

Dignity Newsletter



Adults, Wellbeing and Health

February Edition 2011

Welcome to the seventh edition of the Dignity Newsletter. This newsletter will look at:

- **Dignity Challenge 7**
- **Hot Spots and County Durham Healthy Homes Partnership**
- **Dignity Action Day**
- **Being a Dignity Champion**
- **Safeguarding Training**
- **“See it Report it” Campaign**

The Dignity 7 Challenge

“Ensure people feel able to complain without fear of retribution”

Dignity Challenge 7 challenges all providers of social care and health services to ensure that people feel able to complain without fear of retribution. Social Care Institute for Excellence (SCIE) advise this means:

- Providing the information and advice that people need.
- Supporting people to raise their concerns and complaints with the appropriate person.
- Enabling access to an advocate.
- Respect concerns and complaints and answer them in a timely manner.

SCIE advise many people find it difficult to complain about the services they receive. It can be difficult for people to understand the complaints systems if English is not their first language, or if they have a cognitive impairment.

Some people are reluctant to complain as they worry that their service may be withdrawn or that they may be perceived in a negative way.

A complaint is an expression of dissatisfaction about the standard of service, action or lack of action by an organisation or its staff. Complaints are an important indicator of the standard of care provided. Complaints provide the opportunity to work with the service user /complainant to put things right if there have been mistakes, and to improve services by ensuring the same mistakes are not repeated.

Feedback from service users and carers about how services are doing is very important. By listening to, and learning from the views of service users and carers improvements can be made and the quality of service provision improved.

Complaints can be resolved by a variety of methods: providing full explanations and apologies; giving reasons why decisions may have been made in a certain way; offering meetings; independent investigation; mediation and conciliation.

SCIE provide a dignity checklist:

1. Does your organisation have a culture where everyone learns from mistakes?
2. Are complaints policies and procedures user-friendly and accessible? Are complaints dealt with early, and progress is fully communicated?
3. Are people reassured that nothing bad will happen to them if they complain?
4. Is there evidence of audit, action and feedback from complaints?

That Warm Feeling of Independence - Hotspots and the County Durham Healthy Homes Partnership

Rebecca Crossan

Feeling Hot?

The County Durham Healthy Homes Partnership (CDHHP) includes professionals from NHS County Durham, The Energy Saving Trust, Welfare Rights, Durham and Darlington Fire and Rescue Service, Age Concern and The County Durham Partnership Against Poverty. The partnership strives to work together to tackle winter deaths and fuel poverty.

One of the products of this partnership has been the Hotspots scheme, a referral mechanism for health and social care professionals to refer clients that they feel are suffering from fuel poverty or are unable to keep warm and healthy in their own homes. The scheme offers energy saving tips, information on heating and insulation schemes, benefit checks, fire safety checks and possible access to the Emergency Fund, as well as information on other schemes or organisations locally.



Maintaining Independence

We believe that it is important to allow older people to remain independent by keeping them in a situation where they can make their own decisions. A broken central heating system could potentially result in an older person having to go into a care home because of concerns about the impact that the cold could have on their health. In this situation, the Hotspots Scheme can use the Emergency Fund to pay for the person to have their central heating system repaired, thus enabling them to return home. This allows for the person to maintain dignity and avoid having to go into residential care unnecessarily.



For more information on the Hotspots scheme or to receive Hotspots training:
E-mail: rebecca.crossan@est-ne.org.uk
or telephone 01642 373880.

You can also visit the County Durham Healthy Homes Partnership website at:

www.cdhhp.co.uk

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

The article could be about:

- How you or your service / organisation promote dignity
- Innovative ways that you provide care or support
- How your service is person centred and meets individual needs
- Being a Dignity Champion
- Your activities on Dignity Action Day

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

Dawn Richardson
Practice Development Officer
Safeguarding Practice Development Team
0191 3835124

Dignity Action Day

25 February is Dignity Action Day. The aim of Dignity Action Day is to ensure people using care services are treated as individuals, are given choice, control and a sense of purpose in their daily lives and provide stimulating activities (SCIE).

Supporting Dignity Action Day will:

- Raise awareness of Dignity in Care.
- Remind society that everyone has a role to play in promoting dignity.
- Demonstrate solidarity for Dignity in Care.
- Provide someone with an extra special day.

SCIE has produced 2 resource packs which are available on their website:

www.dignityincare.org.uk/DAD/About

- Members of the Public Dignity Action Day Resource Pack 2011.
- Health and Social Care Staff Dignity Action Day Resource Pack 2011.

