

Regional Dignity in Care Tour
16th June: North West Regional event
Venue: Dove's Nest Care Home, Manchester

Introduction

On 20th May, the Minister for Care Services (Ivan Lewis MP) announced a National Dignity in Care Tour to hear about ideas from practice on dignity from around the country. On 16th June, the Minister started the first regional date of the tour in the North West region, visiting Dove's Nest Care Home, Clayton Bridge, Manchester. The Minister heard about Manchester City Council's **Dignity in Care Award Scheme** – aimed at encouraging local care providers to meet standards around Dignity in Care set by the council. Dove's Nest Care Home are in the process of applying for the Award so this was an opportunity to see the standard of care expected to be able to meet the council's expectations of dignity in a care setting.

The Minister was greeted by Helen Claffey, (Managing Director of Doves Nest Care Home), Cllr Basil Curley, (Manchester City Council) and George Devlin, (Head of Workforce Planning and Development, Adult Social Care, Manchester City Council). He was shown the new extension for Adults 18+ and refurbishment of the care home, and chatted to residents as they ate lunch in the dining room. The Minister was also shown the sensory room, where residents can receive sensory stimulation and relaxation through the use of bright colours and lights. Helen Claffey demonstrated another stimulation exercise the Care Home have in place, whereby residents can practice some hand eye co-ordination exercises that correspond with information being displayed on a TV screen. The OMI beam system is a revolutionary system of interactive lights, where users simply move a part of their body into a beam of light to produce mesmerising real-time audio-visual effects and can be enjoyed by both younger and older adults, either individually or in groups to support stimulation and learning.

Background to the Dignity Daisy Award

The daisy has been adopted by Manchester as the emblem for the Dignity Campaign, and is used to signpost people who are looking for good quality social care and those recruiting dignity champions. This was inspired by the poem 'If I Had My Life Over - I'd Pick More Daisies' and seeks to promote best practice for all those who look after older adults in the city.

Several toolkits have been designed for different service areas to support organisations to achieve the Dignity Daisy status. Rather than inventing new standards, the toolkit builds on the excellent work already being done; it is linked to the National Minimum Standards for Care Homes (as used in inspections by the Commission for Social Care Inspection to assess standards provided by Care Homes) and is split into two booklets. The first one details what a resident can expect when moving into a home, and the second is a working document that describes how the home actually attained the standards.

To retain Dignity Award status, organisations have to provide evidence as part of the information they provide to the Contracts section during normal monitoring visits, that they are continuing to maintain standards on dignity. In addition, if the Commission for Social Care Inspection raises any concerns to Manchester City Council about an organisation that has achieved Dignity Award status, these concerns are investigated by the Contracts Section and support will be given wherever necessary, to help the organisation improve their performance to retain both their contract with the Council and their Dignity status. Obviously if the concerns are of a very serious nature, they will be investigated through the proper channels and appropriate action will be taken. In this instance, during this period, the dignity status would be suspended.

To discuss the scheme in more detail you can contact Gillian Bennett at Manchester City Council via gillian.bennett@manchester.gov.uk. For copies of the Daisy Award toolkit see the link on the Dignity in Care Regional Tour for the North West at the Department of Health website at www.dh.gov.uk/dignityincare or register as a Dignity Champion to view it on the Dignity Champions website at www.dignityincare.org.uk or for wider information about Manchester City Council's work on Adult Social Care and Dignity in Care initiatives, visit www.Manchester.gov.uk

Notes of the discussion on Dignity in Care with staff

Some members of staff working at the Care Home were invited to speak to the Minister informally about their experiences of offering dignified care to residents. The main points mentioned are described below.

Attendees

Ivan Lewis MP	Minister for Care Services, Department of Health
Helen Claffey	Managing Director Doves Nest Care Home
Gary Davidson	Staff Nurse at Dove's Nest Care Home
Janet Gleave	Team Leader at Dove's Nest Care Home
Anne Brady	General Manager at Dove's Nest Care Home
Laura Claffey	Resource Manager at Dove's Nest Care Home
Cllr Basil Curley	Manchester City Council
Fionnula Stringer	Head of Older People's Services, Manchester City Council
George Devlin	Head of Workforce Planning and Development, Adult Social Care, Manchester City Council
Gillian Bennett	Workforce Development Outreach Worker, Adult Social Care, Manchester City Council

Ivan Lewis MP Minister for Care Services:

Asked the staff whether they thought Dignity in Care was a new concept or was something that they have always offered whilst working in the Social Care sector.

