

# Dignity in our hearts, minds and actions



**National Dignity Council/Dignity in Care**

**Dignity Audits**

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## Introduction

Being treated with dignity and respect is vital for our wellbeing as it makes us feel valued and worthy. The National Dignity Council believe that 'Dignity is Everybody's Business' and as such we have the power to affect change on both an individual and an organisational basis to ensure that everyone is treated in a dignified and respectful manner

Whenever news breaks that highlights poor standards of care in hospitals, care homes and in people's own homes we are all likely to be horrified and wonder how it can happen.

When we are choosing a care or health service we want to know that dignity and compassion are respected and that human rights are considered as paramount. Throughout our lives, as well as at the end of life we need to know that individuals are treated with the utmost of compassion and that they and their relatives are supported in a sensitive manner.

Therefore we have devised a number of questions that lead to a series of dignity audits. The purpose of these audits is to provide the user with a tool to assess and evaluate whether a service has dignity and compassion at its heart.

The following is a list of the audits available:

**Dignity in Everyday Life** that absolutely everyone can use  
**Dignity for Organisations** such as Banks, Shops, Restaurants  
**Dignity for those choosing a Care/Health Support Service**  
**Dignity for those providing a Care/Health Support Service**  
**Dignity for End of Life – Organisations**  
**Dignity for End of Life – Individuals & Families**  
**Dignity for those Recruiting Staff for Values**  
**Dignity & Staff Development**

We would like to thank all the organisations that kindly made their dignity audits available to us and gave us permission to build on their work.

### Disclaimer

*The National Dignity Council hopes that organisations and individuals will find our dignity audits valuable in helping them assess whether dignity is at the heart of what they do or receive. However the Council cannot accept any liability in respect of the completeness, errors or omissions, suitability or validity of any information provided within the audits or the accompanying materials. Nor can it accept liability or consequence from any actions taken on account of completing the dignity audits.*

## How to Use the Audits

These Audits are designed to offer a number of choices to the user. It may be that not everyone will need to do all the audits, and it is our intention that each audit can 'stand alone' to allow for focus on particular areas. In time we intend to add more sections to the 'suite' to cover other topics that Champions feel would be useful.

Choose the audit that is relevant then answer the questions by ticking the 'Yes', 'Not Sure' or 'No' box as appropriate. Please note that some questions may not be applicable for your situation and therefore you can either ignore or cross through these ones. To explain further some specifically relate to residential care situations and therefore if you are not looking for residential care or work in another type of service these will not be appropriate.

If you are able to answer 'Yes' to all of the questions relating to your circumstances you can be confident that your own or your organisations' approach to dignity is on the right lines. But remember any audit is like an MOT – it is only valid on the day it is conducted.

However if you answer 'Not Sure' or 'No' there is still work to be done and each individual audit explains what you should do in these situations. Remember that an action plan to maintain and sustain good practice is as important as one to address shortfalls.

For those of you who are subject to inspection by the care Quality Commission or a local Commissioning Authority the audits will provide you with useful information and evidence of your commitment to Dignity and Respect and the actions that you plan to take to address shortfalls.

### 10 Dignity Do's

1. Do have a zero tolerance of all forms of abuse
2. Do support people with the same respect you would want for yourself or a member of your family
3. Do treat each person as an individual by offering a personalised service
4. Do enable people to maintain the maximum possible level of independence, choice and control
5. Do listen and support people to express their needs and wants
6. Do respect people's right to privacy
7. Do ensure people feel able to complain without fear of retribution
8. Do engage with family members and carers as care partners
9. Do assist people to maintain confidence and positive self-esteem
10. Do act to alleviate people's loneliness and isolation

## DIGNITY IN EVERYDAY LIFE - NOTES

When we reflect on past interactions, it's quite likely that at one time or another, our behaviour has had a negative effect on someone else. Perhaps we were impatient in a queue when someone in front of us was slow or confused and we tutted in exasperation making them feel even more flustered and embarrassed. Perhaps we'd been extremely worried about someone or something, or we'd had a row at home or were fed up with things at work. At the time, if we'd thought about it, we would have put our intolerance and lack of compassion down to our lack of time, stress or frustration. Of course we didn't set out to make someone else feel bad, and now if we remember those instances we'll inevitably feel remorse. Therefore in the future when we're feeling low, rushed or irritated we need to make an even bigger effort to be patient and kind and we'll probably find that it actually lifts our mood and makes us feel a little better.

Ensuring that our behaviours don't upset others isn't complicated. All it takes is a bit of thought. Think about how you would like yourself or your family members to be treated if they were on the other side of the interaction that you're having and respond appropriately.

Things to consider to ensure Dignity in everyday life:

### 1. Effective Communication:

**Connect** - Establishing a bond with the person you're interacting with will lead to a much more successful communication. Try to see things from their point of view and focus on the positives. Pay attention to their interests and concerns.

