



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Dignity In Care

Piloting the self assessment tool

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Why did we do it?

- To develop the concept of dignity across range of social care services
 - included two mental health teams, two care home dementia units, and a day centre for older people
- To identify how our services enhance dignity, both good practices and gaps
- To take action to share good practice and further improve quality



What tool?

- Clear and easy to use
- Designed for use across Adult Social Care services
 - generic and can apply to provider and assessment services, and independent sector
- Organisational self-assessment tool
 - audits the ten dignity statements plus internal systems
 - allows for staff engagement



What was the experience?

- Easy to use and relevant, raised profile of dignity issues for staff
- Challenged people to think about what they did and how to improve it
- Joint assessment teams found application a bit more difficult
- Results gave best practice examples and areas for improvement that were shared across services



What we got out of it

- Action plan for improvement, managed by Dignity Champions Group
- Recognition of the limitations of paper based audit
 - led to more partnership work with the Local Involvement Network (LINk) dignity champions to research service users experience in piloted services
- Promoting the use of the audit tool via contracts and across wider range of providers e.g. home care

