

**DIGNITY AUDIT WORK**



**LONDON BOROUGH OF HARROW**

**AUGUST 2010**

# London Borough of Harrow Dignity Audit

## Why did Harrow get involved in the pilot?

- **Local Safeguarding Adults Board signed up to the 10 Dignity Challenges**
- **Dignity work – key strand of Harrow’s Safeguarding Adults’ Prevention strategy**
- **Harrow keen to be involved in discussing “what next after the DoH Dignity campaign?”**
- **Knowledge about quality of local services = key part of Harrow’s QA programme**



# London Borough of Harrow Dignity Audit

## Who was involved?

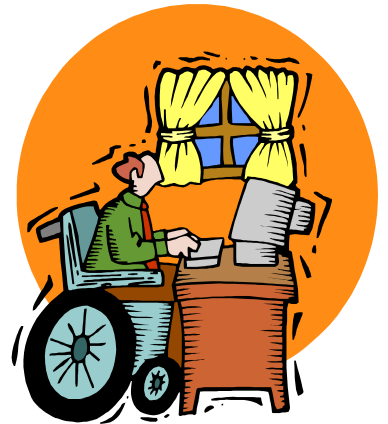
- **Dignity in Care Coordinator**  
**(member of the Harrow Safeguarding Adults Team)**
- **Harrow LINK**  
**(Local Involvement Network)**

**“Harrow LINK found this to be a valuable exercise – a good mix of powers and experience! We would like to continue with some role in the future”**

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## What did we audit?

- **One residential care home - 14 places for people with a learning disability (private)**
- **One residential care home - 6 places for people with a learning disability (private)**
- **One residential care home - 6 places for older people (private)**
- **One residential care home - 16 places for older people (private)**



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## What audit tool did we use?



- Questionnaire from the Dignity Campaign website
- Questionnaire previously piloted by Brighton & Hove Council
- Harrow altered the questionnaire to ensure accessibility for people with differing communication needs
- 24 questions covering quality, privacy, care & choice

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How did we use the tool?



- **Face to face contact with residents**
- **Sufficient time allowed for a level of rapport to develop**
- **Observation of staff interaction with residents**
- **Other information gathered alongside the tool e.g. complaints about quality of care**

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## What did we find out about our services?

- **Services were well run, residents experienced a good service and were treated with dignity & respect**
- **100% of residents reported being treated well by staff and having choice in daily care, meals and activities**
- **Most residents had no complaints**



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## What did we find out about our services (contd)?

- All residents would speak with a manager or staff member if they were being badly treated, however
- Some residents not involved in developing their care plan or agreeing any changes to it





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Feedback on the tool/process?



- The audit tool worked well, however
- Some questions needed to be tailored to individuals
- Even so, some residents struggled to understand the questions
- Use of complaints was not as successful as anticipated – each home had different thresholds, so difficult to compare



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## What will Harrow do with the information/next steps?

- Continue with the dignity audits – probably as an extension of contract monitoring and reviews
- Discuss with user involvement staff how to prepare residents before the audit takes place
- Explore ways of utilising complaints information more consistently
- Continue to raise the profile of dignity in care issues through awareness raising and training events
- Continue to encourage more Dignity Champions to sign up – as a way of ensuring continuous service improvement
- Involve LINk as external partners

