DIGNITY AUDIT WORK

LONDON BOROUGH OF HARROW

AUGUST 2010
London Borough of Harrow Dignity Audit

Why did Harrow get involved in the pilot?

• Local Safeguarding Adults Board signed up to the 10 Dignity Challenges
• Dignity work – key strand of Harrow’s Safeguarding Adults’ Prevention strategy
• Harrow keen to be involved in discussing “what next after the DoH Dignity campaign?”
• Knowledge about quality of local services = key part of Harrow’s QA programme
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Who was involved?

• Dignity in Care Coordinator  
  (member of the Harrow Safeguarding Adults Team)
• Harrow LINk  
  (Local Involvement Network)

“Harrow LINk found this to be a valuable exercise – a good mix of powers and experience! We would like to continue with some role in the future”
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What did we audit?

• One residential care home - 14 places for people with a learning disability (private)
• One residential care home - 6 places for people with a learning disability (private)
• One residential care home - 6 places for older people (private)
• One residential care home - 16 places for older people (private)
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What audit tool did we use?

• Questionnaire from the Dignity Campaign website
• Questionnaire previously piloted by Brighton & Hove Council
• Harrow altered the questionnaire to ensure accessibility for people with differing communication needs
• 24 questions covering quality, privacy, care & choice
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How did we use the tool?

• Face to face contact with residents
• Sufficient time allowed for a level of rapport to develop
• Observation of staff interaction with residents
• Other information gathered alongside the tool e.g. complaints about quality of care
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What did we find out about our services?

• Services were well run, residents experienced a good service and were treated with dignity & respect
• 100% of residents reported being treated well by staff and having choice in daily care, meals and activities
• Most residents had no complaints
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What did we find out about our services (contd)?

• All residents would speak with a manager or staff member if they were being badly treated, however

• Some residents not involved in developing their care plan or agreeing any changes to it
Feedback on the tool/process?

• The audit tool worked well, however
• Some questions needed to be tailored to individuals
• Even so, some residents struggled to understand the questions
• Use of complaints was not as successful as anticipated – each home had different thresholds, so difficult to compare
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What will Harrow do with the information/next steps?

- Continue with the dignity audits – probably as an extension of contract monitoring and reviews
- Discuss with user involvement staff how to prepare residents before the audit takes place
- Explore ways of utilising complaints information more consistently
- Continue to raise the profile of dignity in care issues through awareness raising and training events
- Continue to encourage more Dignity Champions to sign up – as a way of ensuring continuous service improvement
- Involve LINk as external partners