

# Dignity in Care within Adult Mental Health

Kensington and Chelsea

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# Introduction

- Raising awareness of the Trusts intentions and commitment to the identification of already existing good practice. Arranging to document that and identify outstanding work, alongside the commitment to audit progress, means that Dignity in Care has become an important part of operational service provision.

# 10 Core Principles

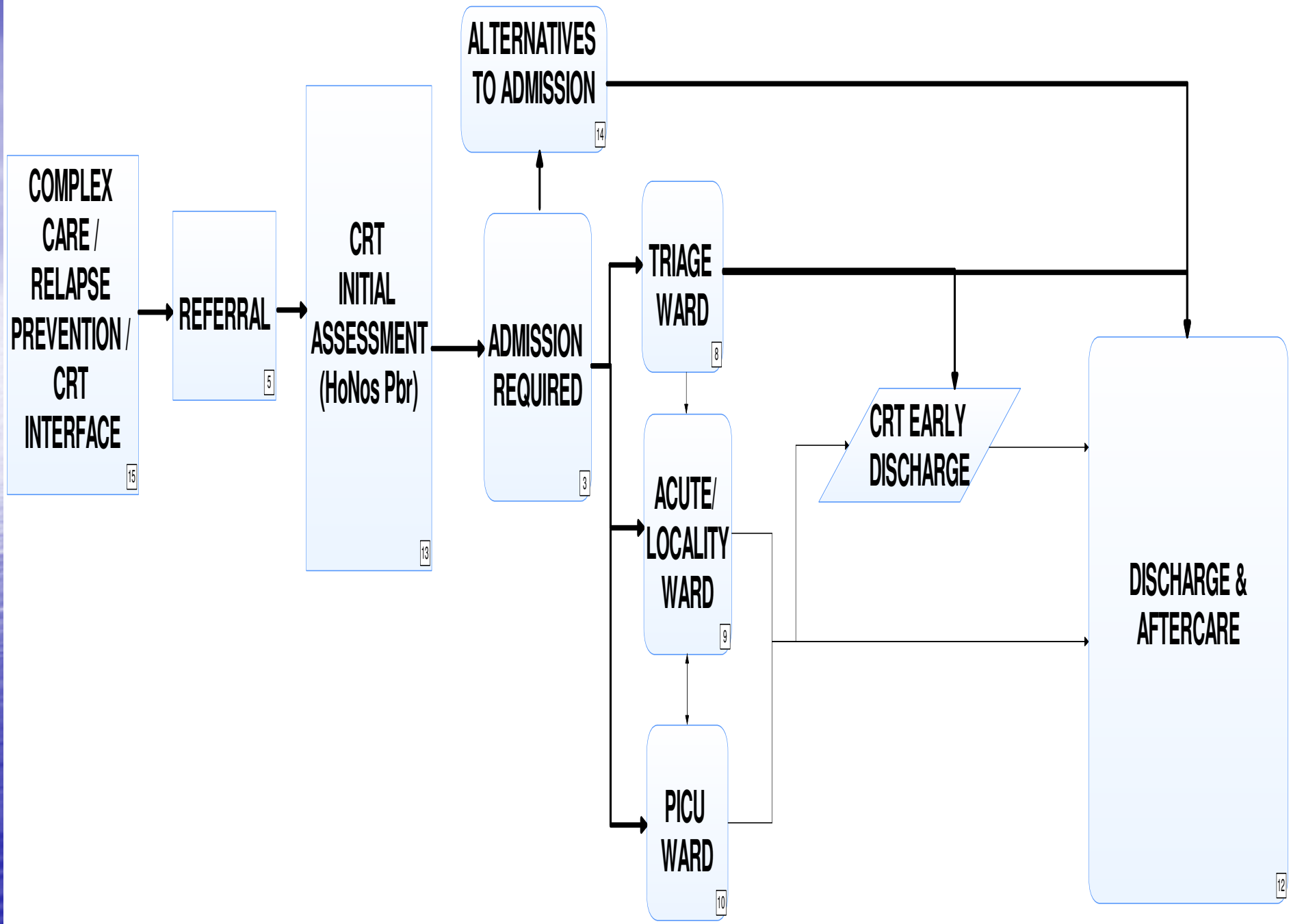
- CNWL is in the early stages of implementing the 10 core principles of Dignity in Care within Adult Mental Health Services within Kensington and Chelsea.
- This is within Social Inclusion in practice, which will incorporate the 10 core principles.
- CNWL is currently promoting this on wards and in staff training.

