

Dignity Newsletter



Adults, Wellbeing and Health

November Edition 2010

Welcome to the sixth edition of the Dignity Newsletter, this edition will look at:

- **Dignity Challenge 6**
- **County Durham and Darlington Community Health Services Dignity Champions Event**
- **Safeguarding Adults in County Durham**
- **Home Manager Forums**
- **World Mental Health Day**

The
Dignity 
Challenge

“Respect people’s rights to privacy”

What is privacy

Privacy means having freedom from intrusion and relates to all information and practice that is personal or sensitive to the individual.

“Personal space is available and accessible when needed. Areas of sensitivity which relate to modesty, gender, culture or basic manners are fully respected. People are not made to feel embarrassed when receiving care and support” (Social Care Institute for Excellence).

Privacy in care settings can be improved by:

- A confidentiality policy in place which is followed by all staff, including care staff, domestic staff and support staff.
- Privacy and dignity should be a fundamental part of staff induction and training.

- People using services have the right to have their modesty protected.
- Single sex bathroom and toilet facilities being available.
- In residential care people should be able to individualise their own rooms.
- En-suite facilities are provided in care homes where possible.
- Staff providing care should always strive to see things from the perspective of the person receiving the support.
- Areas of sensitivity which relate to modesty, gender, culture or religion and basic manners are fully respected.
- People are not made to feel embarrassed when receiving care and support.
- Staff should obtain permission from the individual before entering their personal space.
- Issues of privacy should be considered when a person requires close monitoring.
- Quiet areas or rooms that are easily accessible should be made available to provide privacy.
- People should have space for private conversations and telephone calls. Are service users / patients able to discuss personal information in a place where they cannot be overheard?
- People who use services should be able to choose when they have ‘quiet time’ and when they interact.
- People’s personal possessions should only be viewed with the owner’s consent.
- Services should have a set of ground rules about how they expect staff to interact with service users.

Dignity Champion Training Event - County Durham and Darlington Community Health Services

Nichola Stefanou - Essence of Care Lead

The Essence of Care benchmarking for “Privacy and Dignity” in January 2010 highlighted the need to maintain the profile of dignity within County Durham and Darlington Community Health Services. A major action identified was to encourage staff to sign up as Dignity Champions.

On the 28 September 2010 over 36 members of staff from the service took part in a training event to support them in their roles as Dignity Champions. Attendee’s included: District Nurses; Professional Leads (Nursing); Physiotherapists, Occupational Therapists; Podiatrists; Speech and Language Therapists and staff in administrative support roles. Staff attending the event were either registered with the Department of Health as “Dignity Champions” or intended to register following the training day.

The purpose of the event was:

- To explore some of the key issues surrounding dignity within the organisation.
- To design and develop a corporate vision for excellence in all aspects of dignity in practice for County Durham and Darlington Community Health Services.

Activities were undertaken in groups to discuss and detail what the role of Dignity Champions within the organisation should entail. Work was also done to outline how the agenda and the Champions could best be supported. These areas were looked at holistically and there was much discussion about partnership working with Social Care.

Dawn Richardson from Durham County Council Adults Wellbeing and Health attended the event as a guest speaker and advised of the developments in Adults Wellbeing and Health and how the service is tackling the dignity agenda.

Activities during the day included exploring the concept of dignity, discussing how and why dignity may be lost and developing activities that could be undertaken with frontline teams to promote dignity and respect.



Key messages from the day included:

- Development of an organisational network website to support the Champions in their work.
- Development of a “mission or value” statement for all staff to sign up to.
- Development of a 12 month calendar of activity that Dignity Champions could undertake to promote dignity.
- Consider consolidating our Champions with those in social care to ensure a universal message.

The network is already under development and a link will be e-mailed to all County Durham and Darlington Community Health Services Champions very soon. The network will house literature, learning materials, patient stories and discussion forums that Champions within the organisation can take part in and use. A report is currently being produced along with an action plan for the dignity agenda that will be submitted for consideration at senior management level.

Should you be interested in having more information regarding the progress of the work on dignity within County Durham and Darlington Community Health Services, please contact Nichola Stefanou Essence of Care Lead - n.stefanou@nhs.net

Zero tolerance of abuse is the first of the Dignity Challenges. In order to ensure service delivery that respects the individual and promotes their dignity, it is of vital importance to understand what abuse is and some of the factors that can contribute to abuse and neglect taking place in the delivery of services.

What is safeguarding?