**Listen** – Encourage people to talk and show your willingness to listen. Minimize distractions. Listen really carefully so that you fully hear their message. Be aware of their emotions. Nod your head and give verbal cues to communicate that you are paying attention. Do not interrupt unless it is to get clarification about something you have not understood. Use your own words to reflect what you have heard and noticed.

**Language** – use language and a style of speech that the person understands and feels comfortable with. Do not use acronyms, as they probably will not understand them. Do not be overfamiliar and use terminology such as 'love' unless you know them well and have checked out that they like to be addressed in this way.

**Tone** – always use a friendly tone of voice as it makes you seem more approachable and kind. Use a friendly tone even if the person you are responding to does not appear friendly. You may well find that they will become more positive if they feel you are accepting of them.

## **2. Empathy and Compassion**

Compassion and empathy are essential human qualities that allow us to begin to have some idea and understanding of what someone else is feeling or going through and respond appropriately. This leads us to show that we are promoting the dignity of the individual.

If we're able to demonstrate empathy and compassion in our everyday lives we will automatically connect with others on a human level, something that is essential if we're to ensure that dignity is maintained.

## **3. Being Patient**

If we are patient we are able to tolerate waiting, delay, or frustration without becoming agitated or upset, as we're much more in control of our emotions and in a better position to deal with difficult situations. This has to be good for us as individuals, as well as for everyone else, as we do not get as angry, stressed or overwhelmed. This means that our own dignity, as well as that of others is much more likely to be maintained. Generally patient people are much happier and healthier. They are also better able to make decisions more easily and develop empathy and compassion.

## **4. Learning from Feedback and Complaints**

If someone gives you feedback about your interaction - good or bad – accept it and learn from it. If it is good think about what you did or said that made the person (or someone who witnessed the interaction) go out of their way to let you know about it, then you can make sure that you do more of the same in the future. If it is bad thank them for bringing it to your attention and make a pledge to yourself to do things differently from then on.

If the feedback is directed to an organisation – it could be a comment, compliment or complaint - it is important that organisational learning takes place. If it is good share it widely so that all staff understand what good practice is and what impact it has on the individuals receiving a service from you. If it is a complaint you are likely to find that it will be linked to them feeling that their dignity has not been respected, they have felt disempowered or standards are not being met.

Complaints for most organisations are a fact of life, but how they are handled can make a huge difference to the person making the complaint and also to the organisation receiving it. If the complaint is dealt with respectfully and sensitively, in a timely manner and the complaint is seen to be taken seriously, with the organisation demonstrating their willingness to learn from it, the long-term relationship with their customer may not be damaged, and in fact could be enhanced. Dealing with complaints effectively gives complainants and others, confidence that the organisation is customer focused.

Therefore it is really important that organisations have a good complaints process – one that is well explained and easy to follow and use.

Further Reading relating to dignity and values

**[Skills for Care Common Core Dignity Principles](#)**

[Nursing & Midwifery 6 C's](#)

[Skills for Health Values Based Care](#)

[Skills for Health Employability Skills Matrix](#)

**Please Sign up as a Dignity Champion**

A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not an optional extra. They believe that care services must be compassionate, person centred, as well as efficient, and are willing to try to do something to achieve this.

If you believe this, why not visit the [Dignity in Care website](#) ; [www.dignityincare.org.uk](http://www.dignityincare.org.uk) and help swell the number of the 55,000 [dignity champions](#) who have already signed up.

## Dignity in Everyday Life

This **Dignity in Everyday Life Audit for Individuals** has been designed to be used by anyone to help them evaluate that when they are going about their everyday life, they are treating others in a dignified and respectful way.

It comprises of a number of questions, under 7 headings, which will help you contemplate whether the interactions that you have with others are 'hitting the mark' in terms of ensuring their dignity.

If you are completing this audit, you are already likely to understand how important dignity is and the impact it has on wellbeing. You are also likely to answer 'yes' to a significant number of the questions. However if you answer, 'not sure' or 'no' to any at all, we suggest that you pull together a personal action plan to help you make positive changes in the future. This need not be anything formal, it could be as simple as telling yourself that you will do that particular thing differently next time. This will ensure that you really are having high quality interactions that embrace the dignity of others.

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
	<b>General</b>			
1	Do you treat people with dignity and respect at all times?			
2	Do you respect everyone's 'human rights' and treat them as 'human beings'?			
3	Are you polite and courteous, even when under pressure?			
4	Are you alert to the effects of possible undignified experiences, which may lead to feelings of humiliation?			
5	Do you avoid putting people in situations where they may fail or feel uncomfortable or distressed?			
6	Do you respect cultural and religious attitudes and beliefs of others?			
7	Do you show respect to others regardless of their age, race, sexuality, appearance or disability?			
	<b>Communication</b>			
8	Do you introduce yourself?			
9	Do you make every effort to connect effectively with everyone you come into contact with?			
10	Do you listen carefully and hear the full message?			
11	Do you communicate that you are paying attention?			
12	Do you reflect back what you have heard to check you have understood properly?			
13	Do you use language that everyone feels comfortable with?			
14	Do you use a friendly tone of voice?			
15	Do you take care not to rush people when they are talking?			
16	Do you challenge the behaviour of others that you feel is disrespectful?			



