DIGNITY THROUGH ACTION WORKSHOP

PART 3

The Dignity Challenges

Introduction to the Dignity Government Initiatives

- Dignity in Care Campaign aims to **stimulate a national debate** around dignity in care and create a care system where there is zero tolerance of abuse and disrespect of older people. *(Launched in November 2006)*

- It is led by **Government in partnership with many organizations** .

- Lays out the **national expectations** of what a care service that respects dignity should value

Focuses on ten different challenges of dignity.

Dignity Champions

Dignity in Care Campaign - launched in November 2006

From the Department of Health website:

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-centered, as well as efficient, and are willing to try to do something to achieve this.

Dignity Champions are willing to:

- Stand up and challenge disrespectful behaviour - act as good role models.
- Speak up about Dignity to improve service delivery.
- Influence/inform colleagues.

What can you do as a Dignity Champion?

- Collaborate with other Dignity Champions.
- Obtain promotional materials.
- Gain support from the Regional Dignity Lead.
- Submit/introduce Dignity Good Practice.

10 Dignity Challenges *(Summary)*

Respect	Support people with same respect you would want for yourself or a member of your family.
Abuse	Have a zero tolerance of all forms of abuse.
Privacy	Respect people's right to privacy.
Autonomy	Maintain the maximum possible level of independence, choice and control.
Person-centered Care	Treat each person as an individual by offering a personalised service.
Self-esteem	Assist people to maintain confidence and a positive self-esteem.
Loneliness & Isolation	Act to alleviate people's loneliness and isolation.
Communication	Listen and support people to express their needs and wants.
Complaints	Ensure people feel able to complain without fear of retribution.
Care Partners	Engage with family members and carers as care partners.

HASCAS: Dignity through Action

Dignity Challenges

Treating Older People as Human Beings	Meeting Older Peoples' Human Needs

Dignity Challenges

Dignity Challenges

Respect

Support people with the same **respect** for **rights** and **needs** you would want for yourself or family member

Maintaining respect - are you really doing it?

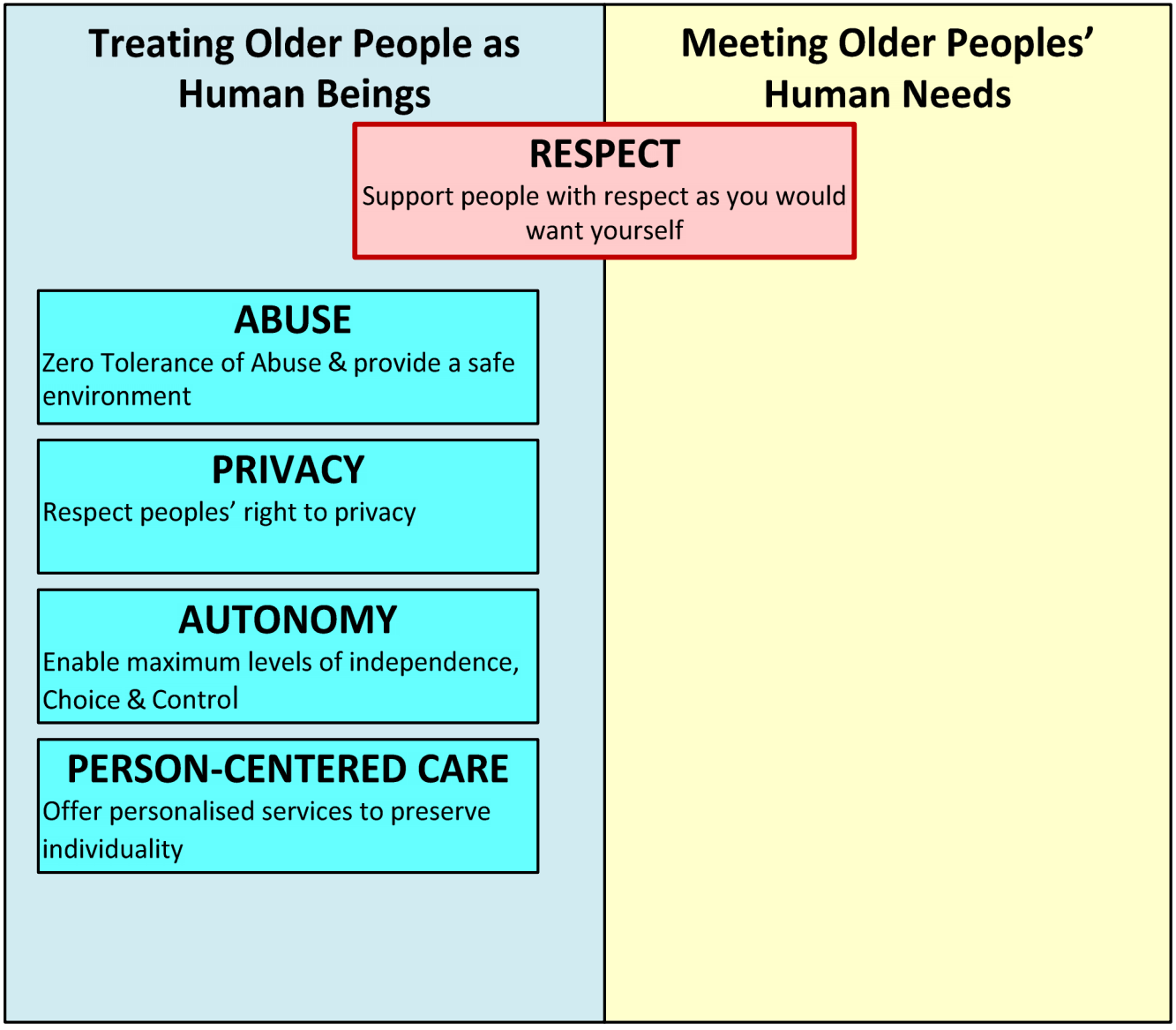
- **Courtesy** and **consideration** *(time is taken to get to know older people)*

