

Dignity Champions Newsletter Issue 9 - February 2009



STOP PRESS

Since the last edition of the newsletter we have welcomed a further 1200 champions on to the register and now have over 4,800. So much has happened over the last 3 months:

- In November we held the 2008 National Dignity Conference, attended by nearly 200 Dignity Champions, The Minister for Care Services & Sir Michael Parkinson (full details below)
- The Minister visited a further 4 regions on the National Dignity Tour seeing a range of initiatives in different care settings that promote an individuals dignity. Find out more below.
- In January, Minister for Care Services Phil Hope completed his first web chat - an opportunity for Dignity Champions to raise their queries with the Minister. This was the best attended web chat to date.
- This quarter has seen the launch of the Peoples Award for Dignity in Care, an award aimed at encouraging people to recognise great services that they receive. Read more about the award below and make your nomination.

DO YOU KNOW SOMEONE WHO PROVIDES OUTSTANDING DIGNITY IN CARE?

The People's Award for Dignity in Care is a new award that gives the public their first chance to nominate health and social care workers who they think have gone above and beyond the call of duty and in so doing, have improved patient dignity and service experience. The award aims to officially recognise the remarkable work of people in the industry whose efforts have improved patient dignity and their service experience. It is also a great opportunity to get recognition for your team or your place of work for the hard work and compassion you offer on a daily basis.

Anyone employed in care-giving is eligible – from social worker to hospital consultant, providing they have made a real effort to ensure dignity and respect in any area of health and social care. Members of the public (patients, carers, families) can nominate health or social care staff in their area for the award. They will complete a simple nomination form available online and in hard copy. Members of staff are also able to nominate their colleagues, although this nomination needs to be supported by a member of the public.

Can you help us raise the profile of this award? Are you able to put posters & leaflets up in your place of work or help publicise the award in your newsletter? For ideas on how you can help us recognise the fantastic work that is done in your place of work please log on: <http://networks.csip.org.uk/dignityincare/awards/PRmasterclass>

You can nominate online at www.dignityincare.org.uk or call **0207 972 4007** for more information. Nominations close on 6 March.

MINISTERIAL WEBCHAT

The new Minister for Care Services, Phil Hope completed his first live web chat on the Dignity in Care Campaign in January. The Web chat was well attended by dignity champions. The Minister took questions on a range of topics including dignity in care homes, chemotherapy, funding and training. He asked for dignity champions to send in their suggestions for the campaign, and is very keen to hear your examples of how you are improving dignity locally. To share your ideas with the Minister please send them to dignityincare@dh.gsi.gov.uk. We hope you found it a useful way to raise your issues with the Minister.

To read the full transcript of the live web chat log on to:
<http://networks.csip.org.uk/dignityincare/Topics/Browse/DignityWebchats/?parent=3610&child=4962>

DIGNITY CHAMPIONS DISCUSSION FORUM NOW LIVE

This discussion forum provides Dignity Champions with an online space through which they can meet and talk to other Dignity Champions to share ideas, experiences, issues, solutions and best practice. Either join-in an existing conversation or create a new topic of your own and invite others to join you in an online discussion.

To access the forum go to:
<http://networks.csip.org.uk/dignityincare/discuss/forum/?forumID=45>

KEY NATIONAL INITIATIVES

DIGNITY TOUR

Since the last edition of the newsletter, the final four visits on the Dignity Tour have been completed.

▪ North East Dignity Tour – 13TH October 2008

The Minister for Care Services Phil Hope visited the North East on 13th October 2008. This was the Minister's first dignity tour engagement following his appointment and more than thirty Dignity Champions welcomed him to the Bradbury Centre.

The dignity exchange in the early part of the day provided the opportunity for the Dignity Champions to share good practice with the Minister. Examples included:

- Projects from a network of care home managers such as dignity in end of life care, including a learning event.
- Anchor Trust's Dignity Champion accreditation award presented to staff, families, friends and relatives who successfully complete a five day advanced dementia course designed and delivered by the Trust's National dementia team.

