Introduction to the Dignity through Action Workshop
BACKGROUND TO DIGNITY THROUGH ACTION

To encourage improved care delivery, in relation to ‘Dignity’, to older people in a variety of care situations.

In summary the goals of this work are to:

Challenge values, beliefs and attitudes

Provide an educational approach through a resources package for qualified and unqualified healthcare workers.

Deliver a positive action orientated programme as the basis for sustainable changes in the work place.
## Timetable

<table>
<thead>
<tr>
<th>Work Type</th>
<th>Topic</th>
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</thead>
<tbody>
<tr>
<td>Presentation and Case Study Activity</td>
<td>Introduction to the Dignity Workshop</td>
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<tr>
<td></td>
<td>The Meanings of Dignity</td>
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<tr>
<td>Presentation and Case Study Activity</td>
<td>Dignity Challenges</td>
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<tr>
<td>Presentation</td>
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<tr>
<td>Presentation</td>
<td>Action Planning - Worked Example</td>
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<tr>
<td>Activity</td>
<td>Producing a Personal Action Plan</td>
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*HASCAS: Dignity through Action*
DIGNITY THROUGH ACTION WORKSHOP

PART 1

The Meanings of Dignity
The Meanings of Dignity

‘Dignity’ is a term which is used in two major ways.

1. Dignity is a **quality** of the way we treat others as **human beings**.

2. Dignity is **quality** of an older person’s ‘**inner self**’.
   Personal dignity and self image (**self-esteem/self-respect**)  

   - Expectations of being treated with dignity
   - Appearing dignified (**looking and acting dignified**)
Meaning of Respect

‘Respect’ is a term which is intimately related to ‘dignity’

‘Respect’ is a verb (action or doing word).

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Types of Dignity

- Treating Older People as Human Beings
- Meeting Older Peoples’ Human Needs
  - Need for Personal Identity
  - Need for Merits to be recognised
  - Need for Moral Status to be recognised

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‘all human beings, *endowed with reason and conscience* . . . are *born free and equal in dignity and rights* . . . and *should act towards one another in a spirit of brotherhood* . . . and to be protected against the random misfortunes of life whatever their origins’.

**Underpinning values:**

- Life and freedom from abuse.
- Justice.
- Privacy.
- Freedoms *(thought, conscience, religion, expression, association).*
- Prohibition of discrimination.

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<table>
<thead>
<tr>
<th>Article 2</th>
<th>Right to life</th>
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<tbody>
<tr>
<td>Article 3</td>
<td>Prohibition of torture (Abuse)</td>
</tr>
<tr>
<td>Article 4</td>
<td>Prohibition of slavery and forced labour</td>
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<td>Article 5</td>
<td>Right to liberty and security</td>
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<td>Article 6</td>
<td>Right to a fair trial</td>
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<td>Article 7</td>
<td>No punishment without law</td>
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<td>Article 8</td>
<td>Right to respect for private and family life</td>
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<tr>
<td>Article 9</td>
<td>Freedom of thought, conscience and religion</td>
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<tr>
<td>Article 10</td>
<td>Freedom of expression</td>
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<tr>
<td>Article 11</td>
<td>Freedom of assembly and association</td>
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<tr>
<td>Article 12</td>
<td>Right to marry</td>
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<tr>
<td>Article 14</td>
<td>Prohibition of discrimination</td>
</tr>
<tr>
<td>Article 16</td>
<td>Restrictions on political activity of aliens</td>
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<tr>
<td>Article 17</td>
<td>Prohibition of abuse of rights (<em>unless objective reasons</em>)</td>
</tr>
<tr>
<td>Article 18</td>
<td>Limitation on use of restrictions on rights</td>
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<tr>
<td>Protocol 1</td>
<td>Protection of property</td>
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<tr>
<td>Protocol</td>
<td>Right to education</td>
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<tr>
<td>Protocol</td>
<td>Right to free elections</td>
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<tr>
<td>Protocol</td>
<td>Abolition of the death penalty</td>
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</table>

