Health and Well Being Board Seminar THE DIGNITY CHALLENGE in CROYDON

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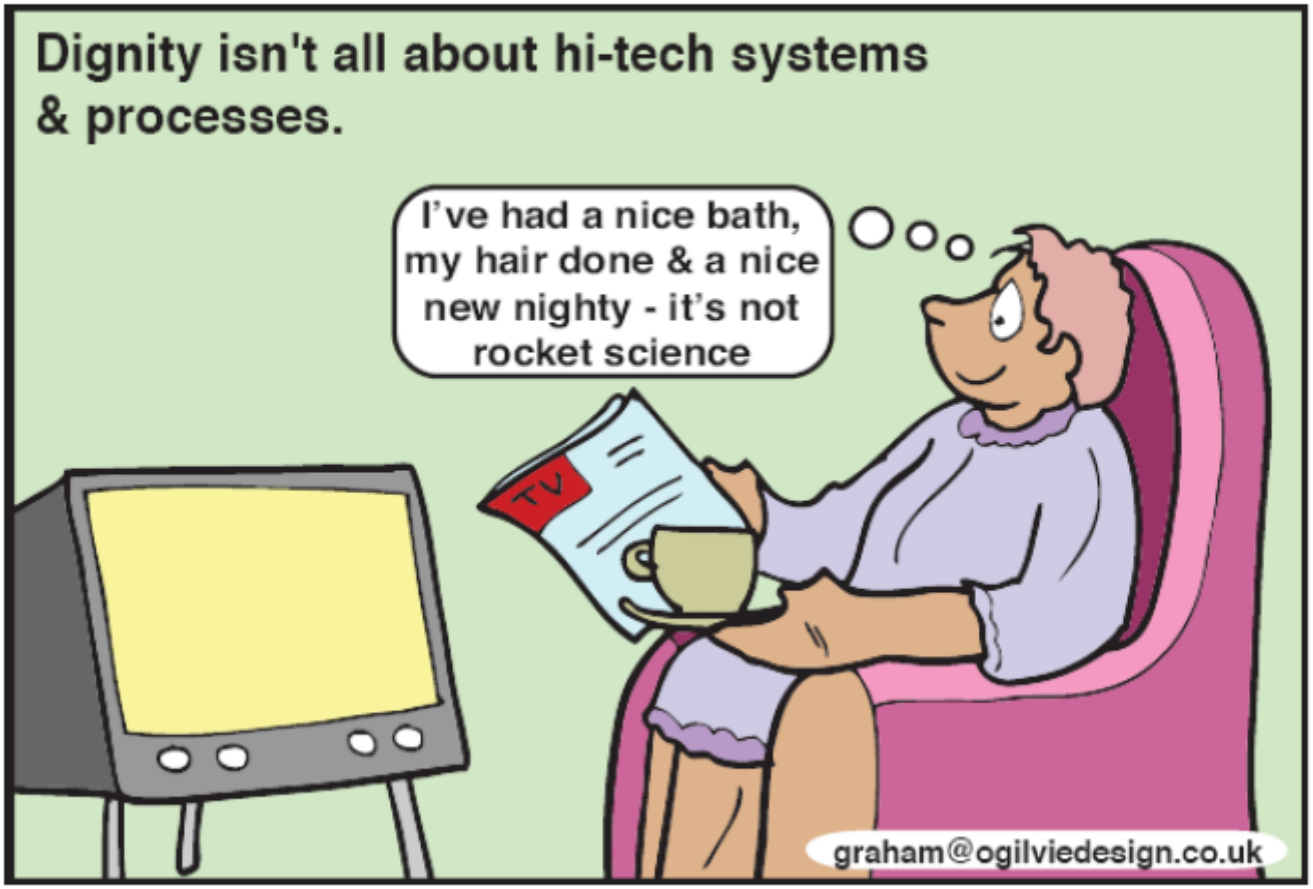
“Compassion, kindness and respect are the very essence of dignified care. We must make sure that these principles are at the heart of everything we do.”

Paul Burstow MP

Minister of State for Care Services



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Work so far.....

- Developed a dignity in care website
- Provided training to care homes on dignity in care
- Identified leads within the council
- Offered 18 dignity in care and adult safeguarding courses
- Produced dignity leaflets
- Produced more accessible material for people with a learning disability
- Met with CQC to discuss dignity
- Signed up over 400 dignity in care champions
- Provided training for enter and view visits – healthwatch link
- Organised 7 dignity champion network meeting
- Six care forums held specifically addressing dignity in care

Context To Dignity in Care in Care in Croydon

- Public concern over poor practice and scandals
- Need to get back to basics rather than get complex
- About changing minds and cultures
- Croydon context of very high number of providers
- Scope for imagination for dignity champions
- Providers must value and accept role of champions
- Need to provide support and advice to champions

Dignity in Care network

National Dignity Action Day

1 February 2013

Taking action to promote and demonstrate dignity helps make this a truly memorable day for those receiving and giving care.

