

## **Exercise 1 – What is dignity?**

You have been called to the hospital as your loved one has been involved in a serious car accident. When you arrive, your loved one has been sent to the intensive care unit and is lying unconscious in bed surrounded by tubes and machines. You sit on the chair beside the bed, and watch what is going on around you.

What do you see and what do you hear that makes you believe that your loved one will be treated with dignity on this unit?

Write down some of the **observations** you make and some of the **words** and **phrases** you hear that assures you that all the patients in the unit are being cared for with dignity.

## Exercise 2 – How can legislation protect dignity?

Give an example of how each act might support the rights of people to receive dignity and respect.

<b>Act</b>	<b>Dignity example</b>
Human Rights Act 1998 <i>Article 8 - Right to respect for private and family life</i>	The act would protect the service user if a care worker had revealed confidential information without consent.
Human Rights Act 1998 <i>Article 9 – Freedom of thought, conscience and religion</i>	
Human Rights Act 1998 <i>Article 10 – Freedom of expression</i>	
Human Rights Act 1998 <i>Article 14 – Prohibition of discrimination</i>	
Sex Discrimination Act 1975	
Race Relations Act 1976	
Race Relations (Amendment) Act 2000	
Disability Discrimination Act 1995 and 2005	
Employment Equality (Sexual Orientation) Regulations 2003	
Employment Equality (Religion or Belief) Regulations 2003	
The Employment Equality (Age) Regulations 2006	

Mental Capacity Act 2005	
Mental Health Act 2007	
Sexual Offences Act 2003	
Safeguarding Vulnerable Groups Act 2006	
Data Protection Act 1998	
Freedom of Information Act 2000	

### Exercise 3 – Barriers to providing dignified care

For each of the four barriers, give three reasons why you could not achieve dignity.

<p><b>Environment</b> (This is about the physical environment, the décor and the cleanliness).</p>	
<p><b>Staff attitudes and behaviour</b> (This is about the inappropriate way staff treat service users).</p>	
<p><b>Culture of care</b> (This is about the organisation's values, beliefs and goals being put before the service user's needs in the way it has organised its staff and provision of services).</p>	
<p><b>Specific care attitudes</b> (This is about the care worker carrying out inappropriate care procedures).</p>	

## **Exercise 4 – Poor practice**

Mr Goldmann, a man of Jewish faith, has suffered a stroke and as a result speaks slowly, can't see well without his glasses and is unsteady on his feet. He has a care worker visit him everyday to help him get out of bed and help with his personal hygiene. The care worker prepares his breakfast for him and gets him ready for his visit to the day centre twice a week.

Today, a new care worker has arrived and she tells Mr Goldmann that Faye, the normal care worker, has gone off sick and won't be back for the remainder of the week. She introduces herself as Sonia and says to Mr Goldmann, "You're called Johan aren't you? That's a nice name Johan."

Sonia proceeds to help Mr Goldmann out of bed and takes him to the bathroom, where she sits him on the chair beside the sink and fills the sink with water. She drops the facecloth into the water and says, "You wash yourself Johan and I'll get your breakfast ready."

A while later, Sonia comes back to Mr Goldmann and says, "Why haven't you washed yourself? Well, it's too late now your breakfast is ready. Come on." She pulls him up from the chair and pulls a t-shirt that is hanging on the back of the door over his head, leaving him in his pyjama trousers. She guides him out to the kitchen where she has prepared his breakfast – a bacon and cheese omelette.

Mr Goldmann takes one look at the plate of food and becomes distressed, trying to get the words out of his mouth, "No...no...no...", is all Sonia hears as the doorbell rings.

"I'll get it," Sonia says. She opens the front door to find the milkman, "Hello love," the milkman says, "I've come for my payment." "Oh sorry," Sonia replies, "I've only just started, I don't know where the old man keeps his money. I can ask him, but he's had a stroke and I can't make head nor tail of what he's on about. I don't know why they don't just put these dotty old folk into a home. Can you call back tomorrow?"

When Sonia returns Mr Goldmann is sitting beside his untouched omelette, rocking backwards and forwards, holding himself and is crying. He has heard everything she has said to the milkman and cannot eat his breakfast. "What's wrong with you Johan? Don't you like omelette? I thought everyone did," Sonia says sharply.

