

CROYDON CARE SUPPORT TEAM

Brief Presentation to Social Services Review Panel

17th July 2012

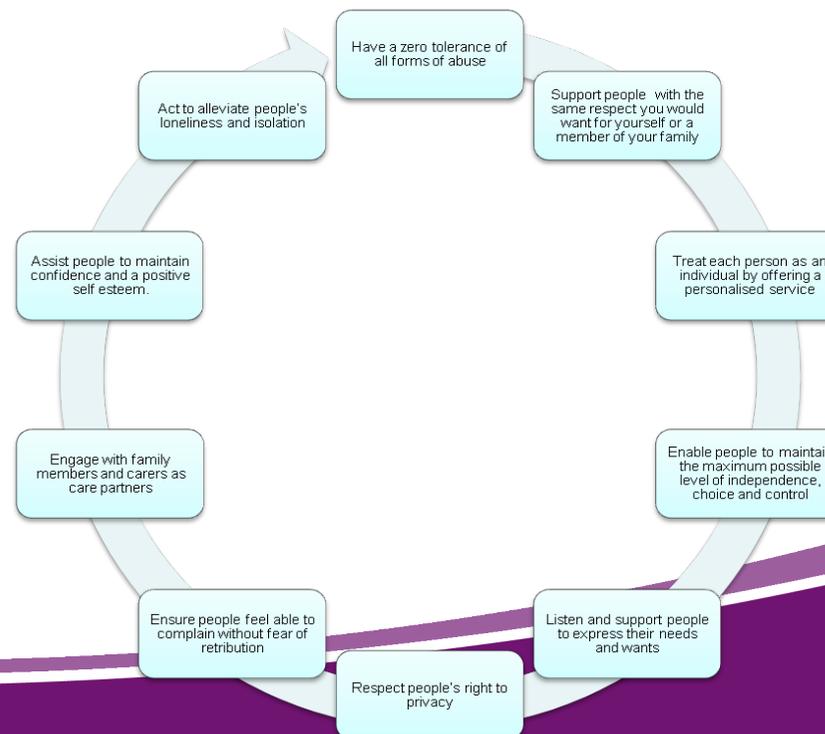
**Examples of how Dignity In Care is
incorporated into training and workshop
sessions to provider services &
Volunteers with Health Watch**

**CROYDON
COUNCIL**

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The Care Support Team is committed to working in partnership with providers and volunteers to raise and improve professional standards of care for service users.

Examples of how Dignity In Care is integrated into training sessions designed and delivered to Provider services and Health Watch Volunteers.



Dignity in Care

The essence of Dignity is compassion, kindness, politeness and respect towards others.

We must ensure that the principles of Dignity are at the centre of everything we do.

Dignity In Care in Croydon

- ***Raising Awareness***
- ***Influencing Attitudes and Practice***
- ***Changing Culture***
- ***Promoting Respect, Dignity, Compassion***

Not only for older adults, but integrated into all our services and those commissioned by LBC

A Dignity Champion is someone who believes passionately that

- being treated with dignity is a basic human right
- compassion is at the heart of a truly person centred and efficient care service and
- It is important to influence others by modelling positive practice

Dignity Champions are willing to:

- **Stand up** and challenge disrespectful behaviour rather than just tolerate it;
- **Act** as good role models 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 the services are organised and delivered;
- **Influence** and inform colleagues ;
- **Listen** to and understand the views and experiences of service users who require services.

Integrating the 10 Dignity Challenges into training and workshops (some examples)

- Person Centred Care, Dignity, Choice & Control
- Fundamentals of Risk Assessment
- Effective Communication
- The principles of the Mental Capacity Act & Human Rights
- Protecting Adults at Risk of Harm
- Transitions; the experience of moving into care
- Understanding depression
- Dignity & Continence care
- Identification and management of pressure ulcers
- Dignity and Nutrition
- Recording and incident reporting

Dignity In Care Matters – training concentrates on:

- Reminding staff of the importance of ‘customer services’
Helping staff to talk with service users in a positive and respectful way. Once rapport develops, the care professional will begin to see the whole person, and the keystone of dignified care is in place.
- Reinforcing the importance of taking time to ask simple questions - such as ‘Do you have everything you need?’ or ‘Is there anything you would like me to explain?’
- The importance of empathy and compassion for others

Dignity in Care Matters – further examples of key messages/guiding principles shared with provider staff

- **Autonomy**- includes freedom to act and freedom to decide, based on opportunities to participate / take part in and being given all relevant information as possible.
- **Positive communication** - begins with addressing the person as they would wish to be addressed, ask them directly do not make decisions of your own
- **Responding respectfully** to people is vital. Requests, comments and complaints should never be ignored, even if it is only to take a moment to reassure someone that they have been heard.

Attitudes, Values and Respect : Key messages incorporated into training and workshop sessions.

Undignified care of those people who require assistance with activities of daily living, promotion of Independence, or support with personal care does not just happen, **it is rooted in ignorance, discrimination and lack of understanding of the experience of Needing assistance from others for personal care.**

The Commission on dignity recognises that in terms of discrimination older adults are particularly vulnerable as a group to discrimination.
Attitudes need to change!

“Increased life expectancy is a positive development not an excuse to focus on biological decline as a problem”.

Key Messages delivered through training :

1. Value the uniqueness of individuals
2. Acknowledge Human Rights for choice, & the right for people to make decisions for themselves
3. Promoting mental and physical health for all those people receiving services, work towards supporting recovery and support individuals to stay as well as they can
4. Promote living as independently as their health allows
5. Involve people and listen to their wishes and feelings

The Dignity In Care Agenda – Becoming a Dignity Champion

- The Commission on Dignity in Care for Older People was established following the publication in February 2011 of *Care and Compassion*. This report by the Parliamentary and Health Service Ombudsman Ann Abraham exposed “shocking failures in the care system”
- LBC promotes and encourages Sign-up to become a Champion of Dignity
- CQC have increased their visits with a focus on Dignity to registered services
- Health Watch (Croydon) to make visits to care homes

Promoting Dignity (compassion, respect, kindness and self determination)

Caring for others is skilled, demanding, important work.

While existing 'dignity champions' perform an important role in raising awareness and exploring ways of promoting respect, privacy, value and autonomy, everybody involved in providing services should feel personally responsible for championing dignified care.

All staff need to be clear that it is their responsibility to challenge neglectful, insensitive discriminatory behaviour towards others as soon as it occurs, and to make compassion and kindness an integral part of their everyday vocabulary and practice.

Dignity - Eating and nutritional care (SCIE- Social care for Institute of Excellence)

- Mealtimes aren't just about the food we eat. It's about who you eat it with, where you sit, is it comfortable?
- Ensure that mealtimes are sufficiently staffed to provide assistance to those who need it
- Ensure staff have the skills to communicate with people who have communication difficulties. Offer choices and make every effort to find solutions to problems, such as pictorial menus, and non-verbal communication skills to help people to make choices.

One example of how Dignity factors are integrated into training and workshops

Eating and nutritional care

Provide assistance discreetly to people who have difficulty eating. Use serviettes, not bibs, to protect clothing. Offer finger food to those who have difficulty using cutlery, and provide adapted crockery and cutlery to enable people to feed themselves where appropriate.

The 10 Dignity In Care Challenges

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