dignity core business for the Safeguarding Adults Board?

The Care Act defines adult safeguarding ‘as protecting an adult’s right to live in safety, free from abuse and neglect.’

Through the Promotion dignity and rights

The chance of abuse or neglect happening is reduced.

Safeguarding Adults Reviews Far too often they report on the collective impact of consistently poor standards of care practice with regard to the dignity and respect.

Safeguarding Adults Board We are committed to supporting the dignity in care work as a fundamental cornerstone to driving the prevention and early intervention of neglect and abuse.

“When it comes to human dignity, we cannot make compromises.”

Angela Merkel - 2017



Dignity in the Heart! Mind! and Actions?

Jan Burns (MBE)
Chair National Dignity Council

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How do you define dignity?



Where do we start to learn about
dignity?

**Teach Children to
Respect by
Treating them
with**





Defining Dignity

- Dignity consists of many overlapping aspects, involving **respect, privacy, autonomy and self-worth**
- a standard dictionary definition: **a state, quality or manner worthy of esteem or respect**; and (by extension) **self-respect**.
- Dignity in care, therefore, means the kind of care, in any setting, which **supports and promotes**, and **does not undermine, a person's self-respect regardless of any perceived difference**.
- While 'dignity' may be difficult to define, what is clear is that **people know when they have not been treated with dignity and respect**

SCIE- Dignity in care guide



Dignity is:

Kindness

Respect

Compassion

The National Dignity Council

Aims to



Promote the importance of 'Dignity' for all

through:

- Leadership in raising awareness of **Dignity** and its importance in delivering excellent services
- Developing clear guidelines to raise citizen's awareness of their right to access respectful **dignified** and **compassionate** services
- Leading and inspiring people to take action to promote **Dignity**.
- Leading and stimulating a National **Dignity** Campaign.
- Supporting and maintaining a growing network of **Dignity** Champions
- Inspiring champions to be active in their role and uphold the ten **Dignity Dos**
- To ensure the sustainability of the National **Dignity** Council.

How do we operate?

- We are a charity – registered 2016
- Board of Trustees
- Wider impact group
- Ambassador – Dame Joan Bakewell.
- Through our Dignity Champions fulfilling their role.
- Website www.dignityincare.org.uk
- Dignity in care newsletter
- Facebook – Dignity in Action

Who do we work with?



Representation on:

- **CQC Health & Social Care co-production meetings**
- **DH Quality Matters Board and specifically the development of Objectives 4/5**
- **'My Home Life'**
- **Dignity Awards Judging Panels**
- **Range of conferences/presentations e.g. NCF / NCA / International Age**
- **A project in Australia, looking at Dignity and the impact of the Dignity Do's**
- **Ambulance service**
- **Society of Later Life Advisors**
- **National Pensioners Convention**
- **Registered Nursing Homes Association**
- **Our Wider stakeholder group also keeps in touch with a number of national organisations ensuring that we know what is going on in the wider world including Film producer Amanda Waring**



Acting on feedback, concerns and compliments

Ensure that people who use services, their families and carers receive information that is clear and standardised, and that complaints are handled quickly and effectively.

Ensure that there is a strong approach to the duty of candour so there is a culture of being open and honest when something goes wrong

Measuring, collecting and using data more effectively

Review quantitative and qualitative data across the system and develop a common approach to measuring key quality metrics to ensure consistency.

Collect and share the common metrics among commissioners, regulators and providers as suitable and proportionate.

Agree and make available suitable and relevant information for the needs of the public

Commissioning for better outcomes

Identify opportunities and risks from this approach and embed in commissioning practice.

Don't commission new services that are failing.

Review guidelines for quality in commissioning and ensure these are co-produced.

Explore how information about people's experience of care can be used to improve the commissioning process

Better support for improvement

Review sector-level improvement initiatives to support all organisations to improve.

Describe clearly the role of national organisations within social care and how they work together to encourage improvement.

Shared focus areas for improvement

Ensure that adult social care is considered across health and social care initiatives (such as Sustainability and Transformation Plans) and that people work collaboratively across sectors

Improving the profile of adult social care

Champion everything that is great about adult social care so more people understand, support and celebrate the fantastic difference care and support makes to people's lives. Attract even more talented people to a career in adult social care.

laws RULES

regulations

PROCESS consistency

COMPLIANCE

security STANDARDS

GUIDELINES

policy MANAGING RISK

mitigation adherence PROTECT

ENFORCE audit SAFETY

DOING IT WITH DIGNITY?

WHERE IS THE DIGNITY

IS THE SERVICE:

SAFE?

EFFECTIVE?

CARING?

RESPONSIVE

WELL LED?



We ask the same five questions of all the services we inspect:

Are they safe?

You are protected from abuse and avoidable harm.

Are they effective?

Your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

Are they caring?

Staff involve and treat you with compassion, kindness, dignity and respect

Are they responsive to people's needs?