UK Human Rights Act (1998)

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### Some Examples of Possible Breaches

<table>
<thead>
<tr>
<th>Article</th>
<th>Right to life</th>
<th>No proper assessment of needs</th>
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</thead>
<tbody>
<tr>
<td>Article 3</td>
<td>Prohibition of torture (Abuse) or degrading treatment</td>
<td>Not being given enough fluids</td>
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<tr>
<td>Article 5</td>
<td>Right to liberty and security</td>
<td>Older people in care homes given sedatives, tranquillisers and restrained physically</td>
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<tr>
<td>Article 8</td>
<td>Right to respect for private and family life</td>
<td>Going through someones belongings without permission</td>
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<tr>
<td>Article 9</td>
<td>Freedom of thought, conscience and religion</td>
<td>Restricting access to place of worship</td>
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<tr>
<td>Article 10</td>
<td>Freedom of expression</td>
<td>Frightened to complain</td>
</tr>
<tr>
<td>Article 11</td>
<td>Freedom of assembly and association</td>
<td></td>
</tr>
<tr>
<td>Article 14</td>
<td>Prohibition of discrimination</td>
<td>Access to health services or age related rationed healthcare</td>
</tr>
<tr>
<td>Protocol</td>
<td>Protection of property</td>
<td>Disposal of personal property</td>
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</tbody>
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Treating People as Human Beings 3A – Further Examples

**Article 2: Right to Life**

Some older people go into long-term care without receiving a comprehensive assessment of their needs.

Older people with certain conditions may be left untreated until crises arise, as it is perceived that they are in a place of safety.

Reversible mental health conditions such as depression are not diagnosed and are not treated.

Nearly half of care homes are failing to meet national minimum standards for how they give persons their medication, prescribed by their doctors, to treat their medical conditions.

Geriatrics Society (2007)
Treating People as Human Beings 3B – Further Examples

Article 2: Right to Life (Neglect - Wide ranging term).

(Help the Aged (2007)). Not enough given fluids, food, clothing or personal care (necessities for daily living). Neglect could include not being changed out of dirty or wet clothes, not being given the right medication or not being given enough time to eat a full meal

(Age Concern (2006))

60% of older people at risk of malnutrition (or situation getting worse).

40% of older people are malnourished on admission to hospital

Patients over 80 yrs admitted to hospital have 5 time prevalence of malnutrition than those less than 50 yrs

Malnourished people stay in hospital longer and are 3 times more likely to develop complications and infections.

50% of older people in general hospitals have mental health needs.

Cost of malnutrition on health care costs is £7.4bn pa (more than obesity). Half of this cost is spent on people over 60 yrs.

Of those who said they needed help to eat their food, 18% said they got no help and 21% said help was only given sometimes.
### Article 3: Prohibition of torture (Abuse)

500,000 older people are believed to be abused at any one time in the UK *(Ogg and Bennett 1992 on behalf of the Royal London Trust)*

Two thirds of abuse is committed at home by someone in a position of trust and
Those aged between 80 and 89 are the most vulnerable to abuse *(Based on analysis of calls to the Action on Elder Abuse helpline)*

Older persons can be given the wrong medication, someone else’s medication, medication in the wrong doses or no medication at all *(Geriatrics Society (2007))"*/
<table>
<thead>
<tr>
<th>Article 5: Right to liberty and security</th>
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<tbody>
<tr>
<td>Older people in care homes may be given sedatives, tranquillisers and restrained physically. This can arise as a result of inadequate levels of staff, skills and training (Geriatric Society, (2007))</td>
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<table>
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<tr>
<th>Article 8: Right to respect for private and family life</th>
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<tr>
<td><strong>Theft.</strong> Items of value that are stolen such as money or jewellery. It can insignificant to an outsider, but valuable to an older person. Theft can also be where people in position of trust use money or possessions in ways that the owner is not happy with or keep it for themselves (Help the Aged (2007))</td>
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<tr>
<th>Article 14: Prohibition of discrimination</th>
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<tbody>
<tr>
<td>Availability of resources</td>
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<tr>
<td>Resuscitation issues</td>
</tr>
<tr>
<td>Access to services</td>
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<tr>
<td>Health service rationing</td>
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<tr>
<td>Age related targets</td>
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</table>
Treating as Human Beings People – Supporting Laws