  Personal hygiene needs
  Recognition of individuality
  Cultural needs – spiritual concerns
  Access to private space
  Dietary and mobility needs
  Time to compete tasks

- **Partnership** in decision-making

- **Encouraging self management of care**

Dignity Challenges



HASCAS: Dignity through Action

Dignity Challenges

Abuse

Have a zero tolerance of all forms of **abuse**.

Psychological and Physical Abuse
Financial Abuse and Theft
Sexual Abuse
Neglect
Abuse through Ignorance

Zero tolerance of abuse – Do you really have it?

- ❑ Do you value older people as central in the way you carry out your care?
- ❑ Are you vigilant? Can you spot neglect or abuse is taking place?

What would you do if you saw somebody abusing an older person?

What practical steps would you take?

Dignity Challenges

Privacy

Respect peoples' right to **privacy**

All people have a right to privacy and we should respect that right:

Personal privacy
Privacy of possessions
Accommodation
Personal Information

Respecting privacy - are you really doing it?

Dignity Challenges

Autonomy

Maintain the maximum possible level of **independence**, **choice** and **control** for the older person

Autonomy is a characteristic part of:

The right to life
Freedom of thought and expression
Freedom of association
No discrimination

Autonomy is about a person's ability to control, cope with and make personal decisions about they live on a day to day basis, according to personal preferences.

Maintaining autonomy of the older person - are you really doing it?

- ❑ Support the pace of the individual
- ❑ Proper assessment or assumptions - what is wanted or what is best:
- ❑ Balance choice against risk for the benefit of the older person
- ❑ Can older people influence decisions about their care?

Dignity Challenges

Person-centered Care

Treat each person as an individual by offering a **personalised service**

Do your own care practices promote care and support for the older person as an individual

Individual:

Physical Needs
Cultural Needs
Spiritual Needs
Psychological Needs
Social Needs
Personal Preferences

Treating older people as individuals - are you really doing it?

