

North Somerset Health & Social Care Community

Dignity in Care Statement

The Dignity in Care Initiative was launched by the Department of Health in November 2006 to ensure all older people are treated with dignity and respect when receiving health and social care services. The initiative was extended to mental health services in August 2007. The dictionary definition for dignity is:

“A state or quality or manner worthy of esteem or respect; and (by extension) self-respect.”

Dignity in Care is interpreted as:

“The kind of care, in any setting, which supports and promotes, and does not undermine, a person’s self –respect regardless of any difference.”

At an individual level lack of respect for one’s dignity in care means feeling neglected or ignored whilst receiving care; being treated more as an object than a person; feeling privacy is not respected during intimate care; being addressed in a disrespectful way or with a disrespectful attitude.

In North Somerset our intention is to ensure dignity in care is extended to all adults receiving health and social care services irrespective of the setting and service provider, thereby including all vulnerable and hard to reach groups.

The ten point dignity challenge is a clear statement of what people can expect from a service that respects dignity. In North Somerset we aspire to all those providing care to meet that challenge as individuals, organisations and as partners in the local health and social care community.

The ten point Dignity Challenge

- Have a zero tolerance of all forms of abuse
- Support people with the same respect you would want for yourself or a member of your family
- Treat each person as an individual by offering a personalised service
- Enable people to maintain the maximum possible level of independence, choice and control
- Listen and support people to express their needs and wants
- Respect people’s right to privacy
- Ensure people feel able to complain without fear of retribution
- Engage with family members and carers as care partners
- Assist people to maintain confidence and a positive self esteem
- Act to alleviate people’s loneliness and isolation

March 2009

North Somerset Health & Social Care Community Action Plan for the Implementation on Dignity in Care

Action required	By whom	By when	Desired outcome	How will progress be monitored / evidenced	Progress made
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Raising Awareness					
1. Establish a North Somerset Dignity in Care Steering Group with terms of reference. Workshop sessions to brief and engage members.	NSPCT Programme Managers for OP & MH	January 2008 February 2008	Include representatives from all organisations. Oversee implementation of action plan and report to Older People's Strategy Group, Mental Health Local Implementation Team and Learning Disability Partnership Board.	Via OPSG, MH LIT, PSIB & LDPB	Achieved The North Somerset Dignity in Care Steering Group has been established and the terms of reference for the group have been agreed.
2. Draft Dignity in Care Action Plan to be presented to PCT Professional Executive Committee, Trust Executive teams and Social Services for comments/acceptance.	Asst Director Social Services and Housing, Programme Managers, Trust Directors of Nursing/Operations	December 2007	Secure contribution to, ownership, and support for implementation from key statutory organisations.	Meeting minutes	Achieved Action plan has been approved and accepted by key organisations
3. Develop a North Somerset Dignity statement for ratification in January 2008.	Programme Manager Older People	December 2007	To front up all material and public messages.	Meeting minutes	Achieved
4. Dignity in Care Action Plan to be ratified by NS OPSG, MH LIT, PSIB & LDPB	OPSG/MH LIT/LDPB/PSIB	February 2008	Initiates implementation by all partners.	Meeting minutes	Achieved
5. Progress on Dignity in Care to be overseen by the OPSG, MH LIT, PSIB & LDPB.	Asst Director Social Services and Housing, Programme Managers Older People & Mental Health, LD Joint Service Manager	6 monthly	Strong lead on Dignity in Care and action to maintain momentum	Steering group will review progress against action plan implementation 6 monthly. Via Cabinet / PEC / Trust	OPSG updated September 2008 and April 2009. Update to MH LIT, PSIB and LDPB October 2008 and April 2009. NHS North Somerset Board updated

North Somerset Health & Social Care Community Action Plan for the Implementation on Dignity in Care

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				Boards	September 2008. NHS North Somerset PEC updated annually on Older People's NSF
6. Dignity in Care launch event or events e.g. "Your North Somerset" Transitions Conference	OPSG/ MH LIT/ LDPB/PSIB and Steering Group	From January 2008	Raise awareness and recruit dignity champions – aim to have at least one dignity champion in every care home, hospital ward and care team Register via www.dignityincare.org.uk	Via OPSG / MH LIT / LDPB / PSIB	Dignity in Care has been launched at; Your North Somerset, Transitions Conference, Life Festival, Launch of Safeguarding Adults Policy, NHS North Somerset Annual Public Meeting. All Steering Group members working to recruit Dignity Champions Dignity in Care information given to carers and service users attending the Mental Capacity Act information sessions running in January 2009. WAHT Number of Dignity Champions has increased at WAHT. All members of Working Party signed up and all wards/ areas have a