	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
17	When working with colleagues do you talk amongst yourselves ignoring the person you are supporting?			
18	Where appropriate and possible do you maintain eye contact when talking to individuals?			
	<b>Electronic Communication</b>			
19	Are you aware of the implications of information that you post about yourself and others on social media sites?			
20	Do you get permission from individuals before adding any details relating to them (photos, text) on to social media sites?			
21	Are you aware of confidentiality rules connected to your employment and make sure you do not breach them by sharing information about customers/clients on social media without gaining permissions from the individuals and your employer?			
22	Do you carefully consider the impact on others of the posts you add to social media sites?			
23	Do you make sure that your social media comments are written so as not to offend/intimidate/bully?			
24	Are you aware that individuals reading the emails and texts that you send cannot pick up on body language and therefore do you carefully word them to ensure they cannot be misconstrued or offend?			
	<b>Empathy and Compassion</b>			
25	Are you sensitive to the situations of others ?			
26	Do you care about other people's feelings?			
27	Do you make a point of understanding the needs of others?			
28	Are you kind and caring?			
29	Do you identify and respond to the anxieties of others?			
30	Do you appreciate that you have commonalities with others and are therefore not so different?			
	<b>Patience</b>			
31	Do you not let people or things irritate you?			
32	Are you even tempered with others and remain calm?			
33	Do you avoid showing 'anger', 'bad temper' or 'frustration'?			
34	Do you give people time to undertake a task to the best of their ability?			
	<b>Environment</b>			
35	Do you consider the physical environment and the impact it can have on others?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
36	Are you willing to make changes to the environment to aid others e.g. move furniture, reduce distractions, lower or raise the temperature, or move somewhere more suitable?			
37	Do you ensure there is space for a person to hold confidential discussions in private?			
	<b>Learning from past situations</b>			
38	Are you willing to learn from past situations?			
39	If someone tells you, you have done something well, do you think of ways to do more of it ?			
40	If someone gives you negative feedback do you learn from it and amend your behaviour?			
41	Do you help others to learn from both your own and their mistakes?			

See the Dignity in Everyday Life Notes that accompany this audit – at page 5- 6

## Dignity for Organisations such as Banks, Shops, Restaurants etc

This **Dignity Audit for Organisations** has been designed to help you consider if, when carrying out your business, the dignity of your customers and staff is respected.

It comprises a number of questions, under 7 headings, which all relate to good dignity practice. If as an organisation you are able to answer 'yes' to a significant number of them, you are well on the way to ensuring the dignity of your customers and staff is met. However, if you answer, 'not sure' or 'no' to any at all, we suggest that you pull together an action plan to help your organisation make the positive changes required to become fully dignity conscious.

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
	<b>General</b>			
1	Do staff treat customers and colleagues with dignity and respect at all times?			
2	Do staff show respect for everyone's 'human rights' at all times?			
3	Are staff polite and courteous, even when under pressure?			
4	Are staff alert to the effects of possible undignified experiences of others, which may lead to feelings of humiliation?			
5	Do staff avoid putting people in situations where they feel uncomfortable or distressed?			
6	Do staff show respect for the cultural and religious attitudes and beliefs of others?			
7	If you have customer service training, is dignity and respect including anti-oppressive practice included?			
8	Does your organisation model the behaviours and attitudes it wants and expects from your staff?			
	<b>Empathy and Compassion</b>			
9	Do staff demonstrate that they are alert to other people's feelings and the impact they may have on them?			
10	Do staff make a point of attempting to understand the needs of others?			
11	Are staff kind and caring, for example do they go out of their way to help others?			
12	Do staff identify and respond to the anxieties and concerns of others appropriately?			
13	Do staff avoid showing 'anger', 'bad temper' or 'frustration' in their interactions?			
14	Do staff have strategies for dealing with their own feelings of 'anger', 'bad temper' 'frustration' etc?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
15	If you are a customer facing organisation, do your staff understand that showing empathy and compassion is part of their role?			
16	If you are a customer facing organisation, when recruiting staff do you seek out individuals who are empathic and compassionate?			
	<b>Communication</b>			
17	Do your staff always say hello?			
18	Do your staff always introduce themselves?			
19	Do your staff connect and communicate effectively with your customers and colleagues?			
20	Do staff ensure that all written communication is legible, clear and in a form suitable for all service customers?			
21	Do your staff practice active listening techniques? That is as well as hearing the words being spoken they make every effort to understand the complete message being sent.			
22	Do your staff undertake Effective Communication training?			
23	Do your staff always use language that your customer and colleagues feel comfortable with?			
24	Do you staff always use a friendly tone of voice?			
25	Do you staff have sufficient time to respond to customers and colleagues, so that they don't feel rushed?			
	<b>Electronic Communication</b>			
26	Do your staff receive guidance on the appropriate use of electronic communication?			
27	Do you have an electronic communication policy?			
	<b>Patience</b>			
28	Do your staff have coping strategies to deal with situations when people or things irritate them?			
29	Do your staff ensure they remain calm and even tempered with customers and colleagues ?			
30	Are staff patient and courteous to others?			
	<b>Environment</b>			
31	Your organisation carefully considers the impact that the physical environment can have on customers and staff?			
32	Your organisation has information about environments that support people who have disabilities, older people and people with babies and young children including appropriate signage for different groups?			
33	Your organisation is working towards making improvements that support people who have disabilities, older people and people with babies and young people?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
	<b>Learning from Feedback</b>			
34	Does your organisation invite feedback from customers in the form of comments, compliments and complaints?			
35	Does your organisation have a complaints policy?			
36	Is it clear and easy to use?			
37	Does your organisation follow it at all times?			
38	Do you share learning from comments, compliments and complaints with all of your staff?			