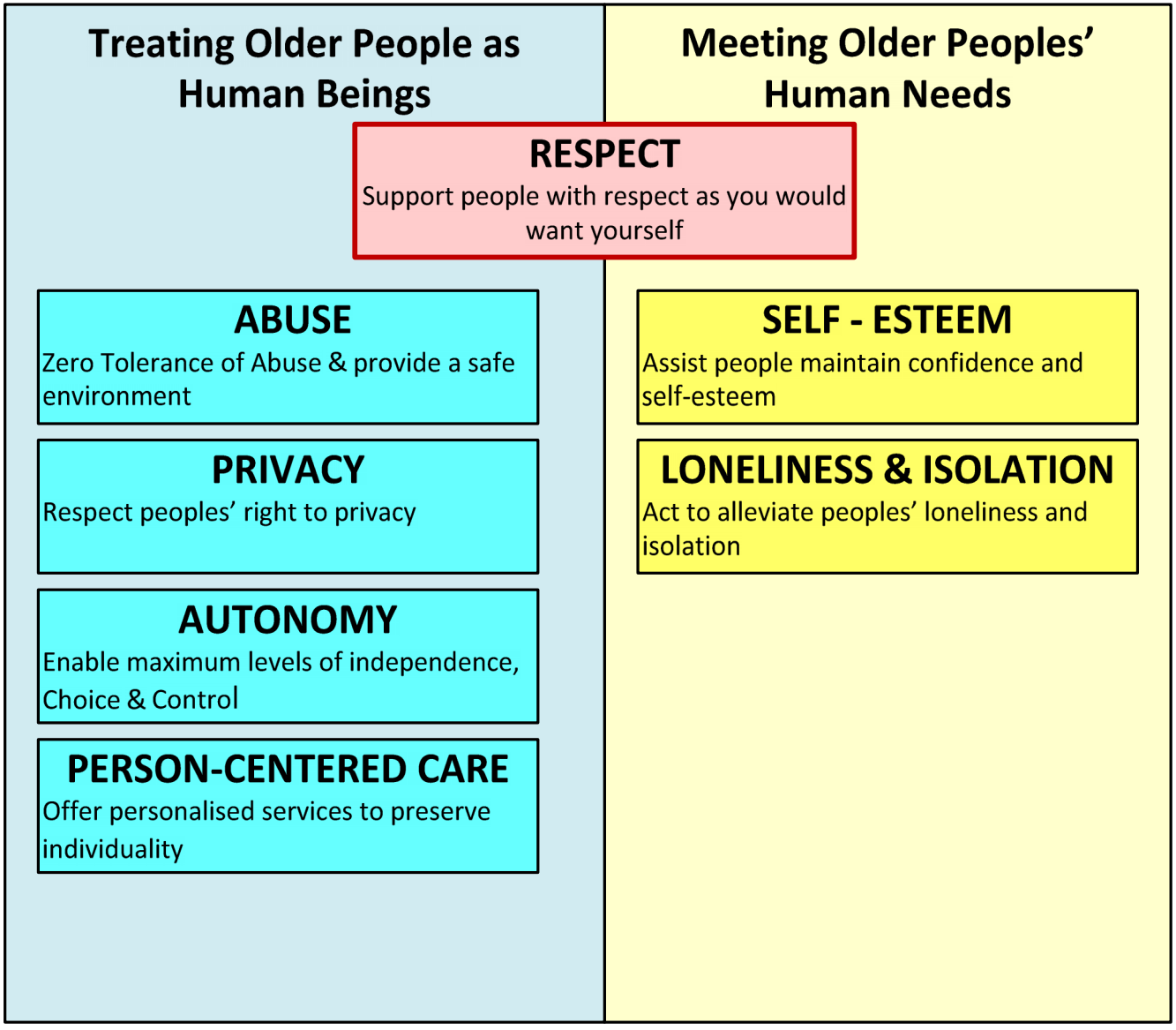
What practical steps could you take tomorrow to help treat each person as an individual by offering personalised services?

DIGNITY THROUGH ACTION WORKSHOP

PART 3 (Continued)

The Dignity Challenges

Dignity Challenges



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Dignity Challenges

Self-esteem

Assist people to **maintain confidence and a positive self-esteem**

- Encourage older people to relate to other people.
- Conserve social standing even when mental or physical deterioration takes place.
- Develop the self-confidence of the older person .
- Encourage older people to believe in themselves.
- Encourage older people to maintain a dignified appearance.

