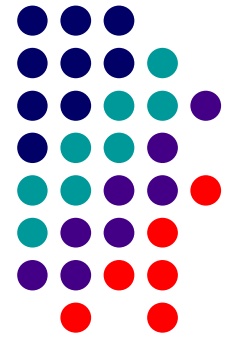


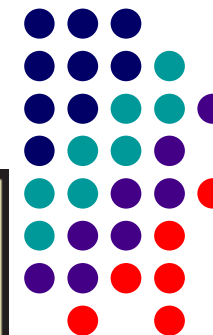
Learning outcomes

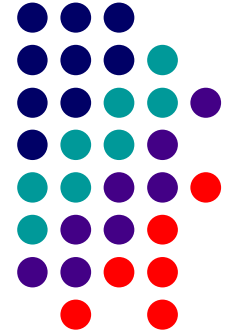
- Staff are aware of how service users feel when they are not treated with dignity and respect
- Staff know what constitutes best practice when providing services with dignity and respect and ensure they employ these practices
- Staff understand the reasons why unacceptable staff attitudes and practices must be replaced where they exist



Definitions of dignity

- Putting the person receiving care at the centre of things
- Asking what their specific wants and needs are
- Giving information
- Being addressed in an appropriate manner
- Being patient
- Not patronising the person receiving care
- Helping people feel they are in a safe environment
- Making sure people are not left in pain
- Ensuring people do not feel isolated or alone
- Giving people privacy
- Encouraging people to help themselves as much as possible
- Taking into account people's cultural and religious needs, not discriminating against them
- Treating people with respect
- Listening to people
- Responding to the person as soon as requested
- Maintaining confidentiality at all times

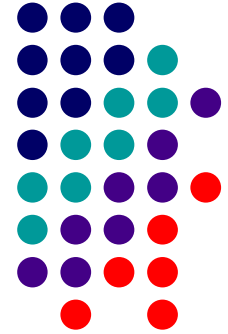




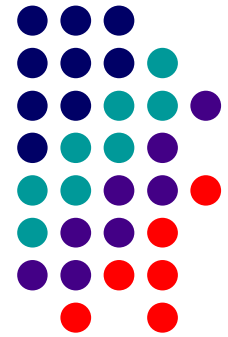
Legislation

- Human Rights Act 1998
- Anti-discrimination legislation
- Mental Capacity Act 2005
- Mental Health Act 2007
- Other relevant legislation

Barriers to providing dignified care

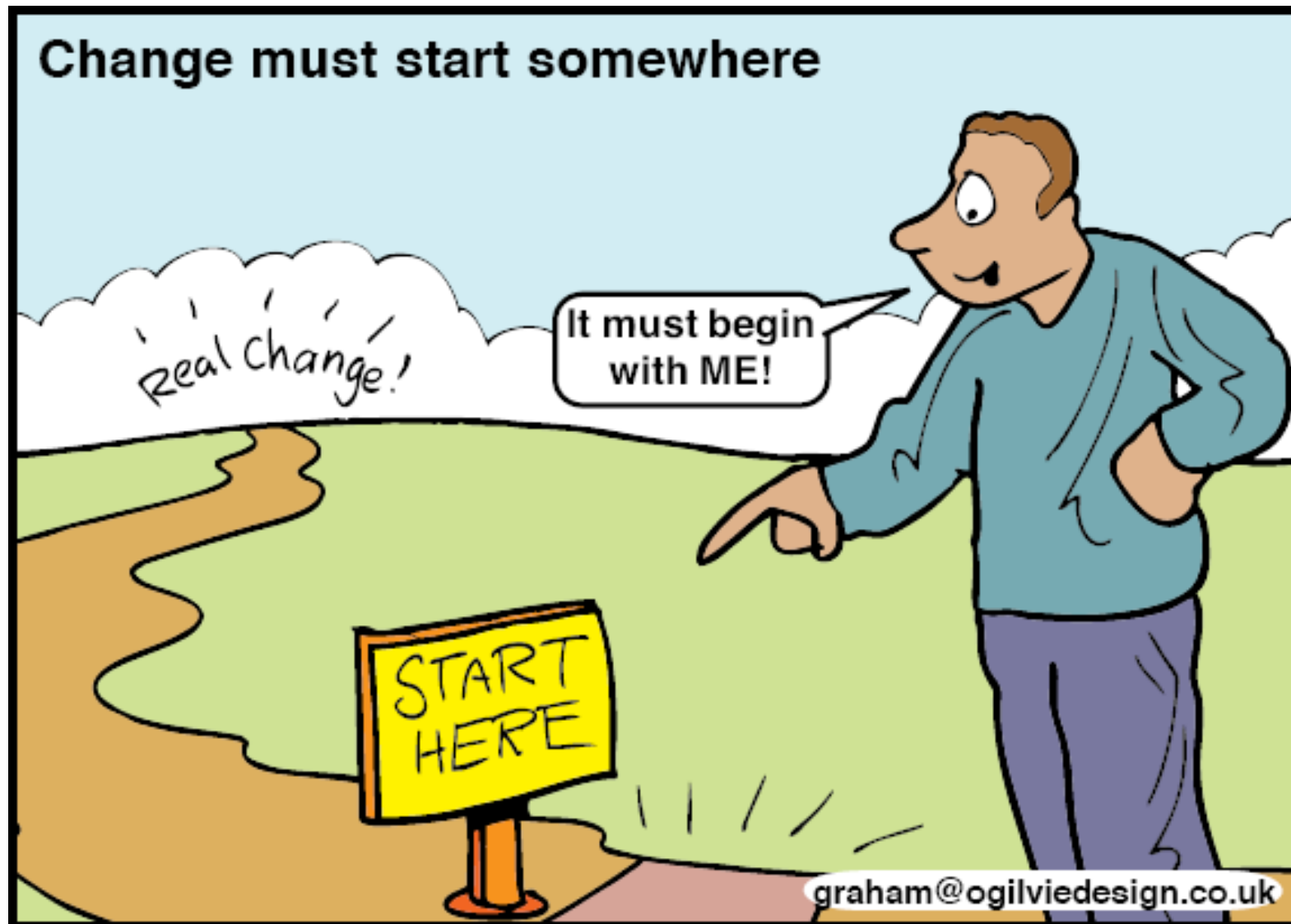
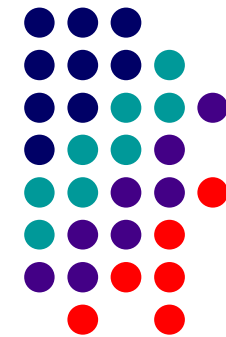


