DIGNITY THROUGH ACTION WORKSHOP

PART 3

The Dignity Challenges
Introduction to the Dignity Government Initiatives

- Dignity in Care Campaign aims to **stimulate a national debate** around dignity in care and create a care system where there is zero tolerance of abuse and disrespect of older people. *(Launched in November 2006)*

- It is led by **Government in partnership with many organizations**.

- Lays out the **national expectations** of what a care service that respects dignity should value

  **Focuses on ten different challenges of dignity.**
Dignity Champions

Dignity in Care Campaign - launched in November 2006

From the Department of Health website:
A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not an optional extra. They believe that care services must be compassionate, person-centered, as well as efficient, and are willing to try to do something to achieve this.

Dignity Champions are willing to:
• Stand up and challenge disrespectful behaviour - act as good role models.
• Speak up about Dignity to improve service delivery.
• Influence/inform colleagues.

What can you do as a Dignity Champion?
• Collaborate with other Dignity Champions.
• Obtain promotional materials.
• Gain support from the Regional Dignity Lead.
• Submit/introduce Dignity Good Practice.
<table>
<thead>
<tr>
<th>10 Dignity Challenges (Summary)</th>
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<tbody>
<tr>
<td><strong>Respect</strong></td>
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<td><strong>Care Partners</strong></td>
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**Dignity Challenges**

<table>
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<tr>
<th>Treating Older People as Human Beings</th>
<th>Meeting Older Peoples’ Human Needs</th>
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*HASCAS: Dignity through Action*
Dignity Challenges

Treating Older People as Human Beings

Meeting Older Peoples’ Human Needs

RESPECT
Support people with respect as you would want yourself

HASCAS: Dignity through Action
Dignity Challenges

**Respect**
Support people with the same *respect* for *rights* and *needs* you would want for yourself or family member

**Maintaining respect - are you really doing it?**

- **Courtesy** and **consideration** *(time is taken to get to know older people)*
  - Personal hygiene needs
  - Recognition of individuality
  - Cultural needs – spiritual concerns
  - Access to private space
  - Dietary and mobility needs
  - Time to compete tasks

- **Partnership** in decision-making

- **Encouraging self management of care**
Dignity Challenges

Treating Older People as Human Beings

- ABUSE
  Zero Tolerance of Abuse & provide a safe environment

- PRIVACY
  Respect peoples’ right to privacy

- AUTONOMY
  Enable maximum levels of independence, Choice & Control

- PERSON-CENTERED CARE
  Offer personalised services to preserve individuality

Meeting Older Peoples’ Human Needs

- RESPECT
  Support people with respect as you would want yourself

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Dignity Challenges

Abuse

Have a zero tolerance of all forms of abuse.

- Psychological and Physical Abuse
- Financial Abuse and Theft
- Sexual Abuse
- Neglect
- Abuse through Ignorance

Zero tolerance of abuse – Do you really have it?

- Do you value older people as central in the way you carry out your care?
- Are you vigilant? Can you spot neglect or abuse is taking place?

What would you do if you saw somebody abusing an older person?

What practical steps would you take?
Dignity Challenges

Privacy

Respect peoples’ right to privacy

All people have a right to privacy and we should respect that right:

- Personal privacy
- Privacy of possessions
- Accommodation
- Personal Information

Respecting privacy - are you really doing it?
**Autonomy**

Maintain the maximum possible level of independence, choice and control for the older person.

Autonomy is a characteristic part of:
- The right to life
- Freedom of thought and expression
- Freedom of association
- No discrimination

Autonomy is about a person’s ability to control, cope with and make personal decisions about their life on a day to day basis, according to personal preferences.

**Maintaining autonomy of the older person - are you really doing it?**

- Support the pace of the individual
- Proper assessment or assumptions - what is wanted or what is best:
- Balance choice against risk for the benefit of the older person
- Can older people influence decisions about their care?
Dignity Challenges

Person-centered Care

Treat each person as an individual by offering a **personalised service**

Do your own care practices promote care and support for the older person as an individual

*Individual:*

- Physical Needs
- Cultural Needs
- Spiritual Needs
- Psychological Needs
- Social Needs
- Personal Preferences

Treating older people as individuals - *are you really doing it?*

*What practical steps could you take tomorrow to help treat each person as an individual by offering personalised services?*

HASCAS: Dignity through Action
DIGNITY THROUGH ACTION WORKSHOP

PART 3 (Continued)

The Dignity Challenges
**Dignity Challenges**

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*HASCAS: Dignity through Action*
Dignity Challenges

Self-esteem

Assist people to maintain confidence and a positive self-esteem

- Encourage older people to relate to other people.
- Conserve social standing even when mental or physical deterioration takes place.
- Develop the self-confidence of the older person.
- Encourage older people to believe in themselves.
- Encourage older people to maintain a dignified appearance.

Maintaining older peoples’ self-esteem - are you really doing it?
Dignity Challenges

Loneliness & Isolation

Act to ease people’s loneliness and isolation

It’s a difficult challenge – how do you identify a person is lonely?