Other UK Laws uphold *older* people’s rights and direct how people should be treated by others:

Q. WHAT ARE THESE UK LAWS?
Treating People as Human Beings – Supporting Laws

Other UK Laws uphold (older) people’s rights and direct how people should be treated by others – for example:

- Sex Discrimination Act (1975).
- Race Relations Act (1976).
- Mental Health Act 2007.
- Health and Social Care Act 2008
Types of Dignity

Dignity of the Human Being

- Conventions and Laws
- Right to Life
- No Abuse
- Justice
- Privacy
- No discrimination
- Freedoms/Respect
  - Conscience
  - Religion
  - Expression
  - Association

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Types of Dignity

Meeting Older Peoples’ Human Needs

- Need for Personal Identity
- Need for Merits to be recognised
- Need for Moral Status to be recognised

Treating Older People as Human Beings
Maslow’s Hierarchy of Needs

- **PHYSIOLOGICAL NEEDS**
  - Air, Water, Food, Sleep, System Equilibrium, Excretion, Sex.

- **SAFETY NEEDS**
  - Security of: health, family, property, beliefs & employment etc.

- **LOVE & BELONGING NEEDS**
  - Family and Friendship

- **ESTEEM NEEDS**
  - Self-Esteem, Self-Respect, Respect of Others

- **SELF-ACTUALIZATION NEEDS**
  - Creativity, problem solving, morality, PERSONAL IDENTITY

Older Peoples’ Personal Needs
Types of Dignity

Dignity of the Human Being
- Conventions and Laws
- Right to Life
- No Abuse
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Dignity of Personal Identity
- Personal Identity
- Self Respect
- Self-esteem
- Resilience
- Personal Relationships

HASCAS: Dignity through Action
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Dignity of Merit
- Achievements
- Rank and Seniority
- Place in Society
- Honours awarded
- Employment
- Knowledge & Skills
- Experience
- Qualifications
- Financial Worth
- Success in Life
- Independence

HASCAS: Dignity through Action
Types of Dignity

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**Dignity of Moral Status**
- Peoples’ Moral Principles
- Religious Faith
- Community Membership
- Leadership
- Recognised roles

HASCAS: Dignity through Action
Types of Dignity

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Types of Dignity

**Older Person as a Human Being**

**Older Person’s Human Needs**
- Need for Personal Identity
- Need for Merits to be recognised
- Need for Moral Status to be recognised

**Dignity of the Human Being**
**Dignity of Personal Identity**
**Dignity of Merit**
**Dignity of Moral Status**

*The Dignity and Older Europeans (DOE) Project Study 2001-2004
University of Cardiff*

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Activity 1

The Aged War Hero
DIGNITY CASE STUDY A: TYPES OF DIGNITY

ACTIVITY 1

See the real newspaper article opposite taken from the Daily Telegraph. You see stories like this in the media and they can be upsetting. This exercise requires you to take a step back from the emotions and think about how this man was treated. There are 4 types of dignity:

- Dignity of the Human Being.
- Dignity of Personal Identity.
- Dignity of Merit.
- Dignity of Moral Status.

From this real life case study find one or more examples where each type of dignity has been affected.

You should put your notes onto the Activity 1 Worksheet.

Do not become distracted by speculating about possible details which have not been reported.

Just keep to the ‘big picture’.

