

Health & Care Together - Wigan Borough Local Involvement Network (LINK)

Dignity in Care Listening and Information
Event held on 16th February 2011

FINDINGS AND REPORT

From Health & Care Together
Dignity in Care Group



‘Health and Care Together’

Dignity Listening and Information Event

4pm – 7pm, Wednesday 16 February 2011

Local people got together to discuss what people in Wigan were saying about Dignity in the care they were receiving and agreed that everyone should be treated as an individual and not as an illness or disability.



‘Words from the Chair’

Terri Balon, Chair of the Dignity in Care Group



“Everyone has the right to life and that should be respected whether they are looked after or not – there is a legal requirement for all public bodies to be compliant with the Human Rights principles of Fairness, Respect, Equality, Dignity and Autonomy. In Wigan, we will be looking to start a conversation with the council and health providers as to how we can make sure these principles apply within services in Wigan.”

The importance of Human Rights in relation to Dignity

“At their most basic human rights are about how we treat each other. As a result they are particularly important for some of the more vulnerable or less powerful in our society, such as people in care, young children or people with learning difficulties”

Equality and Human Rights Commission

Speakers

Health and Care Together asked 4 speakers to come and tell us about their work or experiences of Dignity in Care.

Brendan Delaney

Chair of BRAG Alcohol Support Group

Brendan spoke about his experiences and of those who were members of BRAG Alcohol Support group in the lives they were leading and in the services they received.

Everyone was reminded that alcohol related illness impacted on hospital admissions and that the majority of families would have experience of a family member being affected by alcohol use.



I was brought up to treat people with Dignity. The first time I was not treated with Dignity was when I came into contact with the services put there to help me.

People with an alcohol problem deserve to be treated with as much dignity as everyone else

Anna Gaughan

Independent Consultant and former Regional Lead for Dignity

Anna has been working on the Dignity in Care Campaign for the past 5 years. She gave an explanation of how Dignity fitted with everyone's Human Rights. Dignity in the services we receive should be high profile and organisations need to take a Human Rights approach to Dignity and Respect. People need to remember FREDA – Fairness - Respect - Equality - Dignity – Autonomy, the values underpinning Human Rights.



There is a legal requirement of all public bodies to be compliant with Human Rights

This is an opportunity for Healthwatch to raise and put Human Rights centre stage

Human Rights represent all the things that are important to us as human beings, such as being able to choose how to live our life and being treated with dignity and respect....

Lets apply what we know about the principles and values behind Human Rights to what is happening in health and social care

Paula Daley
Quality Assurance Team Manager
Adult Social Care Services

Paula explained that the work of the Quality Assurance team is around monitoring the quality of services received by people from Adult Services at Wigan Council. There are 7 Quality Standards that identified good care.



We want to ensure people using social care have a good experience of care... our framework of 7 quality standards underpins good standards of care

If anyone needs to contact the council about standards of care they can ring 01942 827573 or by get in touch by email at p.daley@wigan.gov.uk

Please get in touch with us and tell us if you have a concern about something happening in a care home as we want to use the experience of citizens who use services when we monitor Dignity.

Rachel Peet, Care Home Manager, Dean Wood Manor Care Home

Rachel told everyone that staff at Dean Wood Care Home were 'Dignity Champions' and belonged to a network whose focus was Dignity. Things like knocking on doors before entering and using 'Care in Progress' signs were simple initiatives that ensured residents were treated with dignity.



Our staff are all Dignity Champions. We've made some simple changes to promote dignity and in our home this has all been done without costing us a penny

WHAT PEOPLE HAVE TOLD US ABOUT THEIR DIGNITY

As I now only have 15 minutes care my carer has been told only to dry my legs - I need her to be there whilst I have a shower too

I have to wait for my carer to help me into the bath – I never know what time she will come and I get cold as I have to wait wrapped up in a towel

I heard a resident ask to be helped up as she wanted to go to the toilet. No one came. Another time I heard a resident ask to get up and it was two hours till someone came. The carers were talking and drinking cups of coffee.

I was asked “Do you need a shower every day?”

I visited my friend and she was sitting with her skirt up and showing her underwear. The carers said they would see to her when they had finished in the kitchen.

No one checks the hearing aid batteries - sometimes I can't even find his hearing aid.

What delegates said in our workshops

Everyone agreed that treating people with Dignity meant using

Fairness
Respect
Equality
Dignity
Autonomy

A full account of what was said by everyone at the event can be supplied. Below are just some of the comments.

What does the word 'Dignity' mean to you and the life you live?

- For me, at the moment, Dignity means involving me as a carer and communicating with me and my family the decisions you are making about funding for my wife's care
- Challenging attitudes of staff but also families and relatives expectations of care; "out of sight, out of mind"! Relatives still have a role to play in their relative's life
- Pride and Respect – To have pride and respect for others and treat people as you would expect to be treated and treat everyone as an individual such as see people as a person and not as an illness or disability

From what you know about 'Health and Care Together' how can it help Dignity be improved?