MINDS

## Dignity when choosing a Care/Health Support Service

If we find ourselves in the situation of needing to choose a care/support service, we, or a family member are likely to have experienced some sort of trauma or crisis. This might include the onset/deterioration of a particular illness or condition, a fall or general frailness. Whatever the reason it is advisable to be aware of the effect of heightened emotions on what may be crucial or life changing decisions.

We are all aware of the negative press relating to health and care services and are likely to worry that we, or our loved ones, may be subjected to undignified care. We therefore suggest that you use this Dignity Audit to help you when you are making a choice about using a particular care/health service. It poses a range of questions that you can either ask, or answer through your own observation. All the questions link to dignity and encompass the social, physical, intellectual, cultural, emotional and spiritual aspects that are important to us all.

If you are confidently able to answer 'Yes' to the questions, the care/health provider clearly understands that the dignity of individuals in their care is vitally important and has the right staff and systems in place to ensure that their dignity is maintained at all times. However, if you answer 'Not Sure' to a significant proportion then we suggest you do a bit more digging to find out the answers. Ask the organisation to respond to those specific questions and if possible speak to people that are already using the service, or their family and friends, and find out what they think. If you answer 'No' to a considerable number of the questions, we believe that the service has a significant amount of work to do before dignity is at its very heart. Therefore we suggest that you consider alternative services before reaching a decision.

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
	<b>GENERAL</b>			
1	Does the care/health service appear to be unambiguous about the importance of meeting the dignity of its customers?			
2	Does it know about and use the 10 Dignity Do's promoted by the National Dignity Council?			
3	Can you see evidence that the service is doing what it says it does?			
4	Do there appear to be sufficient staff to provide dignified care?			
5	Does the organisation have a good staff retention record?			
	<b>COMMUNICATION</b>			
6	Does the organisation clearly explain its terms and conditions and what their costs cover?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
7	Are procedures explained to individuals so that they know what is going to happen and have given their consent for it to take place?			
8	Is the confidentiality of individuals respected and maintained?			
	<b>EMPATHY AND COMPASSION</b>			
9	Do the staff appear kind, compassionate, caring and patient?			
10	Have the staff been trained to understand conditions that specifically relate to yourself/your loved one?			
11	Are you asked questions about you or your loved one's personal histories, likes and dislikes etc?			
12	Are the physical, cultural, spiritual, intellectual, emotional and social needs and preferences of individuals considered on a day-to- day basis?			
13	Are requests for assistance dealt with in a timely and compassionate manner?			
14	Can you see evidence that the staff know, understand and appreciate the people they are caring for?			
15	Is the privacy of individuals respected and maintained?			
16	Are care plans phrased in a way that empowers individuals and enables dignity and compassion to remain high on the agenda?			
	<b>ENVIRONMENT</b>			
17	Is the living environment personalised?			
	<b>FOOD AND DRINK</b>			
18	Can you see evidence that individuals are enjoying their food?			
19	Is there a good atmosphere during mealtimes with individuals chatting to each other and staff joining in?			
20	Can you see evidence that individuals are offered drinks of their choice, frequently and in sufficient quantities to maintain optimum hydration levels?			
21	Are drinks left within reach?			
22	Are individuals actively encouraged to eat and drink?			
23	Are individuals who need support to eat and drink given appropriate time and support?			
24	If the people using your service are given clothing protectors when eating or drinking are you confident that they enhance their dignity rather than detract from it?			
	<b>PERSONALISED CARE</b>			
25	Do individuals look presentable?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
26	Can you see evidence that individuals are supported to maintain their personal hygiene?			
27	Can you see evidence that individuals receiving care understand how to call for assistance?			
28	Are family and friends encouraged to get involved in the care/support that is provided?			
29	Are individuals actively encouraged to do what they can for themselves, at their own pace?			
30	Are there systems in place that ensure that individuals only wear their own clothes?			
31	If an individual needs additional clinical support does the organisation arrange this immediately e.g. doctor, dentist, optician?			
32	If an individual displays 'unusual' behaviours that may be labelled challenging, do the staff seek to discover the meaning behind the behaviour e.g. pain, anxiety, boredom and take appropriate action?			
33	Have staff received training that helps them understand and respond to behaviours that challenge?			
	<b>SOCIAL INTERACTION</b>			
34	Are individuals supported to maintain links with family, friends and the local community?			
35	Are individuals supported to make friends with other people?			
36	Do you see evidence that staff seek opportunities to sit and spend time with individuals receiving care/support?			
37	Are individuals encouraged to express their emotions?			
38	Are individuals offered opportunities to participate in social activities with others?			
39	Are individuals encouraged to enhance their personal level of physical activity ?			
40	Are individuals encouraged to participate in activities that they find meaningful and worthwhile?			
41	Are individual's cultural needs understood and met?			
42	Does the organisation refer to multi-cultural or religious sources for help to understand an individual's needs?			
43	Is the organisation able to continue to provide care and support if the individual's condition deteriorates?			
	<b>LEARNING FROM EXPERIENCE</b>			
44	Does the organisation explain it's safeguarding procedures to you?			
45	Are you made aware of your rights in respect of the care your loved one will receive?			



