Dignity Assessment Tool

"independence

sense of humour

a carer who listens

in my own home

takes the time

real effort to communicate

talking

friendly"

the dignity challenge

listening to older people
across Central & Eastern Cheshire

Central and Eastern Cheshire NHS
Primary Care Trust

AGE Concern Cheshire

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Dignity Assessment Tool

This Assessment Tool was developed by listening to what older people, their families and carers told us about their experience of care and what steps are important to them in ensuring that care is provided with dignity and respect.

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The National Dignity Challenge is a clear statement of what people can expect from a service that respects dignity. Its not just about having the policies in place, so Central and Eastern Cheshire Primary Care Trust (CECPCT) asked Age Concern Cheshire to undertake an independent audit to find out what older people, their families and carers experiences of care really are.

1 Have a zero tolerance of all forms of abuse.

Respect for dignity is seen as important by everyone in the organisation, from the leadership downwards. Care and support is provided in a safe environment, free from abuse. It is recognition that abuse can take many forms including physical, psychological, emotional, financial and sexual, and extend to neglect or ageism.

2 Support people with the same respect you would want for yourself or a member of your family.

People should be cared for in a courteous and considerate manner, ensuring time is taken to get to know people. People receiving services are helped to participate as partners in decision-making about the care and support they receive. People are encouraged and supported to take responsibility for managing their care themselves in conjunction with, when needed, care staff and other information and support services.

3 Treat each person as an individual by offering a personalised service.

The attitude and behaviour of managers and staff help to preserve the individual's identity and individuality. Services are not standardised but are personalised and tailored to each individual. Staff take time to get to know the person receiving services and agree with them how formally or informally they would prefer to be addressed.

4 Enable people to maintain the maximum possible level of independence, choice and control.

People receiving services are helped to make a positive contribution to daily life and to be involved in decisions about their personal care. Care and support are negotiated and agreed with people receiving services as partners. People receiving services have the maximum possible choice and control over the services they receive.

5 Listen and support people to express their needs and wants.

Provide information in a way that enables a person to reach agreement in care planning and exercise their rights to consent to care and treatment. Openness and participation are encouraged. For those with communication difficulties or cognitive impairment, adequate support and advocacy are supplied.

6 Respect people's right to privacy.

Personal space is available and accessible when needed. Areas of sensitivity which relate to modesty, gender, culture or religion and basic manners are fully respected. People are not made to feel embarrassed when receiving care and support.

7 Ensure people feel able to complain without fear of retribution.

People have access to the information and advice they need. Staff support people to raise their concerns and complaints with the appropriate person. Opportunities are available to access an advocate. Concerns and complaints are respected and answered in a timely manner.

8 Engage with family members and carers as care partners.

Relatives and carers experience a welcoming ambience and are able to communicate with staff and managers as contributing partners. Relatives and carers are kept fully informed and receive timely information. Relatives and carers are listened to and encouraged to contribute to the benefit of person receiving services.

9 Assist people to maintain confidence and a positive self-esteem.

The care and support provided encourages individuals to participate as far as they feel able. Care aims to develop the self-confidence of the person receiving services, actively promoting health and well-being. Adequate support is provided in eating and drinking. Staff and people receiving services are encouraged to maintain a respectable personal appearance.

10 Act to alleviate people's loneliness and isolation.

People receiving services are offered enjoyable, stimulating and challenging activities that are compatible with individual interests, needs and abilities. People receiving services are encouraged to maintain contact with the outside community. Staff help people receiving services to feel valued as members of the community.

1 Information, help and advice

A service which respects dignity will ensure that people have access to the information and advice they need; information is provided in a way which allows people to participate fully in their care; people have access to the help they need when using services; information systems offer the intelligence to facilitate service delivery, monitor its impact and inform service development.

