

Haringey Council – Warrington Dignity in Care Audit Tool

- Used as user friendly and easy to access outcomes/outputs in particular dignity areas - good qualitative and quantitative aspects
- Previously used in 2009 so possible to establish trends
- Pilot used “professional” and “non-professional” auditors – peer review approach
- A social care knowledge is an advantage in completing
- Key audit tool for local Haringey LINK in their “Enter and View” programme



How was it for me?

Positives

- Tool was easy and clear to use/complete - enjoyable
- Useful hook for focussed discussions with managers, staff, residents
- Identified a number of dignity issues – H&S, moving and handling, general approach of staff in individual cases
- Time spent with residents enabled a relationship to be formed which benefited the process and which has been followed through subsequently



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Negatives

- To undertake fully was time consuming (18 hours, four visits during night as well as day as some questions about night staff)
- Needs a week to do properly – but could just use some elements to drill down
- Staff felt quite threatened and “spied upon” at times
- Would need to be aware of required standards and systems in the home, if an outsider, to make best use of the tool



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