# Initiatives

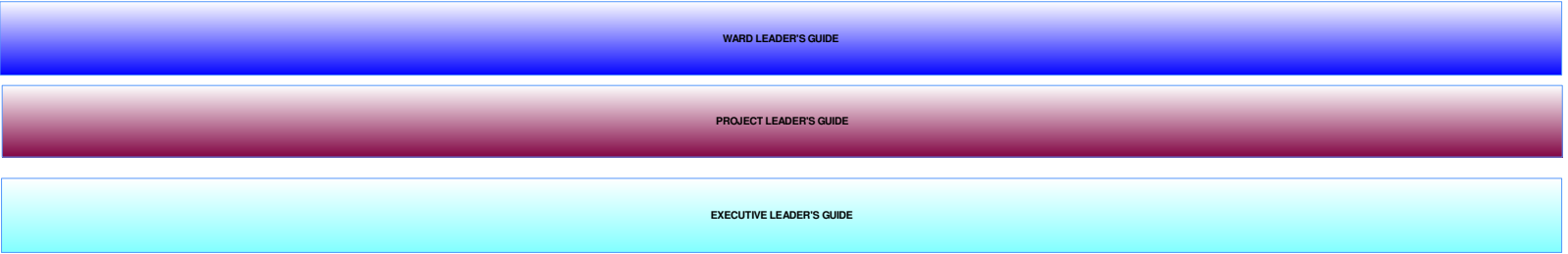
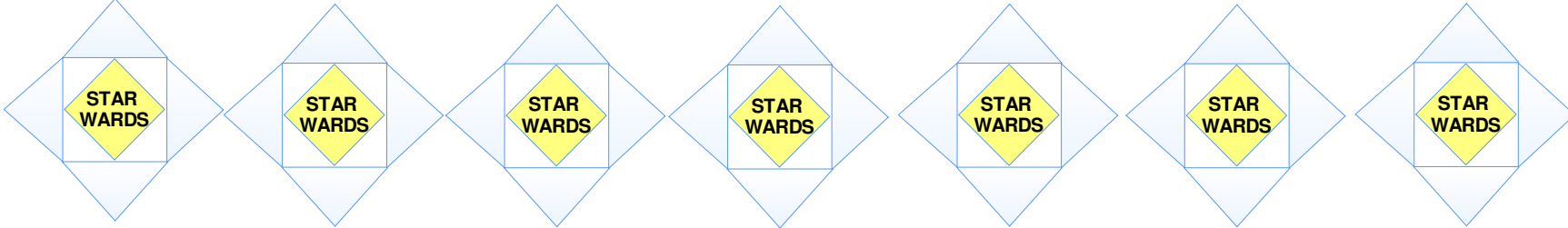
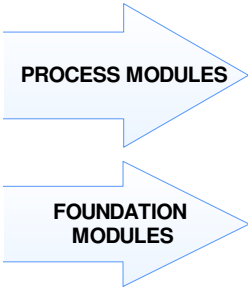
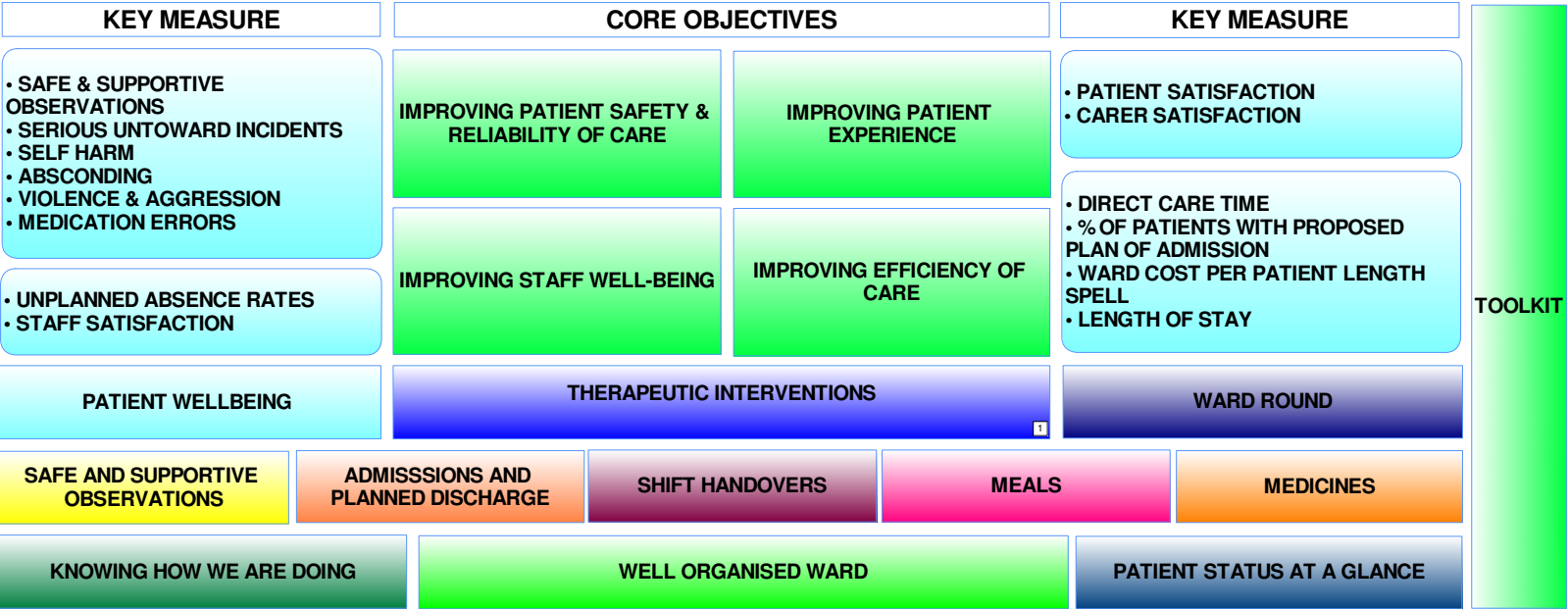
- CNWL discovered many initiatives already in place within inpatient units. Wards had already made links with community services to ensure dignity in care is preserved and enhanced in how service users and carers were responded to, this has led to a reduction of social isolation.

# Examples of Good Practice

- Book Break - a weekly reading group with local library service. Service users are then encouraged to attend groups in their local library. This reduces social isolation.
- Weekly Pottery classes - are held with Westminster Adult Education Services.
- Ward staff are engaging closely with Community Day Services.
- Weekly in reach meetings are taking place and service users needs identified to facilitate their successful move into appropriate community services.
- Daily planning meetings are established where service users plan their day, as an in-patient, with all staff present.
- CNWL identifying ways to enhance practice and improve the service users journey through their services. A steering group with service user involvement will produce an Action Plan to take this work forward.
- Dignity in care has also been added to our agenda as a core stage in the acute care pathway.



**PRODUCTIVE MENTAL HEALTH WARD**



# Monitoring

- Care Pathway is designed to help reduce unnecessary variations in patient care and outcomes. They support the development of **care partnerships** and **empower patients** and their carers



# Conclusion

- Ward managers and staff have experienced the work on Dignity in Care within Adult Mental Health Services helpful and positive.
- It has raised the profile of good practice and identified where and specifically how services can improve.
- We intend to audit the process in January 2011. As yet we have not decided which audit tool we will use.