Maintaining older peoples' self-esteem - are you really doing it?

Dignity Challenges

Loneliness & Isolation

Act to ease people's **loneliness and isolation**

Its a difficult challenge – how do you identify a person is lonely?

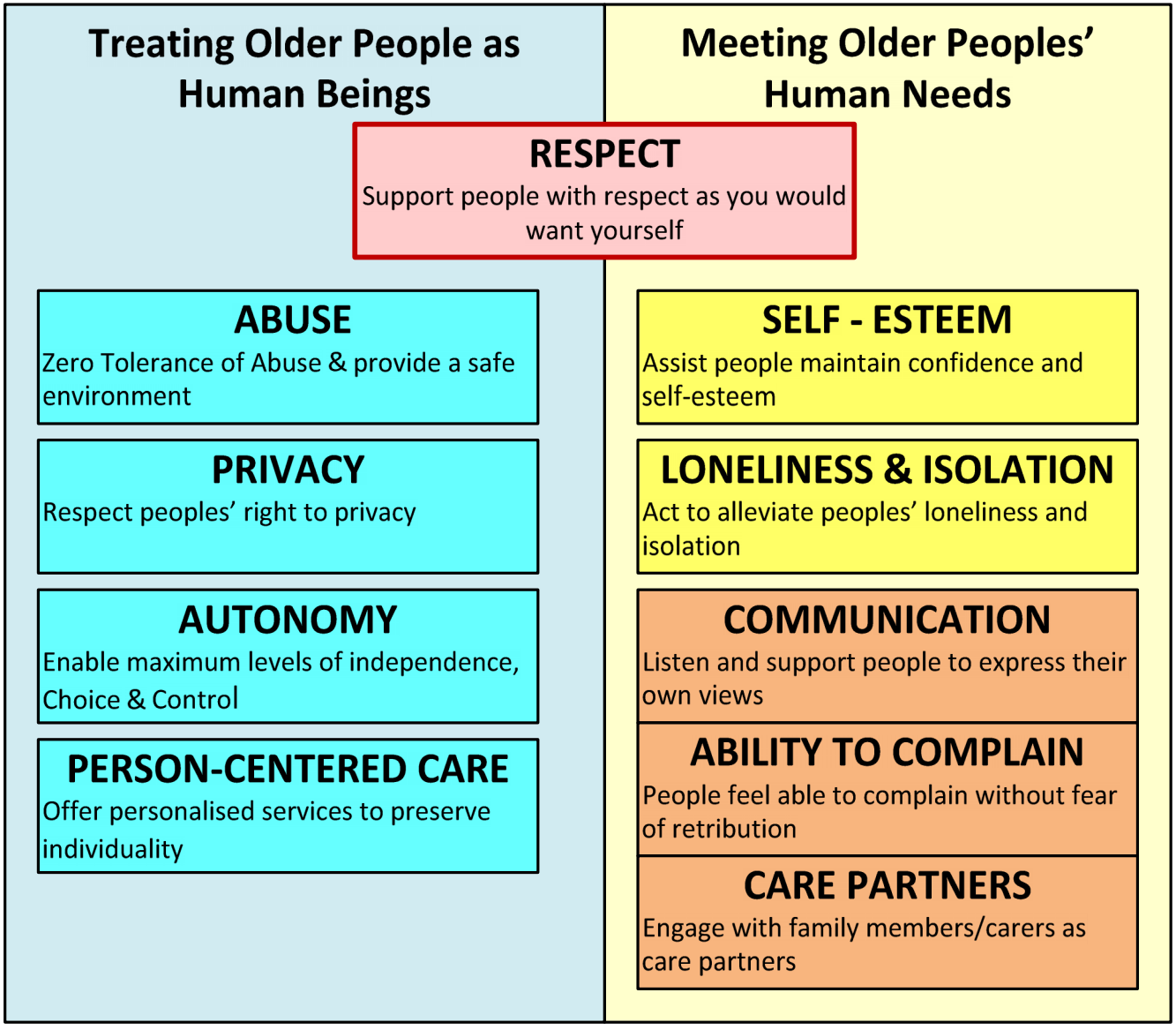
Be aware of older peoples' loneliness and isolation and attempt to ease the effects

but also be aware of

Loneliness vs. Privacy/Solitude

Know and understand the difference!