**North Somerset Health & Social Care Community
Action Plan for the Implementation on Dignity in Care**

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					<p>Dignity Link identified. Clevedon Hospital now has 4 members of staff registered as dignity champions. PCT Provider Services: All representatives on Provider Steering Group have signed up as Dignity Champions.</p>
7. Publicity campaign on Dignity in Care initiative	Communications Managers	March 2008	Raise service-user expectations as regards dignity in care	Via OPSG / MH LIT / LDPB / PSIB	<p>As above. Display in reception during July 2008 at Waverley House. Crossroads – website, service user handbooks and displays in public areas used to raise service user expectations WAHT Poster displayed which informs service users what they can expect in terms of dignity in A&E department. Dignity in Care information given to carers and service users attending the Mental Capacity Act information sessions running in</p>

**North Somerset Health & Social Care Community
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					January 2009. Clevedon Hospital Dignity in Care posters displayed in prominent positions.
8. All staff to receive Dignity card	HR leads	March 2008	Raise awareness and recruit dignity champions	Via OPSG / MH LIT / LDPB / PSIB	Dignity card given to all NSC, WAHT, NSPCT, AWP and Crossroads staff. Crossroads trustees and volunteers have also received Dignity cards.
9. System to be developed which encourages dignity champions and other staff to work on improving the practice in their own areas and then for good practice and innovative ideas to be shared.	Older People Panels, BME Forum User groups	From April 2008	Steady improvement in the quality of life for older people receiving care	6 monthly progress reports. Via OPSG / MH LIT / LDPB / PSIB	Crossroads Frontline staff have received training on Dignity in Care and been encouraged to discuss and put together pocket sized cards for prompting and reminding staff which includes dignity in care and staff commitment to this. NSPCT Dignity in Care Group being set up for Clevedon Hospital. Terms of Reference to be agreed. WAHT Dignity Working Party

**North Somerset Health & Social Care Community
Action Plan for the Implementation on Dignity in Care**

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					<p>(which includes patient reps) established to oversee trust action plan.</p> <p>AWP Essence of Care and Inpatient review address this.</p> <p>PCT Provider Services: Steering Group in place, commenced in June 2008 with representatives from each provider service. Dignity in Care Training provided to staff as part of Safeguarding Adults training.</p> <p>All Provider Services undertook a Dignity in Care Audit in December 2007 with associated Work Programmes. Provider Service overarching work programme to be agreed at next steering group meeting October 08. Monthly progress reports to be commenced.</p> <p>Dignity in Care Steering Group acts as</p>

North Somerset Health & Social Care Community Action Plan for the Implementation on Dignity in Care

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					a support network for Dignity Champions and a forum for sharing information and best practice.
10. Include on all organisation websites the dignity challenge and promotional material	All NSPCT, NSC, AWP, WAHT, Third Sector Communications Managers	February 2008	Raise awareness, service-user expectations, and recruit dignity champions	6 monthly progress reports.	Dignity challenge, tools and promotional material on; NHS North Somerset, NSC, Crossroads and WAHT websites. PCT Provider Services: Safeguarding Adults website pending which will link into Dignity in Care
Processes					
11. Dignity in Care to be part of agenda in management and operational team meetings.	PCT Director of Provider Services, Trust Directors of Nursing, Provider Groups for Care Homes and Domiciliary Care, Weston Hospice, NSC Service and Policy Managers, AWP Service Leads, LD Joint Service Manager	From February 2008	Strong lead from management, raise staff awareness, share good practice, maintain momentum	Via Health Care Commission / CSCI checks Meeting notes including SLA review meetings	Crossroads Dignity in Care on agenda for management committee (Trustees) all Trustees agreed to sign up to Dignity in Care All senior staff signed up to dignity challenge Frontline staff being encouraged to sign up. WAHT Standing agenda item on all ward/divisional

**North Somerset Health & Social Care Community
Action Plan for the Implementation on Dignity in Care**

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					meetings. Part of DON monthly report to board. NSPCT Provider Services Dignity in Care standing Agenda item on all team meetings. Clevedon Hospital Privacy and Dignity is a standing agenda item at staff meetings AWP Inpatient review meets this criteria
12. All organisations to make best use of good practice examples and guides, supporting literature, toolkits. For example: <ul style="list-style-type: none"> • Essence of Care • Dignity on the Ward (Help the Aged) • 10 High Impact Changes for Mental Health & Lets Respect • Tackling Stigma • Skills for Care: Common Induction Standards 	NSPCT, NSC, AWP, WAHT, Third Sector	From April 2008 and ongoing	Improved knowledge, practice and awareness of staff.	Via 6 monthly progress reports.	NS PCT Provider Services Resource file for all staff being complied WAHT 12 month rolling audit programme for Essence of Care well established. WAHT mixed sex audit completed on monthly basis and reported to Board by DofN Also reported at Patient Experience and Patient Environment Action Group. AWP

