Leading a Dignified Revolution

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Dignity will be at the heart of everything you do
Mahatma Ghandi...

• ‘a patient is the most important person in our hospital’

• ‘he is not an interruption to our work; he is the purpose of it’

• ‘he is not an outsider in our hospital; he is a part of it’

• ‘we are not doing a favour by serving him; he is doing us a favour by giving us an opportunity to do so’

Putting you first
Dignity: *at the heart of much legislation & guidance*

- the Department of Health’s Green Paper, *Independence, Well-being and Choice* (2005a), and subsequent White Paper, *Our Health, Our Care, Our Say* (2006), are set around seven key outcomes identified by people who use services: one these is *personal dignity and respect*
Dignity really matters to people

While ‘dignity’ may be difficult to define, what is clear is that people know when they have not been treated with dignity and respect.

Putting you first
the Dignity Challenge

- ‘Dignity in Care’ Campaign, which launched in 2006, is about changing the culture of care services and placing a greater emphasis on improving the quality of care and the experience of citizens who use services, including NHS hospitals, community services, care homes and home support services.

- the Dignity Challenge lays out the national expectations of what constitutes a service that respects dignity.
the Dignity Challenge

High quality care services that respect people's dignity should:

1. Have a **zero tolerance** of all forms of abuse.
2. Support people with the same **respect** you would want for yourself or a member of your family.
3. Treat each person as an individual by offering a **personalised** service.
4. Enable people to maintain the maximum possible level of **independence, choice and control**.
5. Listen and support people to **express their needs** and wants.
6. Respect people’s **right to privacy**.
7. Ensure people feel **able to complain** without fear of retribution.
8. Engage with family members and carers as **care partners**.
9. Assist people to **maintain confidence** and a **positive self-esteem**.
10. Act to **alleviate people’s loneliness** and isolation.

*Putting you first*
a local pilot

• launched in September 2008 to provide training for three acute in-patient acute wards
• co-facilitated with a former service user

• with planned outcomes: (a) for participants to develop and maintain a culture of good practice in relation to providing a dignified service; (b) to protect dignity during care processes such as care planning through positive communication and attitude

• recommendations from the pilot
  (a) to identify a dignity lead for each ward unit
  (b) To support the role of the nominated dignity lead
the Trust’s **D** Day: 29\(^{th}\) May 2009

- Dignity Workshop

- with representatives from POWA, SPLD & OPMH

- afternoon was opened by an inspiring speech from Dr. Patrick Geoghegan (*Interim Chief Executive for BLPT*)

- *What do I need to be a Dignity Champion?*
- *thoughts on developing the option*

*Putting you first*
thoughts on developing the option

After England won the World Cup in 2003, Sir Clive Woodward led the England Rugby to the World Championship in 2003. When he was asked what improvements had he made to make England world beaters, his reply was:

“We didn’t concentrate on doing everything or one thing 100% better, we concentrated on doing 100 things 1% better.”

Sometimes a series of targeted small changes add up together to make a significant impact!

Putting you first
some of the Dignity Pledges

I promise to see you as an individual
I promise to treat everyone the way I’d like to be treated
I will organise no entry signs for bedroom doors

I pledge to discuss this day at a team meeting & to register as a Dignity Champion
I promise I will try not to keep my clients waiting
I will lead by example, educate other staff, listen to patient concerns....

taking small steps towards a big change

Putting you first
the future

• review the 10 steps of the Dignity Challenge on Sept 4th 2009

• develop a Dignity Section on the Trust’s intranet, in sharing thoughts and ideas

• celebrate May 29th 2009 as our D Day

• celebrate some of the successes next year, by inviting Michael Parkinson, Ambassador for Dignity, to visit BLPT

Putting you first
so let’s briefly reflect.....

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• ‘we are not doing a favour by serving him; he is doing us a favour by giving us an opportunity to do so’

Putting you first
Dignity will be at the heart of everything you do
thank-you

for any queries:
• contact your local Dignity Champion

or:
• Sue Anthony – at Lime trees
• Komala Vencatasawmy – at Charter House