Dignity Challenges



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Dignity Challenges

Communication

Listen and support people to express their **needs and wants**

Communication is a two way process

Good Communication	Risks to Communication

• Be responsive, welcoming and available.
• Develop and foster professional interpersonal relationships with older people.
• Try to listen carefully to older people with an open mind.
• Communicate carefully:
  ○ Proper introductions.
  ○ Addressing people with respect.
  ○ Show respect and courtesy in your manner, tone of voice and in what you say at all times.
  ○ Touch as a form of communication.
	• 'Over familiarity' and 'over stepping the mark'.
	• 'Talking over' older people as if they are not there.
	• Privacy and humiliation issues e.g. talking about incontinence.
	• Tone of voice and its volume.
	• Talking to older people as if they are babies.
	• Rough handling.

Sound two way communication - are you really doing it?

Dignity Challenges

Complaints *(without fear of retribution)*

Ensure people feel able to **complain without fear of retribution**

Do older people have access to the information/they need?

Are complaints policies and procedures user-friendly and accessible?

Is openness and participation encouraged?

An effective organization should have:

- **Routine Management Processes and a 'no blame culture'.**
- **Accurate and timely record keeping.**
- **A responsive Complaints Handling System.**

Can older people complain without any fear - are you really doing it?

Dignity Challenges

Care Partners

Engage with family members and carers as care partners

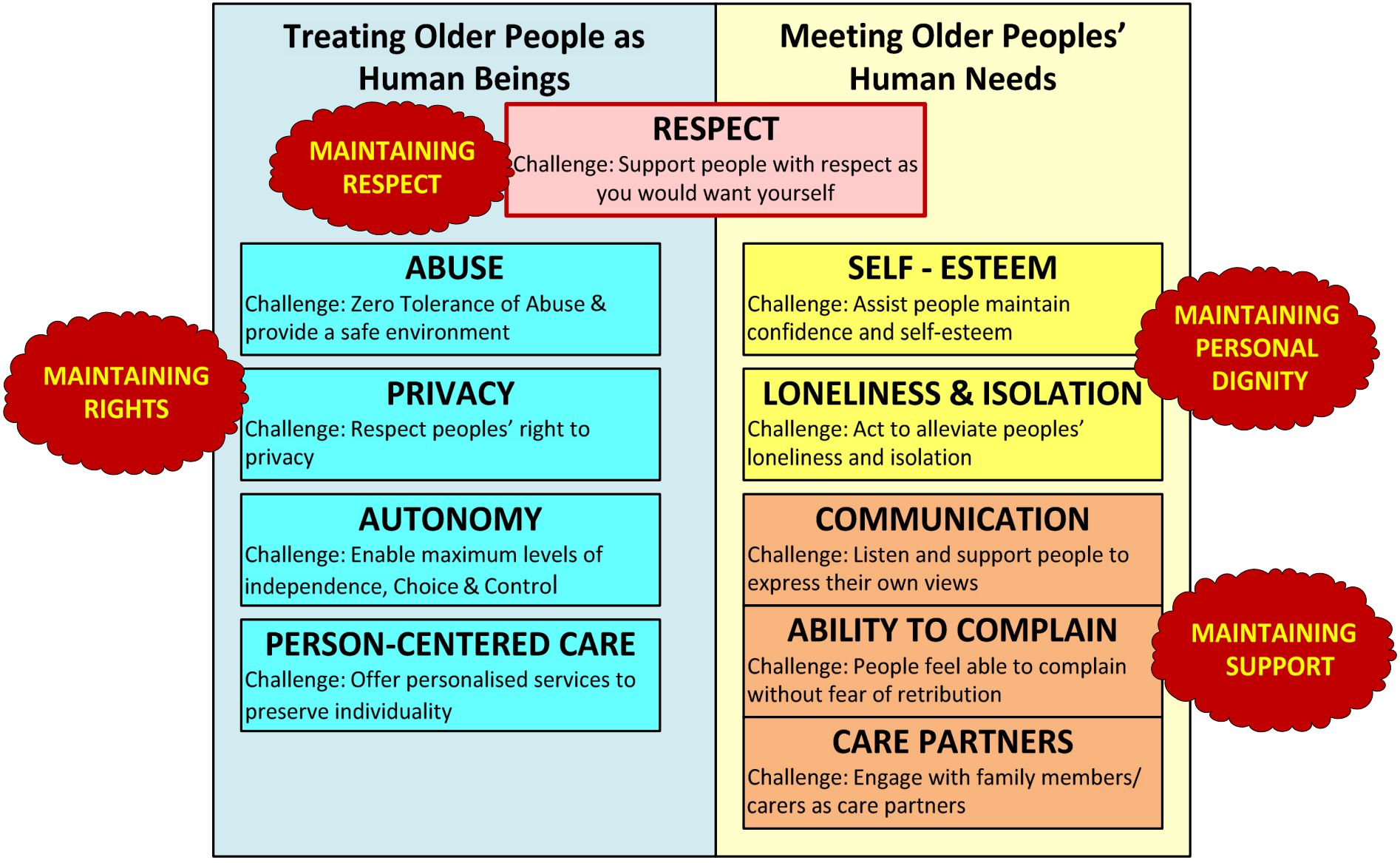
Relationship with Care Partners: Personal Care Practice *(After DOE Project, 2008; RCN, 2008; SCIE, 2008)*