Services are organised so that they meet your needs

Are they well-led?

The leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture



H&SC Act 2008 Regulation 10 - 2014

When people receive care and treatment, all staff must treat them with **dignity and respect** at all times. This includes:

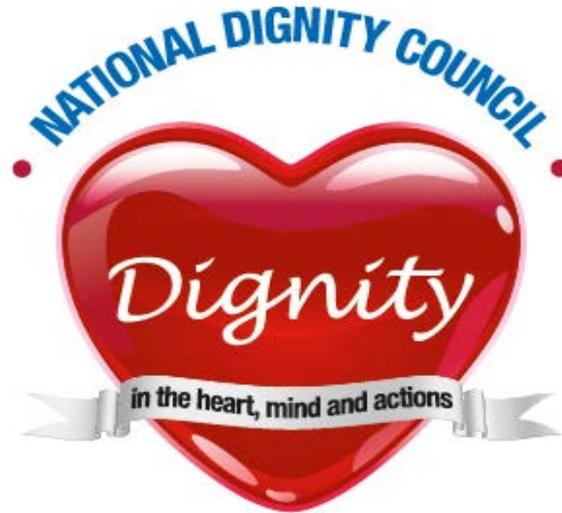
- **Staff treating them in a caring and compassionate way.**
- **All communication with people using services must be respectful.** *This includes using or facilitating the most suitable means of communication and respecting a person's right to engage or not to engage in communication.*
- **Staff must respect people's personal preferences, lifestyle and care choices.**

When providing intimate or personal care, provider must make every reasonable effort to make sure that they respect people's preferences about who delivers their care and treatment, such as requesting staff of a specified gender.

- **People using the service should be addressed in the way they prefer.**
- **People using the service must not be neglected or left in undignified situations such as those described in the guidance for Regulation 13(4)**



- **Staffordshire Dignity Network**
- **Oxfordshire Dignity and Dementia Champions Network**
- **North West Dignity Leads Network**
- **The Bedfordshire Dignity Network**
- **Wandsworth Dignity Network**



THERE ARE OVER 104,000 CHAMPIONS SIGNED UP ON THE
DIGNITY IN CARE

Email info@dignityincare.org.uk

Website : www.dignityincare.org.uk

Facebook: Dignity in action



a Champion?

A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not an optional extra. They believe that care services must be compassionate, person centred, as well as efficient, and are willing to try to do something to achieve this

Key Aims for Dignity Champions



- Stand up and challenge disrespectful behaviour rather than just tolerate it.
- Act as a good role model by treating other people with respect particularly those who are less able to stand up for themselves
- Speak up about Dignity to improve the way that services are organised and delivered
- Influence and inform colleagues
- Listen to and understand the views and experiences of citizens
- Making sure dignity, compassion and respect is at the heart of everyday practice and isn't an addition to it.
- Treating everyone as a unique individual
- Promoting independence, well-being and quality of care /life
- Uphold and promote the Ten Dignity Do's



Ten Dignity Do's



- 1. Have zero tolerance of all forms of abuse**
- 2. Support people with the same respect and compassion that you would want for yourself or a member of your family**
- 3. Treat each person as an individual by offering a personalised service**
- 4. Listen and support people to express their needs and wants**
- 5. Respect people's right to privacy**
- 6. Enable people to maintain the maximum possible level of independence, choice and control**
- 7. Ensure people are able to complain without fear of retribution**
- 8. Engage with family members and carers**
- 9. Assist people to maintain confidence and a positive self-esteem**
- 10. Act to alleviate people's loneliness and isolation**

**Promoting Dignity with the
National Dignity Council**



Become a dignity champion at www.dignityincare.org.uk

Actions

10 ways staff can take action to promote Dignity in Care

- **Sign up to become a Dignity Champion**
- **Use the online Dignity in Care Practice Guide**
- **Share your good practice or dignity stories**
- **Quick Tips to making a difference** including wear your Dignity Champion badge Posters, share dignity do cards
- **Train yourself and your staff in dignity in care - themed approaches?**
- **Attend local Dignity Champion workshops and events**
- **Take on the Dignity Challenge – Dignity Do's**
- **Create your own local network**
- **Include dignity and respect in job descriptions and objectives for staff**
- **Make use of feedback – Lessons Learnt!**

Audits

- **Dignity in Everyday Life that absolutely everyone can use**
- **Dignity for Organisations such as Banks, Shops, Restaurants**
- **Dignity for those choosing a Care/Health Support Service**
- **Dignity for those providing a Care/Health Support Service**
- **Dignity for End of Life - Organisations**
- **Dignity for End of Life - Individuals & Families**
- **Dignity for those Recruiting Staff for Values**
- **Dignity & Staff Development**

Have you got time for Digni-tea?

Dignity Action Day 1st February every
year.



Dignity is everybody's business!



Dancing
for
Dignity



SAFE JOURNEY!