	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
46	Is your loved one made aware of their rights in respect of the care they will receive?			
47	Does the organisation actively welcome feedback on the quality of the service it provides?			
48	Does the organisation have systems in place that enable you to provide feedback easily and anonymously (if that's your preferred option)?			
49	Has the organisation fully explained their complaints procedure ?			

Other information that you may find useful when making a choice about health/care services include:

[FirstStop Advice](#) an independent, impartial and free service provided by the national charity Elderly Accommodation Counsel (EAC). The service aims to help older people, their families and carers get the help or care they need to live as independently and comfortably as possible. Whether this is in their own home, or a move to a residential/nursing home.

Age UK offers useful information on [finding the help you need at home](#) as well has information on [finding a care home](#)

[NHS Choices](#) which can help you find out what services are available in your area. You can also read Care Quality Commission reports about the quality of the services.

[Choosing a Dementia Care Home](#) booklet produced by Barchester Care Homes and Dementia Care Matters

Of course there will be other organisations and resources that you may find useful in helping you make your decision.

## Dignity for providers of Care/Health Support Service

We all know that if or when we need to use a Care/Health Support Service we will want to choose one that recognises our individuality, our personal histories and puts our needs at the very centre of the care we receive. Indeed we will want reassurance that our dignity will be maintained at all times.

Therefore this **Dignity Audit** has been produced to help your organisation evaluate whether the services that you provide effectively enhance the dignity of the people you care for/support.

If you are a large organisation we suggest that you ask your managers to complete the audit in respect of their teams. As they are closer to what's happening on the ground they are likely to have a better insight into the behaviours and attitudes of their staff, as well as knowledge as to how they carry out their role.

If as an organisation/team you are able to answer 'Yes' to all the questions, dignity is clearly at the heart of all that you and your staff do and you can be confident that the people using your service are happy. However, if you answer 'Not Sure' or 'No' to some of the questions then we advise that you create an organisational/team action plan to develop these areas. You can then redo the audit in a few months time to see how you have progressed.

No matter how you answer the questions we suggest that you ask all of your staff to complete the Dignity in Everyday Life Audit as this will help them begin to understand what is involved in promoting dignity and enable them to identify personal areas for improvement. You may also want to share the Dignity in Everyday Life notes with them (see pages 5-7 ).

