
Select Committee on Health and Adult Social Care - 15th January 2009

Report of the Director of Partnerships and Service Improvement

Dignity in Care

Purpose of Report

1. To provide members with information on the 'Dignity in Care' programme.

Background

2. Rationale for the Dignity in Care Programme:
 - To have a cross sector approach to implementing dignity in care in Dudley which has the national dignity challenge (see below) at the centre and also the Dudley Value Base for Older People Services (see end of this section).
 - To acknowledge the "continuum of care" across all places of care.
 - To address the implications of an ageing population, their care needs and activities of daily living.
 - To address the needs of the vulnerable and frail of all ages.
 - To learn from the Champions for Older People Programme that operates at Dudley Group of Hospitals (and all acute sectors in the West Midlands) to the primary care setting. The Champions for Older People programme evolved out of a need to address recommendations in the NSF for Older People the views of users of services and documental evidence of poor care.
3. There are two elements to the Dudley Dignity in Care Programme: A monthly rolling programme and Dignity Champions.

Monthly Rolling Programme

4. The dignity programme will have a set theme each month, with a series of education sessions in a variety of venues across the borough to make it as accessible as possible.
5. It is acknowledged that there will be overlap with previous training and courses and thus there will be different levels of participation. However, a baseline review was undertaken in consultation with managers and the 'Dignity in Care Group' which found many relevant themes that needed to be included.

Dignity Champions

6. There will be Dignity Champions across all health and social care partners and in all care environments with a particular focus on older people and to promote the 'Value Base for Older People Services'. The Champions will commit themselves to deliver their set objectives over the following year.

Workshops

7. The Champions attended a two day workshop in September 2008 that was multi-disciplinary in its approach. This set the recurring themes for the programme - attitudes, values, dignity and high standards. It was agreed that champions would cascade themes from the workshops to their colleagues and undertake an evaluation of their own care environments, promoting dignity and implementing positive change.

National Dignity Champions

8. The Dignity Champions in Dudley will join the national dignity champion's and have a permanent role in promoting dignity.

Defining high quality services

9. High quality services that respect people's dignity should:
 - Have a zero tolerance to all forms of abuse
 - Support people with the same respect you would want for yourself or a member of your family
 - Treat each person as an individual by offering personalised service
 - Enable people to maintain the maximum possible level of independence, choice and control
 - Listen and support people to express their needs and wants
 - Respect people's right to privacy
 - Ensure people feel able to complain without fear of retribution
 - Engage with family members and carers as care partners
 - Assist people to maintain confidence and a positive self esteem
 - Act to alleviate people's loneliness and isolation

Long term implications

10. The programme is aiming for long term improvements:
 - Improved care and support for older people/adults (prevention of hospital admissions)
 - Reassurance and confidence in the care provided for older people/adults
 - To have a proactive workforce that is fit for purpose and provides care for all adults and for a rising ageing population
 - Part of national agenda. This includes the DH National Dignity Champions programme and the Chief Nursing Officer Report, addressing dignity via Health Care Standards and the national priority of 'improving the patient experience'.

Evaluation

11. Monitoring and service evaluation are included in the programme, which will include the development of standards, examples of good practice and an end of year conference.

Finance

12. There are no financial implications arising from this report.

Law

13. There are no legal requirements arising from this report.

Equality Impact

14. The programme is designed to improve dignity in care for all client groups.

Recommendation

- It is recommended that the committee note the contents of the report and raise any questions or requests for further information.

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