Be aware of older peoples’ loneliness and isolation and attempt to ease the effects

but also be aware of

Loneliness vs. Privacy/Solitude

Know and understand the difference!
## Dignity Challenges

### Treating Older People as Human Beings

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<td>People feel able to complain without fear of retribution</td>
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<td><strong>CARE PARTNERS</strong></td>
<td>Engage with family members/carers as care partners</td>
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Dignity Challenges

Communication
Listen and support people to express their **needs and wants**

Communication is a two way process

<table>
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<th>Good Communication</th>
<th>Risks to Communication</th>
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<tr>
<td>• Be responsive, welcoming and available.</td>
<td>• ‘Over familiarity’ and ‘over stepping the mark’.</td>
</tr>
<tr>
<td>• Develop and foster professional interpersonal</td>
<td>• ‘Talking over’ older people as if they are not there.</td>
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<td>relationships with older people.</td>
<td>• Privacy and humiliation issues e.g. talking about</td>
</tr>
<tr>
<td>• Try to listen carefully to older people with an</td>
<td>incontinence.</td>
</tr>
<tr>
<td>open mind.</td>
<td>• Tone of voice and its volume.</td>
</tr>
<tr>
<td>• Communicate carefully:</td>
<td>• Talking to older people as if they are babies.</td>
</tr>
<tr>
<td>o Proper introductions.</td>
<td>• Rough handling.</td>
</tr>
<tr>
<td>o Addressing people with respect.</td>
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<tr>
<td>o Show respect and courtesy in your manner, tone of</td>
<td></td>
</tr>
<tr>
<td>voice and in what you say at all times.</td>
<td></td>
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<tr>
<td>o Touch as a form of communication.</td>
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Sound two way communication - **are you really doing it?**
Dignity Challenges

**Complaints** *(without fear of retribution)*

Ensure people feel able to complain *without fear of retribution*

Do older people have access to the information/they need?
Are complaints policies and procedures user-friendly and accessible?
Is openness and participation encouraged?

An effective organization should have:
- Routine Management Processes and a ‘no blame culture’.
- Accurate and timely record keeping.
- A responsive [Complaints Handling System](#).

Can older people complain without any fear - *are you really doing it?*
Dignity Challenges

Care Partners

Engage with family members and carers as care partners

Relationship with Care Partners: Personal Care Practice (After DOE Project, 2008; RCN, 2008; SCIE, 2008)

- Relatives and carers should experience a welcoming ambience.
- Relatives and carers should be kept fully informed and receive timely information.
- Relatives and carers should be listened to and encouraged to contribute to the benefit of the person receiving services.
- Use of admission checklists should be used to ensure no information is missed. Care partners are valuable sources of information. *(The information necessary to care for an older person).*
- Relatives and carers should know who is ‘in charge’ and how to raise issues.

Are we alert to the possibility that relatives’ and carers’ views may not always the same as those of the person receiving care services.

Do you really involve family members - *are you really doing it?*

HASCAS: Dignity through Action
Dignity Challenges: Overall View

Treating Older People as Human Beings

- **ABUSE**
  Challenge: Zero Tolerance of Abuse & provide a safe environment

- **PRIVACY**
  Challenge: Respect peoples’ right to privacy

- **AUTONOMY**
  Challenge: Enable maximum levels of independence, Choice & Control

- **PERSON-CENTERED CARE**
  Challenge: Offer personalised services to preserve individuality

Meeting Older Peoples’ Human Needs

- **RESPECT**
  Challenge: Support people with respect as you would want yourself

- **SELF - ESTEEM**
  Challenge: Assist people maintain confidence and self-esteem

- **LONELINESS & ISOLATION**
  Challenge: Act to alleviate peoples’ loneliness and isolation

- **COMMUNICATION**
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- **ABILITY TO COMPLAIN**
  Challenge: People feel able to complain without fear of retribution

- **CARE PARTNERS**
  Challenge: Engage with family members/carers as care partners

HASCAS: Dignity through Action
Activity 3.1

Case Study B
Activity 3.1: Recognising Challenges to Dignity

CASE STUDY B TEXT

Located in Workshop Pack. You might find more than once instance of the same dignity challenge in the Case Study, and some challenges may be absent.

Instructions:

1. Read the Case Study carefully.
2. In your group, discuss how the challenges to dignity appear in the Case Study.
3. Record your ideas on the worksheets provided.

CASE STUDY B WORKSHEETS

Located in Workshop Pack

This lists the 10 dignity challenges with space for your notes against each one.

Write your ideas in note form.
Activity 3.1: Recognising Challenges to Dignity

ACTIVITY 3.1 WORKSHEETS – See Workshop Pack

<table>
<thead>
<tr>
<th>Meeting Peoples’ Human Needs</th>
<th>Treating People as Human Beings</th>
<th>Give examples from the Case Study</th>
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<tr>
<td><strong>CONFIDENCE AND POSITIVE SELF-ESTEEM.</strong>&lt;br&gt;Assist people to maintain confidence and a positive self-esteem.</td>
<td><strong>RESPECT</strong>&lt;br&gt;Support people with the same respect you would want for yourself or a member of your family.</td>
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<td><strong>LONELINESS AND ISOLATION</strong>&lt;br&gt;Act to alleviate people’s loneliness and isolation.</td>
<td><strong>ZERO TOLERANCE OF ABUSE</strong>&lt;br&gt;Care and support is provided in a safe environment, free from any form of abuse.</td>
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<td><strong>COMMUNICATION</strong>&lt;br&gt;Expression of Needs and Wants.&lt;br&gt;Listen and support people to express their needs and wants.</td>
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HASCAS: Dignity through Action
Activity 3.1

Case Study B
HASCAS: Dignity through Action
Activity 3.2

Using Dignity Audit Tools
Dignity Challenges: Overall View

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