- Relatives and carers should experience a welcoming ambience.
- Relatives and carers should be kept fully informed and receive timely information.
- Relatives and carers should be listened to and encouraged to contribute to the benefit of person receiving services.
- Use of admission checklists should be used to ensure no information is missed. Care partners are valuable sources of information. *(The information necessary to care for an older person).*
- Relatives and carers should know who is 'in charge' and how to raise issues.

Are we alert to the possibility that relatives' and carers' views may not always the same as those of the person receiving care services.

Do you really involve family members - are you really doing it?

Dignity Challenges: Overall View



HASCAS: Dignity through Action

Activity 3.1

Case Study B

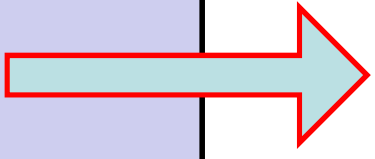
Activity 3.1: Recognising Challenges to Dignity

CASE STUDY B TEXT

Located in **Workshop Pack**.
You might find more than once instance of the same dignity challenge in the Case Study, and some challenges may be absent.

Instructions:

1. Read the Case Study carefully.
2. In your group, discuss how the challenges to dignity appear in the Case Study.
3. Record your ideas on the worksheets provided.



CASE STUDY B WORKSHEETS
Located in **Workshop Pack**

This lists the 10 dignity challenges with space for your notes against each one.

Write your ideas in note form.

Activity 3.1: Recognising Challenges to Dignity

ACTIVITY 3.1 WORKSHEETS – See Workshop Pack

Meeting Peoples' Human Needs	
CONFIDENCE AND POSITIVE SELF-ESTEEM. Assist people to maintain confidence and a positive self-esteem.	
LONELINESS AND ISOLATION Act to alleviate people's loneliness and isolation.	
COMMUNICATION Expression of Needs and Wants. Listen and support people to express their needs and wants.	
COMPLAINTS Fear of Retribution. Ensure people feel able to complain without fear of retribution.	
ENGAGE WITH FAMILY AND CARERS Engage with family members and carers as care partners.	

Working as an individual or in a group find examples of where challenges to dignity appear in Case Study B. Write down the examples in note form against the dignity challenges listed below.

Treating People as Human Beings	Give examples from the Case Study
RESPECT Support people with the same respect you would want for yourself or a member of your family.	
ZERO TOLERANCE OF ABUSE Care and support is provided in a safe environment, free from any form of abuse.	
PRIVACY Respect peoples' right to privacy.	
AUTONOMY Enable people to maintain the maximum possible level of independence, choice and control.	
PERSON-CENTERED CARE Treat each person as an individual by offering a personalised service.	