1.1 Information for people using services

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a Information spans the complete care journey embracing care in other settings ✔**Supports** Dignity Challenges 5 & 7	● ○ ● ○ ● ○			
b Information is up-to-date and uses accessible language ✔**Supports** Dignity Challenge 5	● ○ ● ○ ● ○			
c Information is provided in a variety of forms to suit different needs and is innovative in it's use of medium i.e. audio, film, large print, Braille, different languages, pictorial representations, on-line ✔**Supports** Dignity Challenge 5	● ○ ● ○ ● ○			
d Information is of a high standard and communicates excellence in services for older adults ✔**Supports** Dignity Challenge 1	● ○ ● ○ ● ○			
e Information is developed in consultation with older adults, their representatives and other care providers ✔**Supports** Dignity Challenges 1 & 8	● ○ ● ○ ● ○			

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a Staff are identified and made accountable for ensuring that people receive information about their hospital stay, the complaints procedure and their discharge ✔Supports Dignity Challenges 4, 7 & 8	🟢☐ 🟠☐ 🔴☐			
b Staff are identified and made accountable for ensuring that people have understood the information which is given to them and receive any help they may require to do so ✔Supports Dignity Challenge 4 & 8	🟢☐ 🟠☐ 🔴☐			
c Staff are identified and made accountable for offering continuous high quality customer care throughout the care journey ✔Supports Dignity Challenge 4 & 8	🟢☐ 🟠☐ 🔴☐			
d Opportunities are available to access • an advocate • translation services • specialist help for people with physical, sensory and cognitive impairment ✔Supports Dignity Challenge 5	🟢☐ 🟠☐ 🔴☐			
e Relatives and carers are kept fully informed and receive timely information about care ✔Supports Dignity Challenges 1 & 8	🟢☐ 🟠☐ 🔴☐			

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
f Concerns and complaints are respected and answered in a timely manner ✔**Supports** **Dignity Challenge 8**				
g Staff support people to raise their concerns and complaints with the appropriate person ✔**Supports** **Dignity Challenge 7**				
h A clear statement is available for older adults about what they are entitled to expect of a service which respects dignity ✔**Supports** **Dignity Challenges 1 & 3**				

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a Information for staff which informs them about the mission and achievements of the organisation ✔Supports **Dignity Challenge 1**	● ○ ● ○ ● ○			
b Information for staff which helps them to learn from mistakes ✔Supports **Dignity Challenges 1 & 7**	● ○ ● ○ ● ○			
c In respect of Dignity, robust information systems are in place which facilitate service delivery, monitor its impact and inform service development ✔Supports **Dignity Challenges 1 & 7**	● ○ ● ○ ● ○			
d In particular robust data is collected on areas of delivery which have been identified as impacting negatively on dignity and respect e.g. place of death, % of people who die who were on care of the dying pathway, time of discharge, number of ward moves ✔Supports **Dignity Challenges 1 & 7**	● ○ ● ○ ● ○			
e Customer complaints data is analysed in a way which accurately represents the different dimensions of dignity and respect ✔Supports **Dignity Challenges 1 & 7**	● ○ ● ○ ● ○			

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
f Find innovative ways to feedback customer views which enable them to remain anonymous e.g. use of proxies in the form of volunteers from organisations, role play, audio tapes of personal accounts ✔**Supports Dignity Challenge 1**	🟢 ⬜ 🟠 ⬜ 🔴 ⬜			
g Staff at Executive level find ways to become more aware and inform themselves about people's perceptions of the service ✔**Supports All Dignity Challenges**	🟢 ⬜ 🟠 ⬜ 🔴 ⬜			
h Staff responsible for championing dignity are identified at all levels of the organisation ✔**Supports All Dignity Challenges**	🟢 ⬜ 🟠 ⬜ 🔴 ⬜			
i An executive lead be identified to identify, communicate to the DOH and find strategies to resolve or ameliorate any negative impacts caused by perverse incentives on services caused by competing targets ✔**Supports Dignity Challenges 3 & 5**	🟢 ⬜ 🟠 ⬜ 🔴 ⬜			

1.3 Information to support service provision

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Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
j Policies, systems and processes are in place for the adherence and monitoring of corporate responsibilities in relation to Equality, Diversity and Human Rights legislation. ✔**Supports Dignity Challenges 1, 5 & 6**				
k Policies, systems and processes are in place to ensure compliance with patient confidentiality, Data Protection and Freedom of Information legislation ✔**Supports Dignity Challenges 1, 5 & 6**				
l There are clear accountability and reporting systems in place for reporting abuse and negligence in line with Safeguarding Adults ✔**Supports Dignity Challenge 1**				

2 Respect for individuals

A service which respects dignity is one where people are treated with respect in terms of how they are addressed and the manner in which they are cared for. Care is personalised and person-centred not task focused and staff have enough time to go at the pace of the individual and to maintain independence by working 'with' people rather than 'doing things for them'. Staff are trained to recognise abuse and neglect and are willing to report it. Care addresses the needs of the whole person, promotes a sense of identity and caters for diversity.