Janet Gleave Team Leader at Dove's Nest Care Home:

Commented that at Dove's Nest staff have always respected residents' dignity and that some staff have chosen to work there because of their ethos around offering dignified services.

Anne Brady General Manager at Dove's Nest Care Home:

Said that nursing with dignity is how care has always been delivered, but trying to respect people's dignity is not a new problem, it is something care staff have always had to deal with. Historically there has been a problem in the care sector of treating people with the utmost dignity. To help with this, at Dove's Nest Care Home they always try to involve relatives and service users in planning and delivering care.

Gary Davidson Staff Nurse at Dove's Nest Care Home:

Gary felt that dignity was not always paid much attention to but now people are more aware of it, especially at this Care Home.

Anne Brady General Manager at Dove's Nest Care Home:

Spoke about good practice around dignity in care that they have established at the Home, which is to make a resident's room seem more homely by giving residents the opportunity to have photos and memorabilia around them. This is of course possible to do in a Care Home setting, but is not always possible in a Hospital setting.

Ivan Lewis MP Minister for Care Services:

Asked what activities are in place for residents at the Care Home?

Staff mentioned that there are a range of activities is available for residents to participate in, these include arts and crafts, entertainers, singalongs, health and beauty, gardening, DVDs, Bingo, Board games. The recently introduced Lifestyle questionnaire will enable the staff to promote individual hobbies, pastimes and social activities. In addition there are activities around group fitness classes and the sensory room and interactive learning systems.

Helen Claffey Managing Director of Doves Nest Care Home:

Said that they try to make sure they meet service users' personal needs and interests by focusing on resident's lifestyles. This allows them to offer appropriate activities for individuals and groups of residents. They do this by asking residents to complete a lifestyle questionnaire to learn more about what each person's likes and dislikes, hobbies and preferences etc.

Ivan Lewis MP Minister for Care Services:

Asked what barriers are in place to offering Dignity in Care?

Staff mentioned the following issues as being potential barriers and obstacles to implementing dignified care:

- Not having the full history / personal knowledge of the resident (this makes it hard to tailor care for each individual). This situation arises if someone enters the Care Home without any family or friends to discuss their care with the staff at the home and is unable to speak to the Care Home staff about their needs themselves.
- Not enough advocacy services – having sufficient advocacy services helps staff to learn more about each person's needs.

Ivan Lewis MP Minister for Care Services:

Asked whether local Primary Care Health services are supportive.

Staff felt that support from local Primary Care services had greatly improved over recent years and that they have good access to physiotherapists, Occupational Therapists and other such allied health professionals as necessary. They work together as a team to achieve a shared aim.

Ivan Lewis MP Minister for Care Services:

Asked whether there was too much bureaucracy and 'red tape' getting in the way of delivering good care.

The staff felt that it could indeed be a barrier to delivering dignified care but that they understood the reasons for it and it helped to be able to record residents' information accurately.

Ivan Lewis MP Minister for Care Services:

Asked whether they had experienced any problems in recruiting staff to work at the Care Home.

Helen Claffey Managing Director of Doves Nest Care Home:

Said that they have been successful in recruiting sufficient numbers of staff to work at Dove's Nest. Some staff members have been working at the Home for over 25 years. However, there can sometimes be an issue in recruiting lower level staff (as is common in other Care settings nationally.)

A brief discussion took place on funding Continuing Care and how a lack of resources can be a barrier to offering dignity in care. Staff at the Care Home commented that they experience similar financial pressures as other Care Homes, but felt that their Directors were very supportive and took an interest in the way the home is run.

The discussion developed into the area of inflation rises in funding Care Homes. Representatives from Manchester City council pointed out their system for giving increases in funding to Local Authority run Care Homes, which is to provide a 4% increase to Care Homes with a CSCI rating of 'Excellent', a 3% increase to those with a CSCI rating of 'Good' and so on, with those providers rated as 'poor' not receiving any inflationary increase. This policy was being reviewed for next year to look at other quality ratings when setting inflation increases. Only 2 providers were rated as 'poor' at Manchester City Council this year.

Ivan Lewis MP Minister for Care Services:

Closed the discussion, thanking staff for showing him around the Care Home, and for having a frank conversation on Dignity in Care. He commended staff on the excellent work they are doing in providing care at Dove's Nest Care Home.