The doorbell rings again. This time it's the ambulance to pick Mr Goldmann up for the day centre. Sonia comes in to the kitchen to get him into the wheelchair and says, "For God's sake Johan, why didn't you tell me you went to the day centre this morning? Am I supposed to be psychic or something? I hope you're not going to be this much trouble tomorrow."

## **Exercise 5 – What do we need to change?**

Caring for You Day Centre  
Brightside Road  
Little Devonish  
LD1 4ON

11 March 2009

Simple Care  
Darkness Lane  
Little Devonish  
LD1 4OD

Dear Provider

**Re: Mr Johan Goldman**

I am writing this letter of complaint on behalf of Mr Goldmann who arrived at the day centre in a very distressed state this morning.

Not only was he still in his pyjamas, but he had been incontinent on the way here, because the care worker had not taken him to the toilet when getting him up this morning. Also, he had not had any breakfast as the care worker had served non-kosher food to a man who requires a kosher diet.

Having spent some time this morning with Mr Goldman, he has requested that the following changes be made urgently:

Yours sincerely  
Jean Doherty  
Caring for You Day Centre Manager  
C.C. Devonishshire County Council

## **Exercise 6 – Discrimination**

When Jane arrived at work today, she was told that she had a new colleague and was asked if she could work with him for the day.

At the coffee break, Jane is chatting away to John, her new colleague, and it transpires that, although they are equally qualified, he is receiving more pay than she is.

From your group's viewpoint:

1. How do you feel about this situation?
2. What could be the consequences of this situation?
3. Why do you think this situation has occurred?
4. How could this situation have been handled better?

## Exercise 7 – Dignity - best practice

For each area, come up with five criteria that describe the care that should be given (two have been completed as an example). Then explain what would need to change from your own viewpoint and within your organisation for these to be achieved.

<b>Area</b>	<b>Description of best practice</b>	<b>What would need to change personally and organisationally to achieve this</b>
Communication	1. Service users are asked how they would like to be addressed. 2. Service users feel able to communicate their needs and preferences to care staff. 3. 4. 5.	
Respect	1. 2. 3. 4. 5.	
Privacy	1. 2. 3. 4. 5.	
Autonomy	1. 2. 3. 4. 5.	

Social inclusion	1. 2. 3. 4. 5.	
Diversity and equality	1. 2. 3. 4. 5.	
Pain control	1. 2. 3. 4. 5.	
Eating and nutrition	1. 2. 3. 4. 5.	
Personal hygiene	1. 2. 3. 4. 5.	

Personal care	1. 2. 3. 4. 5.	
Abuse	1. 2. 3. 4. 5.	
Whistle blowing	1. 2. 3. 4. 5.	
End of life care	1. 2. 3. 4. 5.	

## Exercise 8 – Caring for people with specific care needs

Explain how the care needs might differ when thinking about providing food and drink for each of these groups.

Older people

Physically disabled people

People with specific health needs eg, cancer

People with mental health problems eg, dementia

People with learning difficulties

Young, physically disabled people

People from minority ethnic groups

## **Exercise 9 – Commissioning**

Commissioners now expect that services are personal, sensitive to individual need and that they maintain independence and dignity.

You are a commissioner, paying an organisation to provide care services. What six pieces of evidence would prove to you that the organisation was providing a personal service, sensitive to the needs of the service user and that the service user's independence and dignity was being taken into account?

1.

2.

3.

4.

5.

6.

## **Exercise 10 – Writing exercise**

1. Signature using 'other' hand

2. Upside-down signature

## **Exercise 11 – Implementing change**

The organisation you work for has received a major complaint regarding the privacy and dignity of a service user cared for by one of your staff. Unbeknown to staff, the service user's daughter is a celebrity and is threatening to go to the national press with the complaint.

The local authority has become involved and has threatened to withdraw their contract unless major changes within the organisation take place within three weeks. If the changes are not made, the contract will be terminated and staff will lose their jobs.

The management have called all staff together to explain the problem and have asked for assistance to resolve the crisis quickly.

They have gathered staff into small groups and have asked them to come up with the answers to the following four questions as a way of implementing change as quickly as possible.

1. If you were a service user, what type of service would you expect to receive?

2. If you were a service user, how would you know that the organisation and its staff took dignity seriously?

3. How could changes be made to the service in only three weeks?

4. What can the care worker do to help implement these changes quickly?

## **Exercise 12 – Policy content**

1. Confidentiality

2. Whistle blowing

3. Communication

4. Equality and diversity