

## **Exercise 1 – What is dignity?**

You have been called to the hospital as your loved one has been involved in a serious car accident. When you arrive, your loved one has been sent to the intensive care unit and is lying unconscious in the bed surrounded by tubes and machines. You sit in the chair beside the bed, and watch what is going on around you.

What do you see and what do you hear that makes you believe that your loved one will be treated with dignity on this unit?

Write down some of the **observations** you make and some of the **words** and **phrases** you hear that assures you that all the patients in the unit are being cared for with dignity.

## Exercise 2 – How can legislation protect dignity?

Give an example of how each act might support the rights of people to receive dignity and respect.

| <b>Act</b>   | <b>Dignity example</b>  |
|--|---|
| Human Rights Act 1998<br><i>Article 8 - Right to respect for private and family life</i> | The act would protect the resident if care staff had revealed confidential information without consent. |
| Human Rights Act 1998<br><i>Article 9 – Freedom of thought, conscience and religion</i>  |   |
| Human Rights Act 1998<br><i>Article 10 – Freedom of expression</i>                       |   |
| Human Rights Act 1998<br><i>Article 14 – Prohibition of discrimination</i>               |   |
| Sex Discrimination Act 1975  |   |
| Race Relations Act 1976  |   |
| Race Relations (Amendment) Act 2000  |   |
| Disability Discrimination Act 1995 and 2005  |   |
| Employment Equality (Sexual Orientation) Regulations 2003                                |   |
| Employment Equality (Religion or Belief) Regulations 2003                                |   |
| The Employment Equality (Age) Regulations 2006   |   |

|   |  |
|---|--|
| Mental Capacity Act 2005                |  |
| Mental Health Act 2007                  |  |
| Sexual Offences Act 2003                |  |
| Safeguarding Vulnerable Groups Act 2006 |  |
| Data Protection Act 1998                |  |
| Freedom of Information Act 2000         |  |

### Exercise 3 – Barriers to providing dignified care

For each of the four barriers, give three reasons why you could not achieve dignity.

|   |  |
|---|--|
| <p><b>Environment</b><br/>(This is about the physical environment, the décor, the cleanliness, the rooms where people sleep, the toilet and bathing facilities and access to these and separate accommodation).</p> |  |
| <p><b>Staff attitudes and behaviour</b><br/>(This is about the inappropriate way staff treat residents).</p>  |  |
| <p><b>Culture of care</b><br/>(This is about the care home's values, beliefs and goals being put before the resident's needs in the way it has organised its staff and provision of services).</p>                  |  |
| <p><b>Specific care attitudes</b><br/>(This is about care staff carrying out inappropriate care procedures).</p>  |  |

## **Exercise 4 – Poor practice**

Mr Goldmann, a man of Jewish faith, has suffered a stroke and as a result speaks slowly, can't see well without his glasses and is unsteady on his feet. He lives in a care home and goes to visit his daughter once a week to spend the day with her. His son picks him up every Tuesday morning at 8.00am and drops Mr Goldmann off at his sister's house on his way to work.

Today, a new care assistant has started at the care home. She introduces herself as Sonia and says to Mr Goldmann, "You're called Johan aren't you? That's a nice name Johan."

Sonia proceeds to help Mr Goldmann out of bed and takes him to the bathroom, where she sits him on the chair beside the sink and fills the sink with water. She drops the facecloth into the water and says, "You wash yourself Johan while I see to some of the others." She leaves the door open on her exit.

A while later, Sonia comes back to Mr Goldmann and says, "Why haven't you washed yourself? Well, it's too late now your breakfast is ready. Come on." She pulls him up from the chair and, still in his pyjamas, takes him into the dining room for his breakfast. Then she proceeds to take a plate from the pile on the table and serves him a bacon and cheese omelette.

Mr Goldmann takes one look at the plate of food and becomes distressed, trying to get the words out of his mouth, "No...no...no...", is all Sonia hears as someone calls for help. She leaves Mr Goldmann abruptly.

"What's the matter with that old chap," Sonia says to the care assistant who has called for her help. "Oh him," the other one says, "I don't know, I haven't got the time for all that mumbling."

When Sonia returns Mr Goldmann is sitting beside his untouched omelette, rocking backwards and forwards, holding himself and is crying. He has heard everything the two care assistants have said about him and cannot eat his breakfast. "What's wrong with you Johan? Don't you like omelette? I thought everyone did," Sonia says sharply.

The front door bell rings. Mr Goldmann's son has come to pick him up. Sonia comes into the dining room to get him into the wheelchair and says, "For God's sake Johan, why didn't you tell me you were going to your daughter this morning? Am I supposed to be psychic or something? I hope you're not going to be this much trouble tomorrow."