1. Environment
2. Staff attitudes and behaviour
3. Culture of care
4. Specific care activities

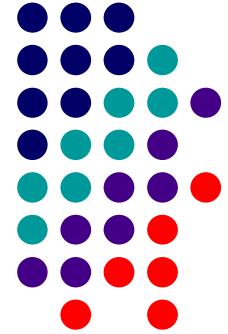


Why change?

- Human rights and other discriminatory legislation
- National minimum standards and regulations
- Regulatory inspections
- Contract terms
- Others waiting to whistle blow on you
- It could cost you your job

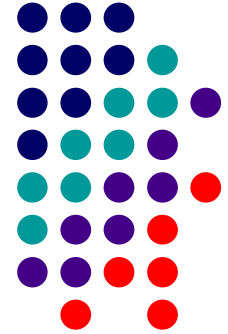


Empathy



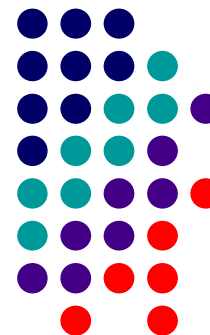
If you were receiving domiciliary care, what would the care worker do or say to make you feel you were receiving a dignified service.

Use words, phrases or sentences to describe the service.



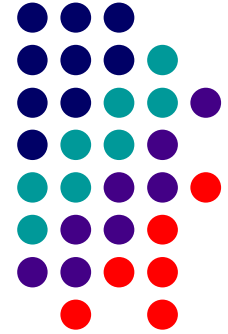
Best practice

- Communication
- Respect
- Privacy
- Autonomy
- Social inclusion
- Diversity and equality
- Pain control
- Eating and nutrition
- Personal hygiene
- Personal care
- Abuse
- Whistle blowing
- End of life care



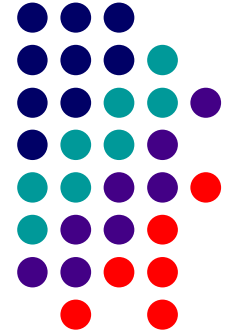
Specific care needs

- 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



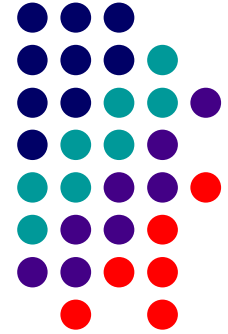
Why change?

- Poor monitoring results
- Lack of awareness during training
- Dignity Challenge
- Changes to the contract
- Raised service user expectation
- Service user complaints
- Raised profile in media
- Bad publicity