As part of the day the Minister went to see Dementia Care Partnership residents in supported living houses and the day club.

Further details can be found at: http://networks.csip.org.uk/library/North_East_Visit.doc

▪ **South West Dignity Tour - 20th October 2008**

The Minister for Care Services Phil Hope visited Bristol on 20th October and met people who are working on dignity projects from both United Hospitals Bristol NHS Foundation Trust and from health and social care organisations across Gloucestershire.

The Gloucestershire team included people involved with the Partnership for Older People Project including PCT and Acute hospital staff, a volunteer, Age Concern, Stroud College and other people involved in the whole improving nutrition initiative across all care sectors in Gloucestershire. They described several projects, including:

- Protected Meal Times and Red Tray Scheme
- Care home cooks training
- Speech and Language Therapy course
- Healthcare Assistant Training
- Malnutrition Universal Screening Tool (MUST)
- Photo Menus
- Volunteering – Meal Mates
- Remodelling the mortuary to allow relatives more privacy and treat both the bereaved and the dead with respect.
- Housekeeper posts to ensure that patients receive the correct meal at the correct time
- Denture replacement policy

Further details can be found at:

http://networks.csip.org.uk/library/Ministerial_Visit_to_Bristol_20th_October_2008.doc

▪ **Eastern Dignity Tour – 3rd November 2008**

On Monday November 3rd Phil Hope Minister for Care Services visited the Julian Hospital in Norfolk.

The Minister met with staff & patients from the Holkham Ward to learn about the 'Protected Patient Engagement Time' initiative. The ward provides 24 hour care for people with Dementia who require assessment & treatment. Beverley Hallpike won the Queens Nursing Institute / Alzheimer's Society Excellence in Dementia Care award in 2007 for introducing this initiative, which aims to improve patient nutritional status, to provide a pleasant uninterrupted meal time experience and to enable patients to participate in the management of their care. A leaflet on the 'Protected Patient Engagement Time' initiative can be found on:

<http://networks.csip.org.uk/library/HolkhamleafletA.pdf>

The Minister joined Dignity Champions from across the region to discuss examples of best practice to-date & future plans. On the day a great cross-section of Champions were present to share their stories including Members of Age Concern, Quality improvement Managers, Care Home managers & Directors of Nursing

▪ **South East Dignity Tour – 10th November 2008**

The Minister for Care Services Phil Hope & Sir Michael Parkinson visited Red Oaks Care Home, Henfield on Monday 10th November. They were greeted by Dignity Champions from across the region, staff from the care home and the residents. Sir Michael took time out speak with residents and entered into a game of cards with a few of them. Phil Hope and Sir Michael Parkinson launched the 'People's Award for Dignity' on this day.

In the afternoon, Sir Michael Parkinson & Phil Hope listened to stories of best practice from local Dignity Champions.

Further details can be found at:

<http://networks.csip.org.uk/dignityincare/regionalNetworks/southeast/Southeastdignitytour/?parent=4772&child=4771>

NEW DIGNITY IN CARE VIDEOS

Watch Care Services Minister Phil Hope and Dignity Ambassador Sir Michael Parkinson discuss the Dignity in Care campaign.

Phil Hope, Minister for Care Services Video:

http://uk.youtube.com/watch?v=jVdw6gLnkdI&feature=channel_page

Michael Parkinson Video:

http://uk.youtube.com/watch?v=X8-SbgoJV6k&feature=channel_page

Leeds, the winners of the 2008 Social Care Award have helped produce 3 video case studies of the work that is done in the Leeds area to ensure Dignity is at the heart of services delivered.

- commitment from top to bottom and explains the role of the councils scrutiny committee in ensuring dignity is a priority
- social marketing - how innovative approaches are reaching the people of Leeds
- dignity audits - including audits in care homes

<http://networks.csip.org.uk/dignityincare/Topics/Podcasts/>

NATIONAL 'DIGNITY MATTERS' CONFERENCE - 25TH NOVEMBER 2008

Over 180 people from health, social care, local authorities, and the independent sector attended the conference for Dignity Champions.