**North Somerset Health & Social Care Community
Action Plan for the Implementation on Dignity in Care**

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					All in place within trust Clevedon Hospital 12 month rolling audit for essence of care, now completed last 2 years. Audits of patient satisfaction in progress
13. All organisations to check their policies to make sure they comply with the dignity tests	PCT Director of Provider Services, Trust Directors of Nursing, Provider Groups for Care Homes and Domiciliary Care, Weston Hospice, NSC Service and Policy Managers, AWP Service Leads, LD Joint Service Manager	August 2008	Secure expectations of meeting the dignity challenge for all user groups by all staff.	Via 6 monthly progress reports. Health Care Commission / CSCI checks <i>Domain 4, C13a</i> <i>NMS-DC 25</i> <i>NMS-A 40</i>	Completed at WAHT . Crossroads Policies being checked for compliance. AWP has its own policy ratification and policy group. PCT Provider Services: Draft Dignity in Care Policy written for consultation followed by ratification. Links in with Consent to treatment and examination policy and MCA guidelines. Dignity in Care Patient Charter currently being scoped.
14. All organisations to check their business plans, contracts, service level agreements, and service specifications for	PCT Commissioning Managers, NSC Asst Directors & Contracts	March 2008 & ongoing	Secure expectations of meeting the dignity challenge for all user groups by all staff.	6 monthly progress reports. Via Health Care Commission / CSCI checks	In progress at WAHT . NHS North Somerset Included in all new NHS North Somerset SLAs. Measurable dignity in

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commissioned services, to make sure they comply with the dignity tests	Manager, Trust Managers, Care Home Managers			<i>Domain 4, C13a</i>	care standards are included in the 2009/10 acute service contract with WAHT.
15. All organisations to check their staff guidance manuals to make sure they comply with the dignity tests and amend if necessary	HR Leads	August 2008	Secure expectations of meeting the dignity challenge for all user groups by all staff.	6 monthly progress reports. Via Health Care Commission / CSCI checks <i>Domain 4, C13a</i>	Completed at WAHT . Crossroads Dignity cards and aide memoir cards available for all staff highlighting Dignity in Care. NSPCT Updated Dignity at Work policy
16. All organisations to review facilities in which care is given to ensure the environment provide for privacy and allows for confidential discussion.	PCT Director of Provider Services, Trust Directors of Nursing, NSC Asst Director, Care Homes Managers.	July 2008	People are cared for in an environment that supports privacy and confidentiality	6 monthly progress reports. Via Health Care Commission / CSCI checks <i>Domain 6, C20b</i> <i>NMS-OP 10</i> <i>NMS-A 24-30</i>	NSPCT provider services Annual audit undertaken – next due August 2008. Achieved at WAHT . AWP Confidential areas are available on the unit. Clevedon Hospital – audit completed August 08
17. All organisations to review premises in which care is given to ensure discrete sleeping, hygiene and toilet facilities are available for men and women.	PCT Director of Provider Services, Trust Directors of Nursing	Sept 2008	Single sex accommodation is available	6 monthly progress reports. Via Health Care Commission / CSCI checks <i>Domain 6, C20b</i> <i>NMS-OP 10</i>	NSPCT provider services All wards at Clevedon hospital are single sex and toilet facilities are designated either male or female. Additional

**North Somerset Health & Social Care Community
Action Plan for the Implementation on Dignity in Care**

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				NMS-A 24-30	funding from SHA made available to improve and consolidate bathroom and toilet facilities. Achieved at WAHT . Crossroads Premises have been checked. AWP All in place
18. Adoption of 10 key characteristics of good nutritional care in hospitals. Care Homes could apply these good practice principles.	Trust Directors of Nursing, PCT Director of Provider Services, Care Home Managers.	August 2008	Improved nutrition, better experience for service-users at meal times	6 monthly progress reports. Via Health Care Commission / CSCI checks <i>Domain 4, C16</i> <i>NMS-OP 12, 15</i> <i>NMS-A 17</i>	NSPCT provider services Clevedon hospital meets most of 10 criteria. Annual food satisfaction audit for Clevedon Hospital. WAHT Nutritional Steering Group established and active. AWP Essence of Care, PEAT and Inpatient Review inform this practice. Dignity in Care Steering Group Nutritional care workshop delivered for health and social care staff March