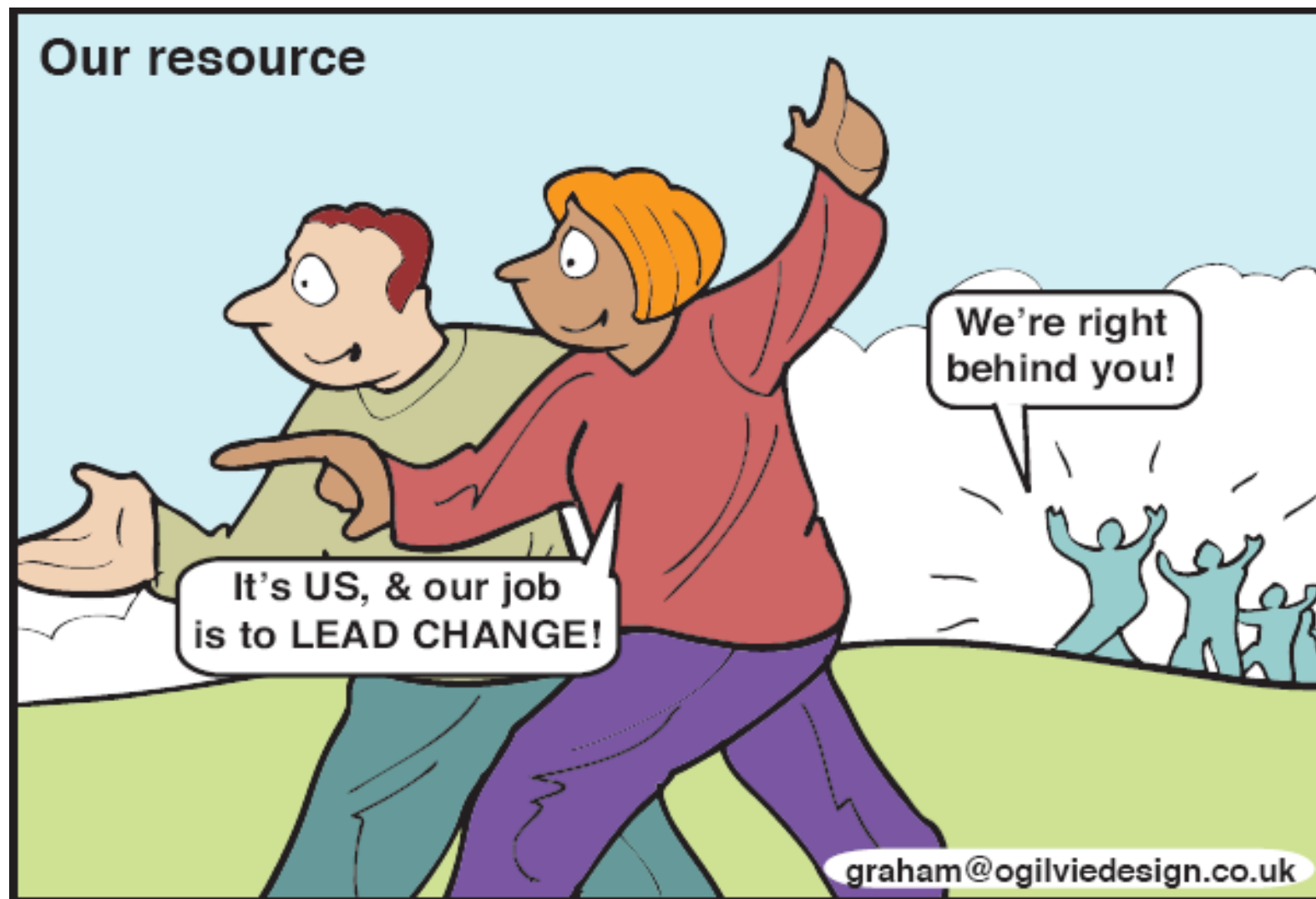
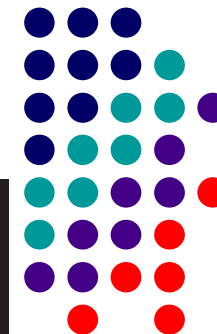
Changes required

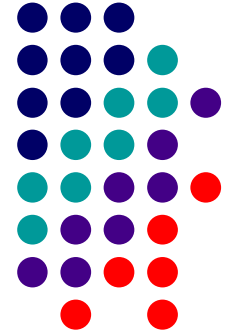
- Changes to the service provided
- Organisational change
- Improvements in staff attitudes
- Changes to commissioning practices



Implementing change

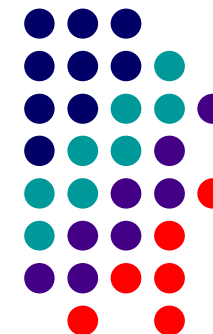
- Understand the reasons for change
- Be responsive
- Bring ideas to the table
- Give assistance to the process
- Be proactive
- Examine your own values





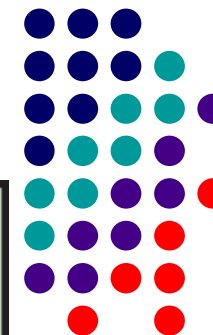
Policies

- Confidentiality
- Whistle blowing
- Communication
- Equality and diversity



Learning outcomes

- Staff are aware of how service users feel when they are not treated with dignity and respect
- Staff know what constitutes best practice when providing services with dignity and respect and ensure they employ these practices
- Staff understand the reasons why unacceptable staff attitudes and practices must be replaced where they exist



Dignity isn't all about hi-tech systems & processes.

I've had a nice bath, my hair done & a nice new nighty - it's not rocket science