Activity 3.1

Case Study B

HASCAS: Dignity through Action

Activity 3.2

Using Dignity Audit Tools

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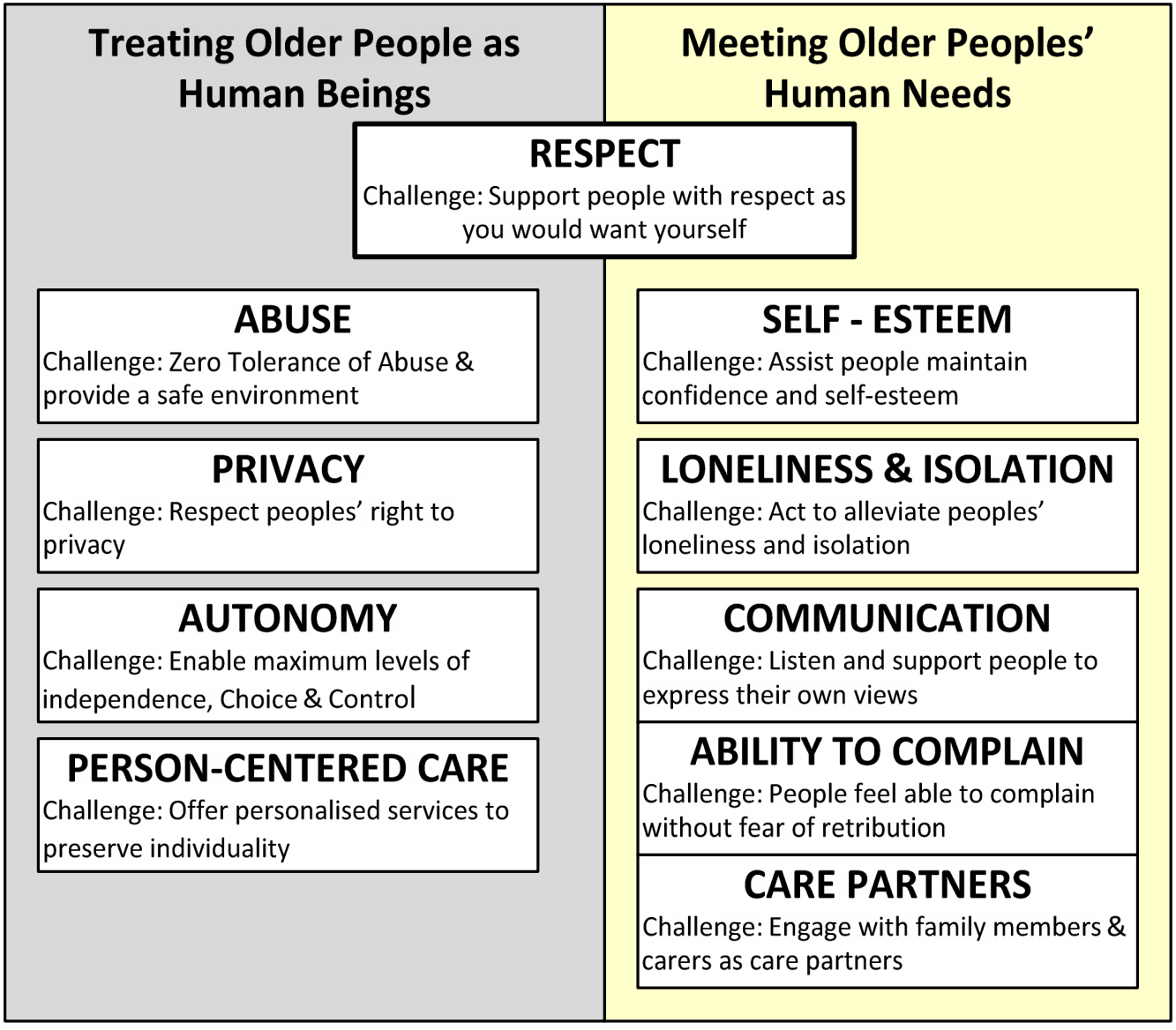
Dignity Challenges: Overall View