Dignity in End of Life Care

Julie Williams Macmillan Nurse Specialist
16th July 2018

Dignity

- ‘ A state, quality or manner worthy of esteem or respect and self respect’. Oxford dictionary (2009)
- ‘ Dignity is concerned with how people feel, think and behave in relation to the worth or value of themselves and others’. RCN (2008)
- 'Being treated like I was somebody”

Ways to promote dignity in care

- Communication.
- Choice and control.
- Eating and nutritional care.
- Pain and symptom management.
- Personal hygiene.
- Practical assistance.
- Privacy.
- Social inclusion.

Dignity includes the organisational culture and behaviours demonstrated

Dignity can be promoted but
easily diminished!

Dignified End of Life Care in Practice

Gold Standards Framework

“Living Well until you Die”

Right people – identification of people nearing the end of life

Right care – assessing their needs: clinical & personal

Right place – planning coordinated cross boundary care

Right time – planning care in the final days and bereavement care

Every time – embedding consistent good practice and
identifying areas to further improve



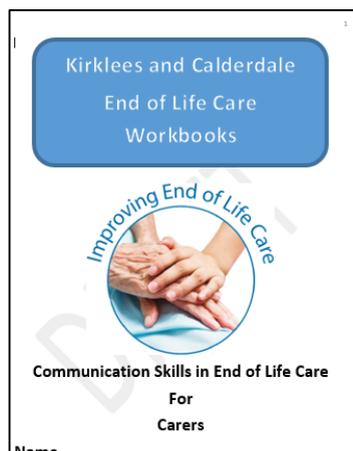
Communication

- Ensure staff are open to talking to people who wish to discuss issues around their death and that they have the training and skills to respond appropriately
- Understanding what's important to the person and their families. Sensitive conversations.
- Help people to plan and to say goodbye to loved ones

Dignified End of Life Care in Practice Communication

How are we supporting this in Kirklees?

- *End of Life Care workbook for carers in Care Homes and Domiciliary care*
- *Social Care Training at Kirkwood Hospice*
- *Training delivered by End of Life Care Team*
- *Advance Care Plan discussions*



Choice and Control

- Support people to have as much control over decisions and treatment as possible
- Prevent Inappropriate Hospital admissions
- Support people to die where they want and in a way that they choose

“People with capacity to make decisions are allowed to make poor choices”

Dignified End of Life Care in Practice

Choice and Control

How are we supporting this in Kirklees?

- *Advance Care Planning*
- *DNACPR*
- *Out of Hours Handover (Palliative Care)*
- *EPPaCS Register (GPs and Health Professionals)*
- *Emergency Care Plans (Community Matrons & CHST)*
- *Red Hospital Transfer Bags*
- *ICODD*

Pain and Symptom Management

- Provide support to minimise pain and suffering
- Offer information about pain and symptom management

Pain and Symptom Management

How are we supporting this in Kirklees?

- *Using Assessment tools – assess pain and other symptoms*
- *Assessment of wishes, feelings, faith, spirituality and values.*
- *Anticipatory prescribing – pain, agitation, nausea and vomiting, breathlessness, excessive respiratory secretions.*
- *Organised support for people and carers In Hours/Out of Hours GPs D/N SPC*
- *ICODD (Symptom Management Guidelines)*

Dignified End of Life Care in Practice

Privacy, Personal Hygiene and Practical Assistance

How are we supporting this in Kirkcaldy?

- *Allowing people and their families privacy and time alone. (Notices on doors, Knocking before entering)*
- *Supporting person and families to deliver personal care if that is wished for (Mouth Care)*
- *Providing facilities for families to support that person (End of Life Care Boxes, Comfort Care Bags, Director services)*
- *Complimentary Therapies*
- *Attention to detail is important!*



Dignified End of Life Care in Practice

Social Inclusion and Quality of Life

- Encourage, as far as possible, meaningful activity and discussion to support a sense of self-worth and purpose
- Allow people time for reflection and provide professional support where needed
- Good, person centered holistic assessment and care – addressing physical, psychological, emotional, social and spiritual needs

Social Inclusion and Quality of Life

How do we support this in Kirklees ?

- *This is Me Document*
- *Dignity Cafes*
- *Dignity questionnaires/feedback questionnaires*
- *Pulling out the stops to fulfil wishes*
- *Day support and therapy services (Kirkwood Hospice and Rosewood Day Centre)*
- *Activities Coordination (Care Homes)*
- *Access activities in community centres(Dementia cafes)*
- *Local Authority Education for staff around activities*



My Bucket List
Here goes... ☆



I talked about
death
at the
Death Cafe
...and it didn't kill me.



Dignified End of Life Care in Practice

Vitally important that we treat all individuals' with dignity in all settings of any health and social care.

Dignified care continues with end of life care and after death.

Dignity is for everyone, everyday!



Final Thoughts

"You matter because you are you and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live well until you die"



Dame Cicely Saunders Founder of the Modern Hospice Movement