Dignity Action Day suggestions by SCIE:

- Ask those you care for to make wishes for the day and do what you can to make them come true.
- Organise a treat for people receiving care. This could include: pamper sessions, local trips, quiz nights, bingo, music.
- Create a Life Story box for residents.
- Help those you care for with their hobbies and interests.
- Get a colleague to sign up as a Dignity Champion.
- Organise a learning event for staff.
- Host an internal conference.
- Hold an open day.

SCIE advise that your activity does not have to be on 25 February if it is not possible to hold it on that day.

Being a Dignity Champion

Jeannie Hardy Professional Lead Adult Services – County Durham and Darlington Community Health Services

As a Nurse I have been aware for some time that 'dignity' was an important value to hold, and an attitude to be proud of. Health and Social Care organisations in recent years have been striving to raise awareness and encouraging professionals to demonstrate an approach to daily work which incorporates the principles of dignity.

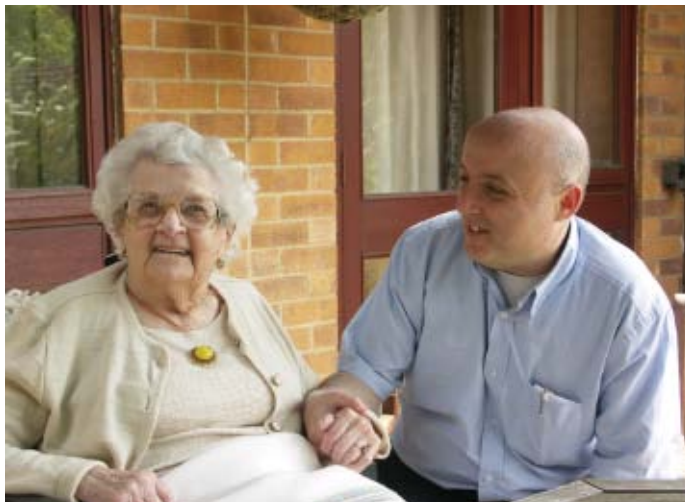
County Durham and Darlington Community Health Service held a dignity workshop in September 2010 which challenged those present to consider what 'dignity' means. In the group I was working in, we decided that dignity was best described as **'treating others as they would want to be treated'**. Even if we have contact with someone for a small amount of time, the person should be left feeling 'cared for'.

The future work of a Dignity Champion is important to our organisation. We know that many of our patients are experiencing care which they value. This is demonstrated by the large numbers of compliments and "thank you's" received on a daily basis. However, we cannot be complacent and must strive to maintain the good care we deliver and aim to make improvements. We should ensure our focus remains on 'person-centred care' as we move forward with some major changes in our Health and Social Care organisations.

Becoming a Dignity Champion

If you would like to find out more about becoming a Dignity Champion or would like to register as a Dignity Champion please contact the Dignity in Care Network.

www.dignityincare.org.uk



Safeguarding Training

County Durham's Safeguarding Adults Board is committed to providing training at different levels to staff from all statutory, independent and voluntary organisations throughout County Durham. The training provided links closely to County Durham's interagency Policy and Procedures and reflect Durham Safeguarding Adults Board's commitment to the national framework for standards for good practice and outcomes in safeguarding work.

There are 4 levels of Safeguarding Training:

Level 1 - Alerter Training

Level 2 - Managing an Alert

Level 3 - Investigation Training

Level 4 - Lead Officer Training

Levels 1 and 2 training - are available to staff from all partner agencies. Level 1 training is also provided by e-learning, cd-rom or completion of a work book.

Further training modules available to multi-agency partners include: Service User and Carer Training; Safeguarding Adults and Domestic Abuse; Safeguarding Adults from Financial and Material Abuse; Safeguarding, Substance Misuse and Domestic Abuse.

The Safeguarding Adults Training brochure from February 2011 to September 2011 is available on the County Durham Safeguarding Adults website:

www.safeguardingdurhamadults.info/Pages/training.aspx

The training brochure includes information regarding courses available, training dates and an application form.

“See It, Report It” Campaign

The “See it, Report it” campaign has been driven by Durham Safeguarding Adults Board in collaboration with the 12 local authorities in the North East, to promote awareness of the safeguarding adult's agenda.

The Safeguarding Adults Board have produced posters to illustrate the experiences of people who have been affected by abuse and who to contact if you have concerns. The posters are available on the Safeguarding Adults website.

www.safeguardingdurhamadults.info/Pages/PictureGallery.aspx?Gallery=1

A two week radio campaign will take place on Real Radio within the next two months to raise the profile of safeguarding adults and will provide contact numbers for reporting abuse.



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