2.1 The culture and ethos of the care setting

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a Whole organisation training helps people to understand and recognise age discrimination and to work in ways which combat this ✔Supports Dignity Challenge 1				
b Respect for dignity is seen as important by everyone in the organisation from the leadership downwards ✔Supports Dignity Challenge 1				
c Valuing people as individuals is central to our philosophy of care ✔Supports Dignity Challenge 1				
d Openness and participation are encouraged ✔Supports Dignity Challenge 5				
e Relatives and carers experience a welcoming ambience ✔Supports Dignity Challenge 8				

2 Respect for individuals

2.2 The way in which care givers behave

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a The attitude and behaviour of managers and staff help to preserve the individual's identity and individuality ✔Supports Dignity Challenges 2, 3, 5 & 7	🟢⬜ 🟠⬜ 🔴⬜			
b People are cared for in a courteous and considerate manner ✔Supports Dignity Challenge 2	🟢⬜ 🟠⬜ 🔴⬜			
c Areas of sensitivity which relate to modesty, gender, culture or religion and basic manners are fully respected ✔Supports Dignity Challenge 2	🟢⬜ 🟠⬜ 🔴⬜			
d Staff agree with people how formally or informally they would prefer to be addressed ✔Supports Dignity Challenge 6	🟢⬜ 🟠⬜ 🔴⬜			
e People are not made to feel embarrassed when receiving care and support ✔Supports Dignity Challenge 2	🟢⬜ 🟠⬜ 🔴⬜			

2 Respect for individuals

2.2 The way in which care givers behave

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
f Staff help people receiving services to feel valued as members of the community ✔Supports Dignity Challenge 6	🟢 ⬜ 🟠 ⬜ 🔴 ⬜			

2.3 The manner in which care is provided

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a Services are personalised and tailored to each individual ✔Supports Dignity Challenge 2	🟢 ⬜ 🟠 ⬜ 🔴 ⬜			
b Services are person-centred not task focused ✔Supports Dignity Challenge 3	🟢 ⬜ 🟠 ⬜ 🔴 ⬜			
c Staff and the people receiving services are encouraged to maintain a respectable personal appearance ✔Supports Dignity Challenge 9	🟢 ⬜ 🟠 ⬜ 🔴 ⬜			

2.3 The manner in which care is provided

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Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
d Care aims to develop the self confidence of the person receiving services, actively promoting health and well-being ✔Supports Dignity Challenge 9	🟢⬜ 🟠⬜ 🔴⬜			
e Nutritional needs and preferences for assistance are accurately assessed and met ✔Supports Dignity Challenge 9	🟢⬜ 🟠⬜ 🔴⬜			
f Food is of high quality and menus offer choice which embraces different dietary requirements and suitable alternatives ✔Supports Dignity Challenge 3	🟢⬜ 🟠⬜ 🔴⬜			
g Flexibility exists in terms of time and routine so that people can exercise personal choice ✔Supports Dignity Challenge 4	🟢⬜ 🟠⬜ 🔴⬜			
h Care is provided in a way which encourages independence ✔Supports Dignity Challenge 4	🟢⬜ 🟠⬜ 🔴⬜			

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
i People receiving services are helped to make a positive contribution to daily life and to be involved in decisions about their personal care ✔Supports Dignity Challenge 4	🟢⬜ 🟠⬜ 🔴⬜			
j The care and the support provided encourages individuals to participate as far as they feel able ✔Supports Dignity Challenge 4	🟢⬜ 🟠⬜ 🔴⬜			
k Systems are in place to protect peoples belongings including their laundry ✔Supports Dignity Challenge 6	🟢⬜ 🟠⬜ 🔴⬜			
l People receiving services are offered enjoyable, stimulating and challenging activities that are compatible with individual interests, needs and abilities ✔Supports Dignity Challenge 10	🟢⬜ 🟠⬜ 🔴⬜			
m People receiving services are encouraged to maintain contact with the outside community ✔Supports Dignity Challenge 10	🟢⬜ 🟠⬜ 🔴⬜			