**North Somerset Health & Social Care Community
Action Plan for the Implementation on Dignity in Care**

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19. All organisations to check their service user information to make sure they reflect the spirit of the dignity tests and amend if necessary	PCT Director of Provider Services, Trust Directors of Nursing, Provider Groups for Care Homes and Domiciliary Care, Weston Hospice, NSC Service and Policy Managers, AWP Service Managers, LD Joint Service Manager	From January 2008	Raise service-user expectations as regards dignity in care	6 monthly progress reports. Via Health Care Commission / CSCI checks <i>Domain 4, C16 NMS-OP 1 NMS-DC 8 NMS-A 1</i>	2009. In progress at WAHT . Crossroads Service user information being updated to make sure it shows organisation commitment and service users expectations with reference to dignity. In progress for PCT Provider Services
20. All organisations to check their processes for monitoring quality of care, to ensure they include checking that people are being treated with dignity and respect e.g. service review and contract monitoring meetings	PCT Director of Provider Services, Trust Directors of Nursing, Provider Groups for Care Homes and Domiciliary Care, Weston Hospice, NSC Service and Policy Managers & Contracts Manager, AWP Service Manager, LD Joint Service Manager	June 2008	Secure meeting the dignity challenge.	6 monthly progress reports. Via Health Care Commission / CSCI checks <i>Domain 4, C13a Future KPI NI 128</i>	Further Dignity audit completed Feb 09. Dignity questionnaire developed and ready for use from March 09 WAHT . Crossroads New questions, to include dignity, to be added to service used monitoring form. AWP Inpatient Review and Essence of Care in place that cover this. Clevedon Hospital – All patients to be given

**North Somerset Health & Social Care Community
Action Plan for the Implementation on Dignity in Care**

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					<p>patient satisfaction forms to complete on discharge as ongoing monitoring of standards. Dignity in Care addressed in patient satisfaction questionnaires PCT Provider Services: Draft Dignity in Care patient questionnaire.</p>
<p>21. Safeguarding Adults Board to be involved in the Dignity in Care work and the re-write of the Safeguarding Adults Policy to reflect all its principles. Adopt a coordination role taking up issues arising from Dignity work</p>	<p>Asst Director SS, PCT Director Provider Services</p>	<p>March 2008</p>	<p>Secure robust links between meeting the dignity challenge and processes for safeguarding adults.</p>	<p><i>NMS-OP 18</i> <i>NMS-DC 14</i></p>	<p>Sue Tabberer (Safe Guarding Adults Lead Nurse) member of Dignity in Care Steering Group. Safeguarding Adults Policy reflects Dignity in Care principles. Dignity in Care represented at Safeguarding Adults Link Forum. The Safeguarding Adults Board received an update on the Dignity in Care work in December 2008.</p>
Training and Development					
<p>22. All training departments to check the content of their</p>	<p>Training Managers</p>	<p>March 2008</p>	<p>Staff to be aware of the need to treat older people with</p>	<p>6 monthly progress reports.</p>	<p>Crossroads Dignity included in</p>

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<p>induction and follow-up training against the dignity tests and make additions if necessary. Ensure dignity challenge is incorporated into all relevant training programmes. Ensure Users are engaged to support training of professionals wherever appropriate.</p>			<p>dignity and respect from the start of their employment, and this to be reinforced in further training. Keep awareness high, recruit dignity champions.</p>	<p>Via Health Care Commission / CSCI checks <i>Domain 4, C13a</i> <i>NMS-OP 10</i> <i>NMS-DC 19</i> <i>NMS-A 35</i></p>	<p>induction. NSC Dignity in Care routinely included in Social Services & Housing Induction course for new staff. WAHT Achieved NSPCT Dignity card and a copy of Dignity in Care statement given to all new staff during induction. NSPCT Provider Services Dignity in Care covered in Safeguarding Adults Stat/Man training for all clinical staff. Audit of local staff induction check lists is underway as part of Provider Services work programme.</p>
<p>23. NVQ assessors to be encouraged to become dignity champions and thereby encourage improving dignity and</p>	<p>PCT Director of Provider Services, Trust Directors of Nursing, Provider Groups for Care</p>	<p>From February 2008</p>	<p>Increased staff awareness, improved experience for people receiving care</p>	<p>6 monthly progress reports.</p>	<p>NSPCT provider services Jan Potter is an NVQ assessor and Dignity Champion.</p>

