



## **THE NATIONAL DIGNITY COUNCIL ANNUAL GENERAL MEETING**

### **OPEN MEETING**

#### **Celebration of the 100,000<sup>th</sup> Champion**

In April this year the 100,000<sup>th</sup> Champion had registered on the site. It had been hoped to make a presentation to that person today but for a number of reasons that had not proved possible. However, Jan showed the meeting the heart that we would be awarding, which everyone thought was wonderful, and Liz advised the meeting that the person in question was Jodie Breed. Jodie works at Berry Hill Park residential and nursing home in Mansfield, Nottinghamshire. Liz asked Jodie to tell her why she had become a Dignity Champion. She said

*“The reason I became a Dignity Champion, where do I start?  
I have been caring for the elderly, for ten years now. I believe that it is important to understand each individual's needs and preferences are vital to ensure that their care is delivered appropriately and in the way that suits them. Maintaining respect and recognising their right to privacy, gives them a more relaxing atmosphere whilst dealing with day to day activities. I aim to provide each individual with as much support as they require, whilst creating opportunities for them to remain independent as much as possible. Having a caring and understanding approach, gives a person centred feel, especially through difficult times in their lives which, lets face it, can be embarrassing and distressing. I aim to ensure that every person I care for are as comfortable as possible and feel like they are able to spend their days in a warm and loving environment,  
I see it as I work in their home, so remember to be respectful of themselves, their families and their personal property. I see the people I care for as my family and treat them as I would my own, and I really hope they feel the same way about me.”*

The meeting felt that Jodie had really summed up what it meant to apply the 10 Dignity Do's in practice. Arrangements will be made to get the heart crystal to Jodie.

#### **NICE – what does dignity mean to us?**

Jan then introduced Holly Irwin who talked about what Dignity meant to NICE and the work of NICE. Her presentation is attached to this report. Holly stated that she had been very impressed by the Ten Dignity Do's and the range of resources that were available on the Dignity in Care website. She explained a little about how NICE works and the difference between the guidelines and quality standards that NICE produces. She emphasised that it was the Quality Standards that sought to influence care and support services. The guidelines being developed through the consideration of evidence to give detailed ideas of what might be expected and what does and doesn't work. The guidelines are very detailed documents and contain recommendations for practice but are mainly aimed at Commissioners of services. NICE recognise that people who use services are the experts and they have at least 2 experts by experience on every panel or committee. This has meant that the outcomes are much more informed and some recent work in relation to Learning Disabilities have provided some insights into how best to facilitate and utilise the experience of service users. All the products from NICE promote dignity, but Holly highlighted three in particular, NG86, CG136 and CG138. Holly also mentioned a new resource called 'Unlocking Capacity smarter together', this was launched by NICE last week, it was brought together with a range of stakeholders working on Quality Matters Objectives 4 and 5, this includes the National Dignity Council. The resource will be promoted by the Council through our Newsletter and website. Holly commended the Council for their work and our offer which has a very strong link to the Campaign and Dignity.



After a couple of questions from those present Jan thanked Holly for her input, and again commended the resource to the meeting.

### Dancing for Dignity

Jan reminded everyone that next month was Dancing for Dignity month, and there were lots of ways in which people could get involved, from organising a Tea Dance to holding a Danceathon. It's a great way of raising funds for the sustainability of the Council and having fun. Attendees were encouraged to take part- and some information was made available. More information sample posters etc, can be found on the website.

### Inpatient Dignity Do's

Jan introduced a resource that had been developed following a stay she had recently spent as an inpatient. She commented that she was surprised that even as an assertive person she had found it quite difficult to stand up for her rights when she was a patient. Following her stay in hospital she had met with the relevant leads at the hospital and discussed her experiences and ways in which it could be improved, the inpatient Dignity Do's were the result. The meeting shared various experiences they or someone they knew had had, including Alan's example of where addressing issues himself had resulted in raising the knowledge and experience of other patients/carers. The document was welcomed and is attached. It will also be placed on the website.

### Medication Audit

Liz introduced the draft document stating that it was hoped that this would be added to the suite of audits that were currently available on the website. There were some initial questions and discussion. It was emphasised that it very much focussed on Dignity and medication and was not a substitute for any pharmacy and regulatory assessment of medication management. The intention being that anyone could self-audit using the document as they could with other sections of the suite of audits currently available. Those present were asked to make any comments by the end of the month. The audit will then be added to the suite on the website.

### Dignity Training Pack

Jan introduced the level 1 Dignity Training that had been produced by the Council. She stated that it was about having materials there that could be used by any champion to deliver training in their work or life setting. She then worked through the pack. The meeting welcomed the resource and together with the other resources that are already available on the site, felt that it would prove very useful and helpful. The resource is attached. A version with notes will be placed on the website.

### Case Studies

When the survey had been conducted with Champions last year one of the things that had been consistently requested was Case Studies. To that end the council is starting to collect together a range of case studies that demonstrate good practice or provide a vehicle for the discussion of Dignity in a range of settings. Some case studies were made available to the meeting. Jan asked that if people came across other examples they should make them available through the website so that everyone could have access to a range of useful and helpful materials. The active participation of Champions in developing resources to share with other Champions is vital.



### Any Other Business

- Clare and Rigerta highlighted some work they had been doing with young people around getting them to think about what Dignity meant and how they could practice it. Liz reminded the meeting that there were available Children's Cards that could be used with young people up to the age of 11. They were downloadable from the website but were also available in hard copy on request. No charge was made for this resource.
- Jan commented that it was now ten years since the Dignity Campaign had begun and to celebrate we had commissioned some heart badges. Those present were provided with a complimentary badge. The badges will be £2.50 plus postage and packing £1 in the future.
- Kieun offered some material that her company had been developing looking at Dignity in a particular area each month. This will be placed on the website, and Liz stated that if we could get enough material the Council would open a Champions page that enabled resources that Champions had developed to be shared through the website. Kieun was thanked for sharing her material.
- Jan commented that the FaceBook group DignityinAction was going well, and the posting of hot topics or dilemmas had prompted quite a lot of discussion. Material was also shared between the FaceBook page and the Discussion Forum on the website and this too was being used much more.
- Gillian commented that the Beth Johnson Foundation had published a Dignity Booklet which was well worth looking at.

Finally but by no means least Skills for Care were thanked for their support with hosting the Annual General Meeting.