Phil Hope, Minister of State for Care Services and Minister for the East Midlands has visited establishments around the UK as part of the National Dignity Tour. The Minister talked about reform in the NHS, including treating people more quickly, making sure everyone receives the highest possible quality of care wherever they are in the country, and recognising people who use care services, are individuals with individual needs. He also highlighted the importance of the new NHS constitution, which places privacy, dignity and cleanliness at the heart of care, and includes specific pledges around respect, consent and confidentiality.

Jamie Rentoul, Director of Regulation and Strategy at the Care Quality Commission, outlined the role of the new Care Quality Commission (CQC) in promoting dignity. This includes bringing together and building on the excellent work of three former commissions and ensuring people who use services, along with their families and carers

are at the heart of everything the Commission does. Dignity is fundamental to CQC's human rights based approach

Following a wide range of workshops (presentations on the Dignity Champions web site) Sir Michael Parkinson did a live interview with three individuals to discuss their experiences as being a carer and in influencing the Dignity Campaign.

- Amanda Waring, has developed a moving ten minute film 'What Do You See?' which follows a day in the life of a stroke victim who makes a silent, but heartfelt plea for her carers to 'look closer' and was made in memory of her mother the actress Dame Dorothy Tutin.
- Barbara Pointon cared for her husband who was diagnosed at 51 with Alzheimer's disease, and the progress of his condition was filmed for an award-winning television film.
- Barbara Dearnley, is involved in the 'Improving the Care of the Older Person' project at Kings College Hospital. The project aims to sensitise staff to what it must be like for an older person coming into hospital for the first time, feeling anxious and vulnerable.

This session can be viewed on a podcast. Go to:

<http://networks.csip.org.uk/dignityincare/Topics/Podcasts/Podcast/?cid=4937&type=wmv>

To request a hard copy of this DVD for training purposes please email dignitychampions@dh.gsi.gov.uk or call 0207 9724007

Over 98% of the post conference evaluations gave a very positive rating and the wide range of areas that champions identified as requiring further assistance will be considered and acted upon over the next year.

FINANCIAL PENALTIES FOR HOSPITALS WHO FAIL TO TACKLE MIXED SEX ACCOMMODATION

From next year hospitals that treat patients in mixed sex accommodation will not be paid for their care, Health Secretary Alan Johnson has announced. These tough new penalties are part of a package of measures being introduced in a new drive to virtually eliminate mixed sex accommodation and ensure it doesn't reappear.

The Department of Health's guidance to trusts is that men and women should not have to share sleeping accommodation or toilet facilities. From 2010/11 hospitals who fail to deliver this will face serious financial consequences - unless there is an overriding clinical justification.

The Health Secretary also announced that a £100million Privacy and Dignity Fund will be made available to support the NHS to make the necessary changes to virtually eliminate mixed sex accommodation.

Full Press Release

<http://nds.coi.gov.uk/Content/Detail.asp?ReleaseID=391009&NewsAreaID=2>

RESOURCES

NEW REPORT FROM HOUSING 21 CALLS FOR INCREASED SUPPORT AROUND END OF LIFE CARE

A new report into the end of life care for older people in extra care housing is calling for more support for staff and improved cross sector working to help promote dignity and choice for older people (and their families) as they near the end of their lives. 'Is it that time already?' details the findings of a six month service improvement project by the older people's housing and care organisation, Housing 21, and the National End of Life Care programme.

Report: <http://www.housing21.co.uk/downloads/EvaluationreportFINAL.pdf>

MY HOME LIFE

The October issue of My Home Life has special features on end of life care in care homes.

Publication: http://www.myhomelife.org.uk/resources/mhl_bulletin_6.pdf

PUTTING OLDER PEOPLE FIRST

The South West Housing LIN has led a comprehensive analysis of the issues that will shape housing with support in the region over the coming decades. Working with the Housing Corporation, the LIN has produced a pack bringing together data on population trends and the availability of different housing types in an area facing significant special challenges. It concludes that housing and support options for older people will have to be transformed over the coming decade as the population ages. The pack includes ten case studies of innovative housing with support schemes. Hard copies can be ordered by calling Tommy Palmer on 01752 698792.