By supporting Dignity Action Day you can:

- Raise awareness of the importance of Dignity in Care
- Provide someone with an extra special day
- Remind society that everyone has a role to play in respecting the dignity of those in your community
- Be part of a national celebration and demonstrate solidarity for Dignity in Care.

"I am delighted to be associated with the Dignity in Care Campaign and the efforts it makes to understand and promote dignity. This is done with tenderness and generosity. Wide may its influence spread."

Dame Joan Bakewell, Dignity in Care Ambassador

Information about how to take part and pledge your time can be found on the Dignity in Care website at www.dignityincare.org.uk/Dignity_Action_Day

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The Dignity Challenge in Croydon

High quality services that respect people's dignity should...

Become a Dignity Champion in Croydon today!
Sign up online at: www.surveymonkey.com/s/dignity-champion

Improve local services using the Dignity in Care Practice Guide at: www.scie.org.uk/practiceguide09/

Visit www.croydon.gov.uk/sgap for more information about 'adults at risk'.

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croydonvoluntaryaction

South London and Maudsley NHS
NHS Foundation Trust

NHS
South West London

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Dignity in Care and adult safeguarding

- ½ day course
- 14 ½ days identified – next one's
- 12th February 2014 – pm
- 18th March 2014 - pm

Care Forums for 2013

- 19th June 2013 – Dignity in Care Forum
- 11th September 2013 – Safeguarding Focus
- 19th September 2013 – Dignity in Care
- 13th November 2013 – DBS Presentation
- 12th December 2013 – Dignity in Care

Practical dignity issue - Escorts to hospital

- Local and national issue
- LAS presentation at last care forum
- Emergency and planned admissions
- Best practice versus what is contractual
- Kay Murray – Head of professional standards
- Hospital passports
- Mapping the challenge within Croydon
- Pressure on A and E and risks to the service user

Dignity in Care

Loneliness and Isolation

scie social care institute for excellence

At a glance 60

May 2012

Preventing loneliness and social isolation among older people

Key messages

- Older people are particularly vulnerable to social isolation and loneliness owing to loss of friends and family, mobility or income.
- Social isolation and loneliness have a detrimental effect on health and wellbeing. Studies show that being lonely or isolated can impact on blood pressure, and is closely linked to depression.
- The impact of loneliness and social isolation on an individual's health and wellbeing has cost implications for health and social care services. Investment is needed to ensure that voluntary organisations can continue to help alleviate loneliness and improve the quality of life of older people, reducing dependence on more costly services.
- The range of interventions for alleviating loneliness and social isolation can be grouped into one-to-one interventions, group services and wider community engagement. Those that look most effective include befriending, social group schemes and Community Navigators.

Introduction

This At a glance briefing explains the importance of tackling social isolation and loneliness, particularly among older people. It highlights the adverse effects of feeling isolated and describes a number of services that have been found to help reduce the problem. The briefing is based on SCIE's review of research evidence, published in Research briefing 39: *preventing loneliness and social isolation: interventions and outcomes.*[1] However, in addition to the research evidence, this At a glance also includes case study examples of two services provided in the UK to help mitigate loneliness and isolation and improve the wellbeing of older people.

These kinds of services, designed to improve wellbeing, sit within the wider 'preventative agenda'. Preventive services offer a continuum of support ranging from the most intensive tertiary services, such as intermediate care or reablement, down to secondary or 'early intervention' and, finally, 'primary prevention', like the services discussed here, which aim to promote wellbeing. Like most approaches to primary prevention, services designed to reduce loneliness are normally aimed at people with relatively few health or social care needs. They are intended to reverse the negative impact on health that loneliness can have, prolong people's independence and improve overall quality of life.

> 'Older people are particularly vulnerable to social isolation and loneliness owing to loss of friends and family, mobility or income.'

CONTACT the elderly

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Practical Example Hill House Nursing Home

- Made links with local churches and schools
- Visits made to individual service users
- Opens up care homes to the communities they serve

Dignity in Care

Practical assistance

"Managing my own budget has enabled me to continue to attend things like theatre performances. Not only am I getting out and about and enjoying something, but I also feel as if I am still part of a world in which I once belonged."

To find out more, visit SCIE's Dignity in care guide at **www.scie.org.uk**

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Personal Budgets and DiC

- Practical action – Julie Turner has organised an event for service users receiving direct payments on dignity in care issues

Practical example of Working in partnership with carers: Supporting carers in hospitals and care homes

- Produced by NICE and SCIE to mark carers week
- Links to dignity challenge 8
- Engage with family and carers as care partners

Local Government Association

NHS CONFEDERATION

age UK
Improving later life

Delivering Dignity

Securing dignity in care for older people in hospitals and care homes

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Croydon Dignity in Care Websites

- www.croydon.gov.uk/healthsocial/helpforadults/digcare/ndicd
- www.dignityincare.org.uk
- **www.surveymonkey.com/s/dignity-champion**

- 4 Sections within Croydon Website

1 Dignity in Care – has links to registering

2 Dignity Champions

3 Dignity Challenge

4 National Dignity in Care Day

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