**North Somerset Health & Social Care Community
Action Plan for the Implementation on Dignity in Care**

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respect as an NVQ project	Homes and Domiciliary Care, Weston Hospice, NSC Service & Policy Managers, AWP Service Managers, LD Joint Service Manager				Crossroads All NVQ assessors are signed up.
24. Provision of more training on communicating with people with dementia, sensory loss or learning disability	Training managers	March 2008	Improvement in staff's interpersonal skills when working with people with specialist needs	6 monthly progress reports. Via Health Care Commission / CSCI checks <i>Domain 4, C15b</i>	NSC Social Services continue to fund places to increase the number of staff who have BSL skills at basic level. In progress at WAHT . AWP Trust specific training in place PCT Provider Services Training is covered in OT and ICRT Dignity in Care work plans. Dignity in Care Steering Group Useful information pack about communication produced and shared across health and social care.
25. Ensure Users are supported with focussed	Clinicians in primary,	From March 2008	Engagement of users in setting management plans.	6 monthly progress reports	AWP Embedded in ICPA

North Somerset Health & Social Care Community Action Plan for the Implementation on Dignity in Care

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help and assistance, and given time to share their problems in order to secure a diagnosis and agree a management plan.	community, and secondary care services.		Robust understanding by clinicians of problems.	LDPB.	process
User Involvement & Engagement					
26. All organisations to place vulnerable adults at the heart of the decision-making process, and provide clear safeguards for them and their families.	NSPCT, NSC, AWP, WAHT, Third Sector	From January 2008 & ongoing	Secure engagement of users in decision making.	MCA reviews <i>Domain 4, C16</i> <i>NMS-OP 7, 11</i> <i>NMS-DC 9</i> <i>NMS-A 6,7,9</i>	In progress at WAHT . Further training needs identified . Training available over next 4 months Crossroads Staff receive regular training on safeguarding adults and what action to take. PCT Provider Services: In place through Safeguarding Adults Lead Nurse. Systems in place.
27. Modify all user satisfaction questionnaires to be specific about the dignity challenges	Steering Group	From April 2008	Provision for specific feedback from service users.	6 monthly progress reports <i>(Future KPIs NI 138 & 139)</i>	WAHT Exit card is used. Crossroads To be incorporated when monitoring is sent out. PCT Provider Services: Satisfaction questionnaires are currently being reviewed to ensure Dignity in Care

**North Somerset Health & Social Care Community
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28. Consider commissioning a voluntary organisation to survey people's experience in care settings (preferably using Service Users as interviewers)	Provider organisations OPSG / MH LIT / LDPB / PSIB	June 2008	Ascertain areas for improvement and training needs, share good practice.	Steering Group meeting notes.	is covered. Undertaking of experience surveys discussed and considered by Dignity in care Steering Group on 21/01/09 and 18/03/2009.

North Somerset Health & Social Care Community

Dignity in Care Information Source Hyperlinks

Department of Health

[Dignity in care : Department of Health - Policy and guidance](#)

SCIE Practice Guide 9 – Dignity in Care

<http://www.scie.org.uk/publications/practiceguides/practiceguide09/challenge/index.asp>

CSIP Knowledge Community

<http://www.dignityincare.org.uk/viewresource.php?action=viewdocument&doc=98088&grp=47>

A New Ambition for Old Age: Next Steps in implementing the National Service Framework for Older People

http://site320.theclubuk.com/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4133941

Resource Document

http://site320.theclubuk.com/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4133990

DH Dignity in Care 'homepage'

<http://www.dh.gov.uk/en/Policyandguidance/SocialCare/Socialcarereform/Dignityincare/index.htm>

Health Care Commission

<http://www.healthcarecommission.org.uk/serviceproviderinformation/reviewsandstudies/studies/dignityincare.cfm>

Leeds posters

http://www.leeds.gov.uk/files/Internet2007/2007/week40/inter_768575af-486d-4069-a01e-dad36bb5cd1e_5b0ba7d5-ef14-4e7a-be10-ab1b04e9aad2.pdf?bcsi_scan_3EE3BF0F6266F712=0&bcsi_scan_filename=inter_768575af-486d-4069-a01e-dad36bb5cd1e_5b0ba7d5-ef14-4e7a-be10-ab1b04e9aad2.pdf

Improving Nutritional Care (Nutrition Action Plan)

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_079931