Review in Light of comments in previous section

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
	<b>GENERAL</b>			
1	Is your organisation clear about the importance of meeting the dignity of the people who use your services?			
2	Are you confident that your staff respect the human rights of the people they care for and treat them as 'human beings'?			
3	Does your organisation use the 10 Dignity Do's promoted by the National Dignity Council?			
4	Do your staff know about and use the 10 Dignity Do's?			
5	Would a visitor to your service be able to see at a glance that your organisation and your staff display the attitudes, behaviours and actions that demonstrate that dignity is at the heart of all you do?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
	<b>EMPATHY AND COMPASSION</b>			
6	Are you confident that your staff are kind, compassionate, caring and patient with all of the people who use your service?			
7	Do you offer Dignity Training to your staff including ancillary staff?			
8	Is dignity, compassion and respect integral in all of the training that your staff receive?			
	<b>COMMUNICATION</b>			
9	Are you confident that your staff always use appropriate language and tone of voice when interacting with the people that use your service?			
10	Are you confident that your staff do not speak about the people they care for in their presence, as if they weren't there?			
11	Does your organisation have processes in place that enable your staff to properly get to know and understand the people you care for/support?			
12	Are you confident that staff explain what they are doing during an activity, task or procedure in a way that is meaningful for the individual?			
13	Are you confident that your staff respect and maintain the confidentiality of the individuals they care for/support at all times?			
14	Are the individuals receiving care and support from you encouraged to express their emotions?			
15	Are your staff able to deal appropriately with individuals who express their emotions?			
16	Are you confident that all the individuals receiving care know how to call for assistance?			
17	Are you confident that requests for assistance are dealt with in a timely and compassionate manner by your staff?			
	<b>PERSONALISED CARE</b>			
18	Are you confident that all staff that deliver care and support to an individual, know enough about them; their personal histories, likes and dislikes etc, to be able to provide proper personalised care?			
19	Are you confident that your staff recognise the merits and achievements of the people they care for?			
20	Are you confident that the individuals you care for/support feel that they have control over the care/support they receive?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
21	Do care plans reflect individual choice as well as need?			
22	Are care plans written in ways that empower the individual and enable creative ways of providing care and support?			
23	Are you confident that your staff always get permission from the person they are caring for before undertaking an activity, task or procedure?			
24	Are you confident that your staff respect and maintain the privacy of the people they care for/support at all times?			
25	Are you confident that your staff consider the physical, cultural, spiritual, intellectual, emotional and social needs and preferences of the individuals they care for/support on a day-to- day basis?			
26	Are you confident that your staff are sensitive to the feelings of the people they care for/support at all times?			
27	Are you confident that your staff deliver personal care in a sensitive and respectful manner?			
28	Are you confident that if an individual needs additional clinical support this is arranged immediately e.g doctors, dentist, optician appointments are made?			
29	Are you confident that if/when an individual displays 'unusual' behaviours that may be labelled challenging, your staff seek to discover the meaning behind the behaviour e.g. pain, anxiety, boredom and take appropriate action?			
30	If an individual displays 'unusual' behaviours that may be labelled challenging does your organisation put a behaviour management plan in place that staff understand and implement?			
	<b>FOOD AND DRINK</b>			
31	Are you confident that your staff understand the importance of good nutrition and hydration on the health and wellbeing of the individuals they care for and appreciate their role in helping them eat and drink well?			
32	Are you confident that the food preferences of individuals are always catered for (e.g. things they like to eat, timings, portion size, cooking style including ethnic and religious factors)?			
33	Are individuals always offered drinks of their choice, frequently and in sufficient quantities to maintain optimum hydration levels?			
34	Are you confident that your staff leave drinks within reach of the people they support?			
35	Are you confident that your staff encourage all individuals to eat and drink?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
36	Are you confident that individuals who need support to eat and drink are given appropriate time?			
37	Are you confident that your staff actively encourage individuals to do what they can for themselves, at their own pace?			
	<b>SOCIAL INTERACTION</b>			
38	Are you confident that family and friends are encouraged to get involved in the care/support of their loved ones?			
39	If you are a residential organisation, are you confident that individuals in your care wear their own clothes?			
40	If you are a residential organisation, are individuals supported to maintain their links with family, friends and the local community?			
41	If you are a residential organisation or an organisation that brings people together, are individuals supported to make friends with other people ?			
42	If you are a residential organisation or an organisation that brings people together, are individuals offered opportunities to participate in social activities with others?			
43	Are your staff actively encouraged to seek out opportunities to sit and spend time with the individuals receiving care/support?			
44	Are individuals encouraged to enhance their personal level of physical activity?			
45	Are individuals encouraged to participate in activities that they find meaningful and worthwhile?			
46	Are you confident that your organisation understands and meets the cultural needs of individuals receiving care/support?			
47	Does your organisation refer to multi-cultural or religious sources for help to understand an individual's needs?			
48	Is your organisation able to continue to provide care and support to an individual if their condition deteriorates?			
	<b>LEARNING FROM EXPERIENCE</b>			
49	Are you confident that your staff understand when and how to speak out if they see or hear something that they don't feel comfortable with?			
50	Are you confident that your staff understand what safeguarding involves and know how to raise concerns?			
51	Does your organisation explain its safeguarding procedures to the individual's you care for and their family/friends?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
52	Does your organisation have clear whistleblowing procedures in place, that staff and individuals and their family/friends are aware of?			
53	Are individuals receiving care/support made aware of their rights?			
54	Does your organisation actively welcome feedback on the quality of the service you provide?			
55	Does your organisation have systems in place that enable individuals and their family and friends to provide feedback easily and anonymously (if that's their preferred option)?			
56	Does your organisation fully explain your complaints procedure to individuals using your service and their family/friends ?			
57	Does your organisation learn from the feedback and complaints it receives?			

