



Dignity in Care Champions Network

London Dignity Champions

Second Newsletter

Notes from our meeting 11 October 2007



A rich combination of clinical nurse leaders, heads of social and housing services, general managers, independent providers of domiciliary and residential services, patient representatives and educationists came together for the second London Dignity Champions network. Once again the programme was varied and stimulating and enabled transferable learning opportunities across sectors. Of the 12 feedback forms received all participants rated the session as good-excellent.

News

New London Dignity Champions web pages

See the new London Dignity Champions pages in the London CSIP website. Information about Champion network meetings, presentations and reports from the meetings and news items will be regularly posted on the webpages;

www.londondevelopmentcentre.org

Lesley Carter is the **new London Dignity Champions coordinator**. In her new role as London Regional Change Agent for Older People, Lesley is keen to ensure that your dignity work continues to be shared and supported. She has been involved in the London network from the beginning and leads on implementation of Let's Respect across London (see report below). Lesley can be contacted at;

Lesley.carter@londondevelopmentcentre.org

Engage and be heard –

A national perspective from Karen Dooley, DH National Project Manager, Dignity.

Karen sent the London Champions an up-to-date message about national events.

Karen urged Champions to engage with the **Darzi review**. His interim report ***Our NHS, our future*** contains many references to the central positioning of Dignity. Indeed, the report highlights 'dignity and the patient as a person' as one of four broad factors that need to be improved.

For more information about the National Darzi review see:

www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_079077

The Government has issued the latest guidance on **Local Area Agreements** (LAAs) and there is much scope for Champions to influence local agreements to ensure that all targets have Dignity at the heart of them. See the National Dignity newsletter for more information (due end of October).

The national Nutrition Plan is due to be published at the end of this month.



My life, my way....with your support

John Powell, Head of services in Redbridge talks about how Dignity can be at the heart of service planning, as well as service delivery. John explained how poor performing services have been transformed by putting Dignity at the heart of service development. A sheltered housing scheme that once had up to a third voids (vacancies) has been turned around to be one of the most desirable places for older people to live in Redbridge. The work began before the Dignity Campaign began but John said that the whole concept is now well understood and **Dignity is a useful hook on which to hang** the work that they have doing.

John's presentation can be found at:

www.londondevelopmentcentre.org/DignityInCare.html

Lesley Baillie.

An interactive workshop on the promoting dignity in acute hospital settings was lead by Dr Lesley



Baillie. From her qualitative research on a urology unit Lesley has been able to summarise how **staff behaviour, patient factors and the hospital environment** can either promote or threaten dignity. She found that patients use **rationalisation, humour and acceptance** to manage their in-patient experience. Patients felt that staff can really support dignity through small things; their awareness that their voices carry – especially through curtains, having a dialogue with patients rather than being authoritarian and respecting the limited physical privacy available in a ward setting.

Lesley led the group through an exercise that helped them to think about what staff can do to promote dignity and how this can be measured.

A copy of Lesley's presentation is available at

www.londondevelopmentcentre.org/DignityInCare.html

Champions developing leadership skills

Champions described the skills of effective leadership, captured in the box below;



Participants picked up two very useful techniques to help them be even more effective champions.

The first technique was how to develop very clear and focused goals in their role using the POWER tool. The Dignity Challenge sets out the 10 areas for improvement in Dignity and using the POWER tool, Champions were able to begin to plan how to **meet the Challenge and achieve** their goals.

Moving beyond the SMART (specific, measurable, attainable, realistic, time bound) tool, POWER focuses on **specific outcomes** rather than desirable goals.

- P** **Positive** – Make a positive statement about what you will achieve. Use the present tense to make it real.
If you need to transform a negative into a positive, ask yourself ‘what would I get if....?’ and make the answer your planned outcome
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- O** **Own it** – Is it your goal or someone else’s? Believe it, own it.
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- Own part** – you can change that which is in your control.
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- W** **What** specifically are you going to achieve? – who, what, how, when, where, know every detail

E Ecology – For every action there is a reaction. If you make a change somehow, consider the implications, consider what will be lost and what will be gained. Is the balance of the outcome right?

Evidence – when will you *know* you've achieved your goal?

R Resources – what resources have you got and do you need? Resources include skills, knowledge, partnership and money. If you haven't got them, know how you're going to get them

Route – a journey of a thousand miles starts with the first step!

Hearing yourself talk, seeing yourself act –

Effective ways of giving and receiving messages

Starting from the assumption that everybody goes to work to do their best participants learned how their message of 'Dignity for older people' might sound to other people. Having passion and conviction is not necessarily enough to engage managers, peers and staff in the Dignity campaign. People have different perspectives, priorities and approaches.

So, working in pairs Champions role-played talking to their staff/ managers/colleagues about their desired outcomes for the Dignity campaign in their area of work. Once they gave the message, Champions then put themselves in the seat of the recipient of the message and imaged what it was like to receive that message. They asked themselves how it might have sounded, how it might have felt, what did it look like? Next, Champions moved to an objective seat and reflected on how the message could have been more effectively delivered so that the **recipient** heard a positive message and could see what changing practices will look and feel like.

Let's Respect...older people with mental health needs in acute health settings

Lesley Carter gave an inspiring presentation on the Let's Respect programme at the Dignity Champions meeting in July (sorry Lesley for not including you in the first newsletter).

Let's Respect is a work programme lead by the DH and CSIP Older People Mental Health programme. They've produced a fabulous resource box for staff in acute health settings to help staff provide good quality care to people who also have a mental health need. The resource box includes **beautiful photographs of older people** in a hospital. The images accentuate the concept of the **individual** and their **personality** to remind staff that there is more to a 'patient' than their presenting health needs. The resource includes **real case studies** with explanations of **underlying issues that help explain a person's behaviour** as well as **expert** advice on appropriate clinical care and treatment.

Directors of Nursing in every acute hospital trust in England received free Let's Respect resource boxes earlier this year. Lesley is setting up a learning network in London for staff in acute trusts to provide Dignity in their care settings for older people with mental health needs. For more information contact Lesley.carter@londondevelopmentcentre.org

To find out more about the Let's Respect programme go to;
www.olderpeoplesmentalhealth.csip.org.uk/lets-respect.html

More resources;

Jane Ellis, Practice Development Nurse, West Hertfordshire NHS Trust, has shared the Trusts **Best Practice for Privacy and Dignity protocol** with other London Dignity Champions. You will be able to find the protocol on the Dignity page of the London CSIP webpage.

The **cartoon** on the front page and 23 further 'Dignity' images can be downloaded from the website at:
www.csip-plus.org.uk/dignityincare/bhamconfimages2.pdf or for a set of colour printed images call Tom Loader on 0207 9723049.

The new **Dignity podcast** is available on the CSIP website. This is a great tool to use with teams of staff to stimulate discussion. The 18 minute video podcast is a discussion with **Dorothy Runnicles, an Old Age Activist** who describes her experience of not being treated with dignity in hospital and Chris Wilkinson, Director of Nursing in an acute trust who is using her senior position to improve dignity in her trust.

www.cat.csip.org.uk/index.cfm?pid=624

Please note if you would not like your e-mail* contact being shared to form an electronic network for the sole use of the Dignity Champions updates etc then please send an e-mail requesting for e-mail address to be withheld for such purposes. Should you not object to this and do you do not send notification for your information to be withheld it will be taken that you confirm that you are in agreement to receive such communication.

(*This will be the e-mail address that you would have provided on registration as a Dignity Champion)
