Common Core Principles
Dignity

Welcome to dh Associates
Older people are not 'pipes, slippers & blue rinses'

Getting older does not mean 'being old!!!!'
The 'does she take sugar' syndrome

Does she take sugar?

Why don’t you ask HER!?

I have a voice you know!

graham@ogilvie-design.co.uk
People should NEVER feel frightened to speak up

She just frightens me with her manner

Best not say anything or rock the boat

graham@ogilviedesign.co.uk
The language WE use can act as a barrier

Yes Margaret, your palpative and cognitive reaction systems concur that . . .

I have no idea what he’s talking about, but I don’t want to appear ‘stupid’ . . .

Wow! I’m good!

graham@ogilviedesign.co.uk
Dignity of care is about the individual

I have no choice over meals, times, surroundings . . .

Group care? this is best for US!

What is there to live for?

C’mon, we have 30 people to feed & care for . . .

graham@ogilviedesign.co.uk
We can't treat older people like babies.

You've soiled your bed again.

I was ringing the bell for ages but nobody came...

I'm so embarrassed, I've been scrupulously clean all my life.
A complaint is not a negative

Oh no - bad feedback

See it as a gift, it will help me change things

graham@ogilviedesign.co.uk
Let's stop treating older people with no respect

Ok dearie! Here, have a nice sing-song then pop off to bed!

I was the MD of a multi national company you know!

Old McDonald had a Farm

graham@ogilviedesign.co.uk
Change must start somewhere

Real Change!

It must begin with ME!

START HERE

graham@ogilvie-design.co.uk
Let's be Dignity Champions!!

To dignity & beyond!!
Background

Commissioned by Department of Health
Response to concerns about abuse and neglect
Service delivery by both health and social care

“Dignity focuses.. on the value of every person as a unique individual. We show our commitment to upholding other people`s dignity by the ways in which we treat them; fairly, truthfully and with care and compassion. We respect others views, choices and decisions and do not make assumptions about what they want, like or how they want to be treated.”
7 Common Core Principles

1. Value the uniqueness of every individual

2. Uphold the responsibility to shape care and support around each individual

3. Value communicating with individuals in ways that are meaningful for them

4. Recognise and respect how an individual`s dignity may be affected when supported with personal care
7 Common Core Principles

5. Recognise that an individual’s surroundings and environment are important to their sense of dignity

6. Value workplace cultures that actively promote the dignity of everyone

7. Recognise the need to challenge care that may reduce the dignity of the individual
Value the uniqueness of every individual

Dilemma

- You are supporting a woman who is very tactile and frequently wants to hold your hand or touch your arm when talking to you. You understand that this is important to her and reassures her. The mission statement of your employer is to value each individual but your organisation’s policies discourage any physical contact except when carrying out personal and intimate care tasks.

- What would you do in this situation?

- Would you hold the woman’s hand, or pull your hand away?

- Would you challenge the organisation’s policy to enable you to deliver person centred care?

- If you challenge this policy, who would you go to and how would you go about this?
Uphold the responsibility to shape care and support around each individual

Dilemma
You are supporting an Asian man in his late 50s who has been diagnosed with terminal cancer. He has told you that his doctor had informed him that he was rapidly deteriorating and may not live much longer. During your conversation it becomes evident that he has a very clear idea about what he wants during his last days, especially if he is not able to express his wishes at a later time. He asks you to write these wishes down. The two main points were:

- He wants to stay at home and to be at home to die
- Due to the nature of his cancer he experiences frequently high temperatures to the extent where his clothes are stripped off to make him more comfortable. However he does not want extended family/friends to see him when he is unconscious/asleep/heavily sedated and therefore unaware and possibly half clothed.

You discuss how you can support him to express these wishes to his family. He feels that they would not respect his wishes, as it is a part of their culture that the time of passing is about seeking forgiveness and therefore family and friends are encouraged to visit, pray and seek and grant forgiveness. He knows that to deny friends and family this opportunity would not be understood or accepted.