You may find the following links useful :

**To support your care planning**

[Life Story Books](#) – Dementia UK

[This is Me](#) – Alzheimer's Society

[One Page Profiles](#) - Helen Sanderson Associates

**To help staff challenge poor practice**

[Challenging Poor Practice module](#) – NW Dignity Leads Network

## Dignity for End of Life – Organisations

Organisations that have good care plans in place are likely to know and understand the 'end of life' wishes of the people they support as they will have had these discussions early in their relationship. This means that these difficult conversations do not need to take place at a time when people are likely to feel particularly uncertain and upset. Therefore we suggest that if possible and appropriate, you incorporate end of life questions into your care planning process.

Whether or not 'end of life' is included within your care plans we suggest that you complete this **Dignity Audit** to help you evaluate whether the services that you provide at the end of someone's life supports their dignity, as well as the dignity of their family and friends

If you answer 'Yes' to all the questions then you have a good understanding of what's important for dignity to be maintained. However if you answer 'Not Sure' or 'No' we suggest you produce an action plan to address those areas.

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
1	Does your organisation support individuals to consider what they want to happen as they approach the end of their life, even when it is not immediately anticipated?			
2	Does your organisation support individuals to have as much control as possible over decisions, care and treatment at the end of their life?			
3	Is your organisation and the staff supporting an individual at the end of their life aware of any documents advising of their wishes? If your care planning is comprehensive knowledge of these documents will be included and known.			
4	Does your organisation support the people that you care for to die in the place that they want to e.g. at home, in their care home or in a hospice?			
5	Do your staff have the training and skills to respond appropriately to individuals who wish to discuss issues around their death?			
6	Does your organisation know of and record the wishes of individuals in respect of their final stages of life? e.g. who they want with them. if they would like music, curtains open/shut etc			
7	Are your staff fully aware of individual's cultural, spiritual and religious preference when providing end of life care?			
8	Does your organisation ensure they support individuals who are dying to be as pain free as possible? This may involve calling on other health professionals to administer pain relief.			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
9	Are your staff able to help individuals plan and say goodbye to loved ones if asked to do this?			
10	Are your staff able to provide support to family and friends at the end of a loved ones life?			
11	Are your staff able to provide support to family and friends after the death of a loved one?			
12	Are you staff able to provide information to family and friends about who to inform following a death, as well as details of support agencies etc?			
13	If you are an organisation that provides residential care, does your organisation have procedures in place that ensure the deceased's body is handled in a dignified manner?			
14	If you are an organisation that provides residential care, does your organisation have procedures in place that ensure a dignified handover of the deceased possessions to family?			
15	Are your staff able to support other people who receive a service from you, who may experience bereavement following the death of friends and peers?			
16	Does your organisation provide time for reflection and support to staff who have cared for someone who has died?			



## Dignity for End of Life – Individuals & Families

This **Dignity Audit** has been produced to help you consider whether the end of life care that you and your loved one is receiving supports a dignified death. We have used 'your loved one' in the text of the questions, however an individual can of course complete the audit in respect of their own care.

If you answer 'Yes' to all the questions, it appears that that dignity is at the heart of the care being provided. However if you answer 'Not Sure' or 'No' we suggest you ask a trusted professional or friend to intervene to make things better.

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
1	Do the organisations caring for/supporting your loved one enable them to have as much control as possible over their care and treatment?			
2	Do the care/health staff supporting your loved one encourage them to think about what they want to happen as they approach the end of their life?			
3	Do care/health staff involve you in the care/support of your loved one as they approach the end of their life?			
4	Are the care/health staff supporting your loved one aware of any documents which advise of their wishes?			
5	Has your loved one advised where they want to die and how they want to die e.g who do they want with them, do they want music playing, do they want curtains open or closed?			
6	If you wish to, are you and your loved one able to discuss issues relating to their death with care/health staff?			
7	Is your loved one as pain free as possible?			
8	Are health/care staff aware of your loved one's cultural and religious requirements for the end of their life?			
9.	Are health/care staff able to provide practical and emotional support to family at the end of a loved ones life?			

Learning that a loved one is nearing the end of their life will inevitably provoke strong emotions for the person themselves and those that love them. Using a friend to provide emotional and practical support is often very useful. Additionally there are a number of websites that may help you get through this difficult time.

[Dying Matters](#): A website which aims to help people talk more openly about dying, death and bereavement, and to make plans for the end of life.

[The Kubler Ross Stages of Grief](#): Describes the different stages of grief.