Report

http://networks.csip.org.uk/library/Resources/Housing/Support_materials/Reports/SWmainreport.pdf

Case Studies

http://networks.csip.org.uk/library/Resources/Housing/Support_materials/Reports/SWcasestudies.pdf

RCN LAUNCH RESOURCES TO HELP NURSES PROMOTE DIGNITY

- **Delivering Dignified Care: A Practice Support Pack for Workshop Facilitators**

Aimed at senior nurses who will deliver a dignity workshop, and developed with Help the Aged, the pack contains an interactive DVD and a guide to facilitating a workshop focusing on changing attitudes and practice. If you would like to run a dignity workshop in your organisation, RCN members can order the practice support pack from dignity@rcn.org.uk quoting your RCN membership number.

- **Small Changes Make a Big Difference: How You Can Influence To Deliver Dignified Care**

The RCN's influencing resource aims to help members of the nursing team develop their influencing skills and take practical steps towards maintaining and promoting dignity in their workplace

Report: http://www.rcn.org.uk/_data/assets/pdf_file/0008/191735/003_285.pdf

KINGS FUND – SEEING THE PERSON

The King's Fund have published a review which looks at some of the problems that patients experience with their care and at the factors that shape that experience.

Document: <http://www.kingsfund.org.uk/document.rm?id=8142>

HELP THE AGED REPORT - THE CHALLENGE OF MEASURING DIGNITY IN CARE

A new Help the Aged report, 'On Our Own Terms: The challenge of assessing dignity in care', explains that all too often for older people, use of health and social care services comes hand in hand with a lack of dignity. The research carried out by the Picker Institute on behalf of the Charity, argues that current measures do not give a clear reflection of the overwhelming lack of dignity in care

Report

<http://policy.helptheaged.org.uk/NR/rdonlyres/4EEDFA38-D850-4C53-81DE-C0D2664B50FE/0/MeasuringDignityinCareID8041.pdf>

HUMAN RIGHTS

- **New Report Shows the Human Rights Act Protects Vulnerable People from Abuse and Poor Treatment in Public Services**

A report, marking ten years of the UK Human Rights Act and 60 years of the Universal Declaration of Human Rights demonstrates that the Human Rights Act is protecting vulnerable people from abuse and poor treatment in public services.

The report highlights examples where the Human Rights Act helps protect people from brutality, and unnecessary intrusion of their privacy, and promotes people's inherent human dignity and participation in life.

Report:

<http://www.bihhr.org.uk/sites/default/files/BIHR%20Changing%20Lives%20FINAL.pdf>

- **Human Rights and Publicly-Funded Care**

From 1st December 2008, the protection of the Human Rights Act is extended to people living in publicly funded accommodation with nursing or personal care. Under section 145 of the Health and Social Care Act 2008 providers of accommodation with care will be treated as exercising a function of a public nature. This means that people using these publicly funded care services will now be protected by the Human Rights Act.

Document: http://www.opsi.gov.uk/si/si2008/uksi_20082994_en_1

Information for Commissioning End of Life Care

This information will support the commissioning of a whole-systems approach to end of life care and is intended for Primary Care Trusts (PCT's), practice based commissioners, mental health service commissioners, older people service commissioners and long term condition service commissioners.

Document: [Information for commissioning end of life care](#)

EVENTS

North East and North West Region are holding a Conference titled Promoting Dignity at End of Life Care on March 3rd in Leeds. It is aimed at Dignity Champions and Commissioners. For further details please contact Marie either by email: marie@eventprouk.com or Tel: 0845 838 2518

KEY CONTACTS

Your Local Dignity Champions Contacts are listed below:

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For general enquiries or request the newsletter in larger font if you receive this newsletter by post, please email

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