## Exercise 5 – What do we need to change?

4 Brightside Road  
Little Devonish  
LD1 4ON

11 March 2009

Simple Care Nursing Home  
Darkness Lane  
Little Devonish  
LD1 4OD

Dear Manager

**Re: Mr Johan Goldman**

I am writing this letter of complaint on behalf of my father, Mr Goldmann who arrived at my house in a very distressed state this morning.

Not only was he still in his pyjamas, but he had been incontinent on the way here, because the care staff had not taken him to the toilet when getting him up this morning. Also, he had not had any breakfast as the care staff had served non-kosher food to a man who requires a kosher diet.

Having spent some time this morning talking with my father, we request that the following changes be made urgently:

Yours sincerely  
Jean Doherty  
Daughter of Mr Johan Goldmann  
C.C. Devonishshire County Council

## **Exercise 6 – Discrimination**

When Jane arrived at work today, she was told that she had a new colleague and was asked if she could work with him for the day.

At the coffee break, Jane is chatting away to John, her new colleague, and it transpires that, although they are equally qualified, he is receiving more pay than she is.

From your group's viewpoint:

1. How do you feel about this situation?
2. What could be the consequences of this situation?
3. Why do you think this situation has occurred?
4. How could this situation have been handled better?

## Exercise 7 – Dignity - best practice

For each area, come up with five criteria that describe the care that should be given (two have been completed as an example). Then explain what would need to change from your own viewpoint and within your care home for these to be achieved.

| <b>Area</b>   | <b>Description of best practice</b>   | <b>What would need to change personally and within the care home to achieve this</b> |
|---------------|---|--|
| Communication | 1. Residents are asked how they would like to be addressed.<br>2. Residents feel able to communicate their needs and preferences to care staff.<br>3.<br>4.<br>5. |  |
| Respect       | 1.<br>2.<br>3.<br>4.<br>5.  |  |
| Privacy       | 1.<br>2.<br>3.<br>4.<br>5.  |  |
| Autonomy      | 1.<br>2.<br>3.<br>4.<br>5.  |  |



|                        |                            |  |
|------------------------|----------------------------|--|
| Social inclusion       | 1.<br>2.<br>3.<br>4.<br>5. |  |
| Diversity and equality | 1.<br>2.<br>3.<br>4.<br>5. |  |
| Pain control           | 1.<br>2.<br>3.<br>4.<br>5. |  |
| Eating and nutrition   | 1.<br>2.<br>3.<br>4.<br>5. |  |
| Personal hygiene       | 1.<br>2.<br>3.<br>4.<br>5. |  |

|                  |  |  |
|------------------|--|--|
| Personal care    | <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol> |  |
| Abuse            | <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol> |  |
| Whistle blowing  | <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol> |  |
| End of life care | <ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol> |  |

## **Exercise 8 – Caring for people with specific care needs**

Explain how the care needs might differ when thinking about providing food and drink for each of these groups.

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

## **Exercise 9 – Commissioning**

Commissioners now expect that services are personal, sensitive to individual need and that they maintain independence and dignity.

You are a commissioner, paying a care home to provide care services to a number of residents. What six pieces of evidence would prove to you that the care home was providing a personal service, sensitive to the needs of the client and that the client's independence and dignity was being taken into account?

1.

2.

3.

4.

5.

6.

## **Exercise 10 – Writing exercise**

1. Signature using 'other' hand

2. Upside-down signature

## **Exercise 11 – Implementing change**

The care home you work for has received a major complaint regarding the privacy and dignity of a resident cared for by one of your staff. Unfortunately, unbeknown to staff, the resident's daughter is a celebrity and is threatening to go to the national press with the complaint.

The local authority has become involved and has threatened to withdraw their contract unless major changes within the care home take place within three weeks. If the changes are not made, the local authority will close the home down and this means that staff will all lose their jobs.

The management have called all staff together to explain the problem and have asked for assistance to resolve the crisis quickly.

They have gathered staff into small groups and have asked them to come up with the answers to the following four questions as a way of implementing change as quickly as possible.

1. If you were a resident, what type of service would you expect to receive?
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
2. If you were a resident, how would you know that the care home and its staff took dignity seriously?
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
3. How could changes be made to the care provided in only three weeks?
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
  
4. What can the care staff do to help implement these changes quickly?

## **Exercise 12 – Policy content**

1. Confidentiality

2. Whistle blowing

3. Communication

4. Equality and diversity