Safeguarding adults work is about providing support and advice to any adult at risk, to enable them to live their lives free from abuse and neglect. To obtain the appropriate care and protection to live in safety and without fear.

County Durham Safeguarding Adults Board

The County Durham Safeguarding Adults Inter-Agency Partnership is a range of public authorities who share a duty to keep adults in County Durham safe from abuse, harm and neglect.

What is abuse?

Abuse is behaviour towards a person that deliberately or unintentionally causes harm. It is a disregard of a person's human rights. Abuse can be physical, sexual, neglectful, financial, psychological, institutional or discriminatory.

Contributory factors to abuse and neglect in care services include:

- Poor care standards.
- Inadequate training and induction processes.
- Poor staff supervision.
- Inadequate staffing.
- Rigid routines.
- Development of cultures that do not respect the individual or their dignity.
- Staff unaware of service standards.

How to report abuse

If you suspect that abuse may be happening, or someone tells you they have been abused, you should call: Social Care Direct 0845 850 50 10 (24 hours a day). If the person is in immediate danger call 999 straight away, before contacting Social Care Direct.

What happens next?

Each case of suspected adult abuse is treated individually. If abuse cannot be ruled out, we will normally investigate the concerns. We usually need the victim's consent but in some instances will still go ahead without it due to the need to act in the person's best interests.

When a Safeguarding Referral is made, we may need to organise a Safeguarding Strategy - this is a formal meeting with the relevant professionals to decide what action needs to be taken. Examples of relevant professionals include: Police, Nurses, Social Workers, Care Staff and Housing Officers.

What happens after an investigation?

We will take no actions if we decide there are no concerns. However, if there are concerns any of the following actions could be taken:

Services or extra services for the victim; the alleged perpetrator may be referred to the Independent Safeguarding Authority to consider barring; suspension of staff or sacking of staff; criminal charges; action by the Care Quality Commission. County Durham Inter-Agency Safeguarding Adults policies and procedures, information leaflets and risk support tool are available on the Safeguarding Adults Website. The website has recently been updated to improve accessibility.

To check it out go to:

www.safeguardingdurhamadults.info

Easy read leaflets will soon be available entitled: Stop Abuse Now; Staying Safe, What Happens When Abuse is Reported. A leaflet will also be available for service users and carers regarding what happens when abuse is reported.



Home Managers Forums

Home Manager Forums are held on a 3 monthly basis. There are 4 forums: Sedgefield and Durham Dales are led by NHS County Durham and Darlington. Easington and Durham and Chester-le-Street are led by Safeguarding Practice Officers from Durham County Council.

The forums held by the Safeguarding Practice Officers are open to nursing and residential care home managers. Each forum is held at a different care home. The forums provide an opportunity for home care managers to come together and share experiences and issues. They provide the opportunity to network with neighbouring homes and provider groups. The forums enable the sharing of good practice. They also provide an opportunity to share learning outcomes when things have gone wrong.

The Manager Forums have included guest speakers from a variety of organisations, including: Durham County Council; North East Ambulance Service; Care Quality Commission; NHS Darlington and Durham. Speakers have covered a wide range of issues including: malnutrition; the "Lets Respect" Project; Mental Capacity Act and Deprivation of Liberty Safeguards.

World Mental Health Day

World Mental Health Day took place on 10 October 2010. This is an international event organised by the World Health Organisation (WHO) to raise public awareness about mental health issues. WHO advise of the stigma associated with mental health issues and that approximately one in four people globally will experience a mental health condition in their life times.

Age UK advise that depression is the most common mental health problem in later life, affecting one in four older people.

For more information contact Age UK:

**www.ageuk.org.uk
0800 169 6565**



Would you like to be involved in writing an article for the Newsletter.

The article could be:

- How you or your service promote dignity.
- Innovative ways that you have provided care or support.
- How your service is person centred and meets individual needs.
- Being a Dignity Champion.

If you would like to be involved in future newsletters please contact:

Dawn Richardson

Practice Development Officer
Safeguarding and Practice Development Team
dawn.richardson@durham.gov.uk
0191 3835124

Please ask us if you would like this document summarised in another language or format.

العربية (Arabic) (中文(繁體字)) (Chinese) اردو (Urdu)
polski (Polish) ਪੰਜਾਬੀ (Punjabi) Español (Spanish)
বাংলা (Bengali) हिन्दी (Hindi) Deutsch (German)
Français (French) Türkçe (Turkish) Melayu (Malay)

altformat.awh@durham.gov.uk
(0191) 370 8838



Braille



Audio



Large Print