How to use the Dignity Map for Older People

There are no hard and fast rules for using the Dignity Map, the only limits are your imagination.

You Could –
- Use it to facilitate discussion with your colleagues
- Tailor it to fit with your particular area
- Add to it with real stories and pictures
- Monitor your services with it
- Build tools to improve services in particular areas
- Discuss with your patients and service users how to improve to achieve the outcomes
- Use parts of it in your documents

All we ask is that you share your successes with us and the community of dignity champions.

Tell us where it has been successful and how others may be able to use your experience, tools and knowledge to drive their services to be personal and focused on providing dignified care.

Together we will put dignity at the heart of all care services.

To learn more about the Map and how to improve your services or to contribute to the discussion.

Please Visit www.dignityincare.org.uk

Crown copyright 2008
Focus on the Person

Involve people and their carers in decision making

- Listen to and involve local communities.
- Provide simple, clear and accessible information that informs decision making.
- Provide easy access to joined up services.

Build Better Environments

- Make sure care environments meet the wide range of needs that people have.
- Having shared areas where people can socialise and do activities they enjoy.
- Ensure that the environment is clean and well maintained.
- Meet nutritional needs of individuals.
- Provide a culturally diverse choice of high quality meals.

Promote Individual Needs

- Support people to be independent, make decisions and be in control.
- Plan services throughout care and at end of life, around individual need.
- Understand needs, risks and preferences on entry.
- Collect and act upon regular feedback ensuring needs are being met.
- Support people to express their needs.

Getting the Basics Right

Accountable

- Clear systems and accountability for reporting abuse and negligence.
- Nutritional, personal, and clinical dietary requirements to be met.
- Medication to be administered in an appropriate and timely fashion.
- Safe, clean care.

Aspirational

- The best possible quality of life.
- People are free to express their individualism.
- People think their care is excellent.
- A high quality service.

Lawful

- Adhere to age-equality legislation.
- Adhere to disability, race, religion, sexuality, and gender legislation.
- Protect the human rights of the individual.
- Protect information and confidentiality.

Make care personal, by working with people and their communities.

Your Care, Your Dignity, Our Promise
**A Better Service**

**Di**

**g**

it

y

& Respect

---

**A Skilled Workforce**

Qualified and experienced workforce

A broadly skilled workforce

A motivated, helpful and approachable workforce

A workforce that values diversity

A proactive and innovative workforce

---

**An Improving Service**

A holistically planned service

Services that regularly monitor users health and comfort

A personalised service

Services develop to reflect expressed user need

Services continue care, on discharge and into the home

---

**Inspiring Leaders**

Leaders with vision

Leaders who care

Leaders with integrity

Leaders who inspire

Leaders who deliver

---

**Always improving, so we can offer more for people we care for.**

---

**Dignity & Respect**

Communicated with Respectfully

Privacy is Respected

Dignity is Ensured

---

Spoken to with sensitivity

Spoken to with patience

Spoken to with empathy

Listened to with interest

Communicated with considerately

Modesty is respected

Personal space is respected

Living area is respected

Personal belongings are respected

Personal communications are respected

---

Treated with dignity at end of life

Treated with dignity where modesty may make people anxious

Treated with dignity irrespective of capacity

Treated with dignity during mealtimes

Treated with dignity during toileting and

---

Provide care which recognises how important respecting people’s dignity, modesty and feelings is.

---

**Your Care, Your Dignity, Our Promise**

---

Provide care which recognises how important respecting people’s dignity, modesty and feelings is.

---

**Your Care, Your Dignity, Our Promise**
See the Change

Be the Change

Feel the Change

Think it, Visualise it, Ask it, Test it, Structure it, Communicate it, Draw it, Internalise it, Alter it, Align it, Demonstrate it, Talk it, Sell it,

Live it, Love it, Innovate it, Stimulate it, Help it, Organise it, Share it, Challenge it, Facilitate it, Develop it, Represent it, Lead it, Shout it, Whisper it, Make it, Promise it,

Hold it, Touch it, Smell it, Breathe it, Celebrate it, Enjoy it, Smile it, Recognise it, Taste it, Hear it, Laugh it, Cherish it, Value it,

Your Care, Your Dignity, Our Promise

The Dignity Map – for Older People