2.4 Environments in which care is provided

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Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a Care is provided in an environment:- • where personal space is available and accessible when needed • which is clean • that is conducive to well-being • which is socially inclusive • where there are shared areas where people can socialise and participate in activities • where people are safe • where there are dedicated single sex facilities and bays ✔**Supports** Dignity Challenges 1, 6 & 10	🟢⬜ 🟠⬜ 🔴⬜			
b Consistent practice to be agreed to address privacy and dignity issues around care of the dying where people may be nursed on the bay ✔**Supports** Dignity Challenge 6	🟢⬜ 🟠⬜ 🔴⬜			
c Consistent practice to be agreed regarding the right to information and support for people on the ward who are aware of but not involved with the death ✔**Supports** Dignity Challenge 6	🟢⬜ 🟠⬜ 🔴⬜			

3 Knowledge about patients

A service which respects dignity is one where personalised care is supported by a robust care planning system and dedicated care managers who are skilled, have sufficient time and are accountable for ensuring that information is collected about the whole person; that people are enabled to participate in this process accessing help where needed; that information is regularly updated.

3.1 Our systems

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a A care planning system is in place which encourages us to take a whole person approach to care ✔**Supports** **Dignity Challenges 2, 3, 4 & 5**	🟢⬜ 🟠⬜ 🔴⬜			
b This system contains prompts which activate help for people so that they can participate in the care planning process e.g. advocacy, translation, signing, contact with families ✔**Supports** **Dignity Challenges 2, 3, 4 & 5**	🟢⬜ 🟠⬜ 🔴⬜			

3.2 Skilled staff

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a Staff will be specially skilled in case management techniques and enhanced inter-personal skills which will allow them to empower people to express their personal preferences and needs and to activate additional resources for those who need help to express themselves ✔**Supports** **Dignity Challenge 5**	🟢⬜ 🟠⬜ 🔴⬜ 🟢⬜ 🟠⬜ 🔴⬜			

3.3 Dedicated resources

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Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a The system has dedicated staff - care managers - accountable for ensuring that care plans are completed, the relevant parties are involved, actions are executed and information is regularly updated ✔Supports Dignity Challenges 1, 2, 3, 4 & 5	🟢 🟠 🔴			
b Consideration be given to this role being held by non clinical staff or that it be a multi-disciplinary function with people seconded to a special unit where the case management role can be learned ✔Supports Dignity Challenges 1, 2, 3, 4 & 5	🟢 🟠 🔴			
c Staff have sufficient time to get to know people and to care plan and case manage ✔Supports Dignity Challenges 1, 2, 3, 4 & 5	🟢 🟠 🔴			

4 Being involved and having choices

A service which respects dignity will offer personalised care and the care planning system which supports it will guarantee that people will be involved and assisted where necessary in planning their care. Care which puts people at the centre, values them and enables them will offer people choice and autonomy. Services which respect dignity and value individuality will be innovative in the way that they incorporate citizen's views into decision-making structures at all levels.

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4.1 Being involved

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a Care and support are negotiated and agreed with people receiving services as partners ✔Supports Dignity Challenge 4	🟢 🟠 🔴			

4.2 Autonomy, choice and control

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
a People receiving services have the maximum possible choice and control over the services they receive ✔Supports Dignity Challenge 4	🟢 🟠 🔴			
b Relatives and carers are able to communicate with staff and managers as contributing partners ✔Supports Dignity Challenge 8	🟢 🟠 🔴			
c Relatives and carers are listened to and encouraged to contribute to the benefit of the person receiving services ✔Supports Dignity Challenge 8	🟢 🟠 🔴			

Care Dimension	Progress	Evidence	Assurance	Lead and Timescale
d People receiving services are helped to participate as partners in decision-making about the care and support they receive ✔Supports Dignity Challenge 3	🟢⬜ 🟠⬜ 🔴⬜			
e People are encouraged and supported to take responsibility for managing their care in conjunction, when needed, with care staff or others ✔Supports Dignity Challenge 3	🟢⬜ 🟠⬜ 🔴⬜			
f Care is provided in a way that enables a person to reach agreement in care planning and exercise their rights to consent to care and treatment ✔Supports Dignity Challenge 5	🟢⬜ 🟠⬜ 🔴⬜			
g Effective systematic engagement mechanisms are in place to ensure ongoing dialogue with citizens as well as service users and their relatives about the development and provision of services ✔Supports Dignity Challenges 4 & 8	🟢⬜ 🟠⬜ 🔴⬜			

For more information contact Age Concern Cheshire
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