- What do you think the challenges are in supporting this gentleman’s wishes at the end of his life?
- What actions would you take to ensure this man’s dignity is upheld?
Value communicating with individuals in ways that are meaningful for them

Dilemma

- You are supporting a gentleman who has dementia, who grew up in a time when language that was then common place could be now be seen as unacceptable. His dementia causes him to frequently believe he is an adolescent living in the 1940s during the Second World War. This era is often his reality and he is disturbed by accents which he perceives to be German. You have a new member of staff from an eastern European country and at times, when she is offering care and support to this gentleman, he becomes upset and agitated and uses racist language.

- How would you manage this situation and communicate effectively with the gentleman to calm and reassure him?

- How could you ensure that the dignity of both the gentleman and the staff member is upheld?

- How would you record this individual's needs in their person-centred plan?

- What other aspects of communication might need to be considered?
Recognise and respect how an individual’s dignity may be affected when supported with personal care

Dilemma
- You are supporting a gentleman who is doubly incontinent and wears incontinence aids. He is currently in the communal lounge area joining in a musical activity. Another resident has said quite loudly that this gentleman ‘smells’. You have discretely suggested to the gentleman that he may wish to be supported to go to the bathroom however he declines and says that he is fine.

- How would you respond to this situation whilst maintaining the dignity of the gentleman and of the other residents in the area?

- How would you respond to the resident who is complaining about the smell?

- How might you avoid this from happening in the future?

- Once in the bathroom, how would you support the gentleman with his personal care to uphold his dignity? What things would you need to take into account?
Recognise that an individual’s surroundings and environment are important to their sense of dignity

Dilemma

- You are supporting a lady who has always kept her wedding and engagement rings in a dish on her bedside table as she can no longer wear them due to severe arthritis in her fingers. They have recently gone missing from her room and have been found in another resident’s room. You are aware that they are very valuable to her both in monetary terms and in sentiment, and have suggested that she keeps them in a safe in her room. She has refused to do this as she likes to be able to see them at all times.

- How would you manage this so that the lady can still feel her personal possessions are close to her?

- How can you support this lady to feel that she and her possessions are safe in her own environment?
Value workplace cultures that actively promote the dignity of everyone

Dilemma

○ You are a care and support worker in a staff meeting where you have a standing agenda item on dignity. This morning you are discussing how you can better promote a culture of dignity and respect within the team.

○ What ideas do you have about promoting the idea of dignity and respect in your own team?

○ What barriers might you come across in doing this and what solutions can you find?

○ How can team working be strengthened and what management support might you need?
Recognise the need to challenge care that may reduce the dignity of the individual

Dilemma
- You are working with a colleague supporting an individual to go to bed and they require hoisting from their wheelchair to their bed. Your colleague is cutting corners, not talking the individual through the process and is rushing. The individual is showing signs of distress. You feel that this is a potentially dangerous situation with the individual being placed at risk, but your colleague insists that it is standard practice.

- Would you whistle blow and to whom? Or challenge your colleague directly?

- Is there anything that will make it easier for you to challenge your colleague and how would you go about doing this?

- Is there a whistle blowing policy or another policy to support you in your organisation?

- Do you feel that your sense of loyalty to your colleague has any place?
Video
Materials

- Hard copy materials are available from marketing@skillsforcare.org.uk
- Download online at Skills for Care
- Search under developing resources section
Code of Conduct and National Minimum Training Standards

- Contribute to ambition for high quality healthcare, care and support.

- The Code of Conduct describes the standards of conduct, behaviour and attitudes that the public and the people who need healthcare, care and support should expect of workers providing this care and support.

- The National Minimum Training Standards define the minimum knowledge workers must have, irrespective of individual job role.
The Code aims to give people who use health and care services the confidence that they will be treated with **dignity, respect and compassion at all times**.

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
4. Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.

5. Respect a person’s right to confidentiality.

6. Strive to improve the quality of healthcare, care and support through continuing professional development.

7. Uphold and promote equality, diversity and inclusion.
National Minimum Training Standards

10 areas to cover the key knowledge and set out that should be covered during a period of induction

1. The roles of the Healthcare Support Worker and Adult Social Care Worker
2. Your personal development
3. Effective communication
4. Equality, diversity and inclusion
National Minimum Training Standards

5. Duty of care
6. Safeguarding
7. Person-centred care and support
8. Health and safety
9. Handling information
10. Infection prevention and control