Hospital ‘degraded’ hero then sent him home to die

101-YEAR-OLD WAR VETERAN PUT IN A TAXI WITH A BAG FULL OF SOILED CLOTHING

By John Bingham

A war hero aged 101 was sent home to die by a hospital while wearing only a nappy and a set of ill fitting pyjamas. The family of Brigadier XXXXX, who won the Distinguished Service Order, for his leadership in one of the fiercest battles of the Italian Campaign in the Second World War, said he was discharged when unable to feed himself and clutching a bag of soiled clothing.

They said he was in a confused state and incontinent after a stay which left him “degraded and humiliated”. During his five-day spell in a mixed-sex observation ward at in XXXXXXXXX District Hospital, his hearing aid was crushed, his false teeth went missing and soiled pyjamas were piled up unwashed in a locker by his bedside.

Knowing he was dying after losing his ability to swallow food, he asked to go home. But no ambulance was available so he was sent in a taxi on a one hour-long journey to a care home where he died a few days later.

When his family complained about the hygiene issues involving the pyjamas, the hospital wrote back to say that it was unfortunate that he had been unable to avail himself of its laundry service. It has since apologised to Brigadier John’s family for the “unacceptable” nature of his discharge in late 2006.

His case came to light as Nial Dickson, chief executive of the King’s Fund, warned of a deterioration of compassion among staff in NHS hospitals.

The Brigadier’s daughter-in-law, Amanda, said his case highlighted a “disgraceful” lack of care. “All that he had at the end of his 101 years was his dignity and they took that away from him,” she said.

In May 1944, Brigadier XXXXX, then a Lieutenant Colonel, led men of the 2nd Battalion, the Somerset Light Infantry, in the assault across the Garigliano River. He was wounded twice during the operation and later received the Distinguished Service Order for bravery.

“They packed him off in the back of a taxi, with somebody else’s pyjamas on and a nappy so tight that he could hardly breathe and two cotton blankets on his shoulders,” said his daughter-in-law. “They had lost his false teeth … and somebody had stood on his deaf aid, which was crushed.”

She added: “I just can’t believe that any hospital would keep excrement-covered clothing in a locker for five days. I got the impression this lack of attention must be endemic because it was so lightly treated.”

In a statement, the hospital said: “Some aspects of Brigadier XXXXX’s discharge from hospital in 2006 were unacceptable and the trust apologise for any distress that this has caused.

Daily Telegraph
Wednesday 31st December, 2008

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Activity 1

There is a worksheet in the Workshop Pack

As a reminder there is a copy of the types of dignity slide.
Activity 1

The Aged War Hero
## Activity 1: The Meanings of Dignity *(Some Ideas)*

<table>
<thead>
<tr>
<th>Dignity of the Human Being.</th>
<th>Dignity of Personal Identity</th>
<th>Dignity of Merit</th>
<th>Dignity of Moral Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private property</td>
<td>Self-esteem</td>
<td>Senior Army Officer decorated in war.</td>
<td>He was responsible for the lives and welfare of many hundreds of people.</td>
</tr>
<tr>
<td>Loss of and damage</td>
<td>Failing body - frustration</td>
<td>Served country - his expectations to be treated with some dignity that reflects his rank status, previous achievements and contribution to society.</td>
<td>Honoured and respected by the people he would have been in charge of.</td>
</tr>
<tr>
<td>Confusion/incontinence.</td>
<td>Need for respectful treatment.</td>
<td></td>
<td>Leader</td>
</tr>
<tr>
<td>Humiliation - clothing</td>
<td></td>
<td></td>
<td>Expectations of being worthy of respect for his contribution.</td>
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<tr>
<td>Neglect ?</td>
<td></td>
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<tr>
<td>Hygiene issues</td>
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<td>Eating</td>
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<td>Mixed sex ward issue</td>
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<td>Going home - choices?</td>
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<td>Ageism ?</td>
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<td>Assessment issues</td>
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<td>Dying with dignity</td>
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