

Dudley Dignity in Care Programme Report to HIMMT: May 2008

Why a 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 appendix1).
- 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.

The Dudley Dignity in Care Programme has been developed by a multi-agency group that has been meeting since last September.

There are two elements to the Dudley Dignity in Care Programme: A monthly rolling programme and Dignity Champions.

1/ Monthly rolling programme on dignity in care themes.

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. These will be open to everyone.

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 proforma was undertaken in consultation with managers and the ‘Dignity in Care Group’ which found many relevant themes that needed to be included.

Themes will include the following:

- Person-centred care
 - Part A/ Person-centred care, Privacy and dignity and Holistic Care (Dignity in Practice)
 - Part B/ Planning and approach to person centred care, address carers
- Elder abuse/protection of vulnerable adults
- Medicines management
- Risk and independence, mobility and falls (new pathways)
- Tele-care/medicines
- Mental health: Dementia, depression, challenging behaviours, carers aspects, delirium
 - & Separate sessions on new pathways
- End of life care / pathways

- Pain management (who to contact, how it is communicated): Specific session for Learning Disability
- Fluid balance and nutrition
- Continence/ elimination (new developments & infection control)
- Cultural issues
- Working with carers from the carers perspective
(Led by a carer) Include: when to step in, support for carers, not taking over, Individualised budgets
- Confidentiality, Mental Capacity Act / consent
- Loneliness and social isolation & challenges. Plus solutions = information sharing, the directory, website, day care, vol organizations, community safety
- Sight loss
- Audiology

The monthly programme with dates and venues will be available by the end of June.

2/ Dignity Champions

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' as set out in appendix 1.

The Champions will commit themselves to deliver their set objectives over the following year.

Definition of a Dignity Champion

A committed health/social care professional/worker who is motivated, proactive, a good communicator is capable of teaching and promotes being person centred, best practice, workforce and service re-design to meet patient/user needs.

Workshops

- The Champions will attend a two day workshop that is multi-disciplinary in its suitability. There will be two sets of workshops commencing in September 2008.
- It will include information and awareness for Champions to cascade to their colleagues and become change agents.
- It will cover all the themes in the monthly rolling programme as set out above plus accessing further information.
- Attitudes, values, dignity and high standards will be the recurring themes during the subject/themes in the workshops.

Key objectives

1. To cascade the themes from the workshops to their colleagues
2. To undertake evaluation of their care environments, promote dignity and implement positive change.

Resources & support

The Champions will be provided with support via:

- Resource packs (these will include hard copies of all the presentations, plus accompanying notes and desk-top easels)
- A dedicated website with copies of all the presentations
- CEO commitment
- Coordinators
- Network meetings via coordinators
- Access to a monthly rolling programme to support their cascading objective and enable them to signpost to their colleagues.

National Dignity Champions

The Dignity Champions in Dudley will join the national dignity champions, have a permanent role in promoting dignity and adhere to 'The National Dignity': High quality services that respect people's dignity should:

1. Have 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 the maximum possible level of independence, choice and control
5. Listen and support people to express their needs and wants
6. Respect people'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 people to maintain confidence and a positive self esteem
10. Act to alleviate people's loneliness and isolation

Making a Difference

- Changing attitudes
- Providing person centred care with optimal outcomes
- Raising the profile of dignity and older people's care
- Reassurance for older people and their families
- Champions in all care environments for older

Long term implications

- Improved care and support for older people / adults (prevents 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 (Chief Nursing Officer and National Dignity Champions)

Benefits for People

- Receive personalised care. Treated with dignity and respect

Benefits for organization and partnerships

- Skilled and competent staff that work together across the continuum of care, focus on the service user and an improved service of care

Evaluation

- Monitoring and input into dignity in care tools
- Development of standards
- Examples of good practice
- End of year conference

Workshop dates

- **TBA commencing September 2008**

Launch for the Dudley Dignity in Care Programme on June 30th 2008

- (See appendix 2)

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APPENDIX 1

Value Base for Older Peoples' Services

1. Older people have the same value and human rights as other citizens, irrespective of their degree of disability or dependence
2. Every older person is an individual with the same range of human need as anyone else
3. Services for older people should provide programmes of care, treatment and support based on the unique needs of the individual
4. Older people should have access to generic services which meets their needs
5. Specialist services for older people should be available when the use of these services would result in a higher standard of care
6. As far as possible, services should work to avoid the disabilities of old age and to enable older people to maintain independence
7. Older people (or their advocates) should be provided with information to enable them to make realistic choices about the services they receive
8. Services should be easily accessible to older people, their families and friends
9. Older people have the right to forms of support which do not exploit family and friends

Service aims are: -

- To promote and maintain the independence of older people living in their communities
- To promote the access of older people to generic services (to include prevention and screening)
- To provide specialist services to older people through multi-disciplinary, multi-agency assessment to identify individual needs which would lead to the implementation of a co-ordinated programme of care

Appendix 2

DRAFT AGENDA

**DUDLEY DIGNITY IN CARE PROGRAMME
LAUNCH**

Morning of June 30TH 2008, Himley Hall

09.30

- Opening Address
Linda Sanders and Mark Cooke
- Overview of the Dignity Programme and Dignity Champions:
Andrew Hindle
- 10 minute Film 'Look Closer'
- Examples of Best Practice;
1/ DGOH: Champions for Older People Programme
- Examples of Best Practice;
1/ Improving Nutrition in Residential Homes: Brian
Nesbitt

10.45- 11.15

Break for tea and Coffee or Smoothies (following Brian's fluid balance promotion presentation)

- Carers Perspective
- Learning Disability: Voices for Choices
- Example of a Dignity Programme teaching session: 'Sight loss' : RNIB, Julia Barrand
- The Dudley Dignity Value Base: Mike Marshall

12.30 Lunch & Close