- 'Health and Care Together' needs to think about the principles of the Human Rights Articles - about what **should** happen in care and what **must** happen
- Recommend that the Health and Wellbeing Board will use the principles within the Human Rights articles as a framework for its work
- To visit hospitals not just care homes especially where older people are cared for
- Focusing on Adult Social Services as a priority
- To ensure training on Dignity is given to people who work in the care environment
- To encourage people to speak up who feel they are not being treated with dignity
- Encourage members of the community to join Health and Care Together

What can we all do to improve Dignity for the cared for in Wigan?

- Listen to what people know will work
- Have contracts in care that are based on the Human Rights principles
- Improve understanding of conditions eg. Dementia, Parkinson's Disease
- Listen to patients – who they are and where they come from
- Explain what dignity is so everyone understands
- Carer to think about dignity before any intervention
- Do for me rather than to me
- Explain as you go along what is happening
- Talk to me not over me
- All staff should be dignity champions and dignity should be embedded in their training

What we learnt from our event

- **Dignity is everyone's responsibility**
- **Carers and their needs should be considered**
- **Training for health and care staff should incorporate Dignity**
- **'Health and Care Together' needs to increase its membership and participation**
- **'Health and Care Together' needs to ensure that the principles of FRED A - Fairness, Respect, Equality, Dignity and Autonomy underpin both the new structures of the Health and Wellbeing Board and Healthwatch**
- **'Health and Care Together' should continue with collecting views and its visiting programme to places where care is delivered**
- **People who provide care need to understand that communication with patients, people who access care and their carers is key to ensuring Dignity**

What happens after the event?

- People take away information about Dignity and think about how it fits in with their life
- Each individual could take this information back to their family, group or organisation and put FREDA into practice
- This report from the Dignity in Care Event will be shared widely with staff and organisations in health and care, 'Health and Care Together' participants and the voluntary sector
- Everyone who attended the event agreed that a future event would be useful.
- The 'Health and Care Together' Steering group will consider planning and organising another event as part of its next years workplan.
- 'Health and Care Together' will continue with plans to establish an 'Enter and View Team' of lay visitors who will visit where care happens and ask people accessing care how they feel about their care
- 'Health and Care Together' will continue to keep Dignity as a focus as it is transformed into 'Healthwatch'

“Building greater awareness about human rights and making them real is an ongoing process – a ‘project for our society’. If we understand more about human rights we can help our public institutions bring these rights to life and make a real difference to the quality of people’s lives.”

Equality and Human Rights Commission

Press Release Dignity Information Event 16 February 2011

LOCAL PEOPLE HAVE THEIR SAY ON DIGNITY IN CARE

Findings from an event promoting Dignity in Care will be released on Dignity Action Day on 25 February 2011 by 'Health and Care Together', the community watchdog for health and social care services.

Local people got together to discuss what people in Wigan were saying about Dignity in the care they were receiving and agreed that everyone should be treated as an individual and not as an illness or disability.

Brendan Delaney, Chair of BRAG Alcohol Support Group, spoke about how he was treated:-

"I was brought up to treat people with Dignity. The first time I was not treated with Dignity was when I came into contact with the services put there to help me."

Rachel Peet, Manager of Dean Wood Manor Care Home said "Our staff are all Dignity Champions. We've made some simple changes to promote dignity and in our home this has all been done without costing us a penny."

Terri Balon, Chair of the watchdog's 'Dignity in Care Group', said

"Everyone has the right to life and that should be respected whether they are looked after or not – there is a legal requirement for all public bodies to be compliant with the Human Rights principles of Fairness, Respect, Equality, Dignity and Autonomy. In Wigan, we will be looking to start a conversation with the council and health providers as to how we can make sure these principles apply within services in Wigan."

A full report from the event will be available from the Health and Care Together support team on Dignity Action Day, 25 February 2011, by telephoning 01942 705522.

Thank You:-

Our thanks to everyone for attending and a special thank you to the speakers:-

Our speakers – Anna Gaughan, Brendan Delaney, Paula Daley, Andrea Peters and Rachel Peet

You might want to read:-

- “Ours to own – Understanding human rights”, Equality and Human Rights Commission, September 2008
ISBN 978-1-84206-061-2
- “Walk a mile in my shoes” Scrutiny of dignity and respect for individuals in health and social care services: a guide, November 2009

‘Health and Care Together’ - Background

‘Health and Care Together’ is a Local Involvement Network (LINK). Local Involvement Networks have been set up as networks of individuals and voluntary organisations who volunteer their time to come together to improve health and care services. Every local authority area has an independent Local Involvement Network. Currently Health and Care Together has over 700 registered participants and contacts.

Decisions about how ‘Health and Care Together’ works are made, in consultation with the participants, by the Steering Group. A support team help to find out what local people are saying about their health and care services and how we can work with providers of those services to influence and improve patients’ and service users’ experiences. The support team is employed by BHA a Manchester based charity.

If you would like more information about the work of
‘Health and Care Together’

Please contact their support organisation

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WN3 5BA

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