[Macmillan Cancer Support](#): offers a range of support to individuals with cancer and their families

[National Institute on Aging](#): has produced a booklet on how to provide comfort to someone who is dying

## Dignity - Recruiting Health & Social Care Staff for Values

The recruitment process is essential for dignity as it is vital that staff joining the health and social care sector have the right values, attitudes and behaviours. Get the recruitment right and your new staff are likely to go on to provide high quality care in a respectful and dignified manner and that means that the people using your service will have a much more positive experience.

Additionally it is important that your staff have access to high quality on-going support and development opportunities that enable them to grow in their roles and expand their knowledge and skills.

We have therefore produced this audit to help you evaluate your current recruitment processes . If you answer 'Yes' to all the questions then you are already recruiting for values. However if you answer 'Not Sure' or 'No' to any of the questions, we suggest you produce an action plan to specifically address those areas.

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
1	Do you provide opportunities for the people who use your service (or their family/friends) to get involved in aspects of the recruitment process: <ul style="list-style-type: none"> <li>• Deciding what qualities a worker needs?</li> <li>• Contributing to/agreeing job descriptions and job adverts?</li> <li>• Participating in interviews and deciding who should be offered the role?</li> </ul>			
2	Do your job adverts specifically ask for people who are kind, caring, compassionate and patient?			
3	Does your application pack demonstrate that your organisation values its staff and treats them in a dignified and respectful way?			
4	Do your job descriptions highlight the behaviours and attitudes the successful applicant needs?			
5	Do your interview questions ask people to give examples of how they behaved in the past, as this is a good indicator of how they'll behave in the future?			
6	Does your organisation model the behaviours you expect from new staff by treating applicants in a dignified manner e.g. responding to all queries and applications in a timely and friendly way?			
7	If your organisation does not have the resources to meet 6 above is that clear in their literature?			

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
8	Do new staff undertake an induction of sufficient depth and detail that on completion they feel confident to be able to carry out their role, ensuring dignity is respected at all times?			
9	Do new staff have the opportunity to shadow colleagues who demonstrate the values, attitudes and behaviours that are required for the delivery of dignified care and support?			
10	Do new staff have a named mentor who they meet with regularly during their early months and who they can call on for support?			
11	Where your organisation feels that a new member of staff is unsuitable for the role to which they have been appointed or will not pass their induction, does it consider if there are other roles within the organisation that may be more suitable?			
11	If your organisation feels that a new member of staff is unsuitable for the role or does not pass their induction, is the 'letting go' situation handled sensitively and in a manner that enables the individual's dignity to be maintained?			

To learn more about recruiting for values see the [National Skills Academy](#) toolkit. You may also find the Care Sector Alliance Cumbria [Recruitment & Retention Tip Sheets](#) worthwhile.

## Dignity & Staff Development in Care and Health

The experiences and wellbeing of individuals receiving a health or care service is directly linked to the quality of the staff that support or care for them. Health and care staff therefore have a hugely responsible job and if they are to be retained it is important that they are themselves supported appropriately. This means providing learning and development opportunities that meet their needs and enhance their confidence to carry out their role.

We have therefore produced this audit to help you evaluate your staff development processes. If you answer 'Yes' to all the questions then you have sound development structures in place. However if you answer 'Not Sure' or 'No' to any of the questions, we suggest you produce an action plan to specifically address those areas.

	<b>Please tick the appropriate box next to the question below.</b>	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
1	Do staff participate in regular high quality supervisions?			
2	Do staff have the opportunity to set the supervision agenda?			
3	Do supervisions provide: Personal and emotional support? Opportunities to reflect on and learn from practice? Case management? Professional development? Mediation?			
4	Do staff participate in annual appraisals that recognise their successes and contributions, as well as areas for their continued development?			
5	Does your organisation ensure that all staff have opportunities to develop their skills and knowledge so that they can meet the needs of the people who use your services?			
6	Does your organisation regularly consider what learning is required, to ensure that high quality, dignified services are delivered?			
7	Does your organisation use feedback gathered from staff about the learning experience you provide, to help decide if it equips them with the skills, confidence and knowledge they need to deliver dignified services?			
8	Does your organisation show that it values the development achievements of each of your staff?			

To learn more about supporting staff and improving care through supervision see the SCIE information [Effective Supervision in a Variety of Settings](#) and the SCIE TV film [Supervision](#)

The National Dignity Council has identified, from feedback already received that it would be useful to develop modules on Dignity and those living with dementia; Dignity in the Assessment process.

We value feedback as this provides us with a way of ensuring that our audits remain relevant and helpful to those using them.

If you have any comments on this audit please send them to [info@dignityincare.org.uk](mailto:info@dignityincare.org.uk).

If you are willing please provide the information below as this will further help us develop our suite of audit tools.

Name:

Email:

Are you: An individual looking for care/health support

An individual receiving care/health support

The relative/friend of an individual receiving care/health support

A health/care professional

An individual working outside the health/care profession

Many thanks.

Jan Burns MBE

Independent Chair of National Dignity Council