

**CHALLENGE ONE**

- We do agree that policy recognises dignity
- But not put into practise
- Training relevant to SU needs, for all care workers/professionals
- Organisation to have culture/encourage complaints
- Complaints to be seen in positive light and positive outcomes
- POVA  
    } should always be done  
CRB

## **CHALLENGE 2**

- To always acknowledge service users – even when under pressure
- When communicating always maintain eye contact
- Respecting that you are the visitor in the service users home
- Too beauracratc – has become more task based schedules & timeframes (time consuming)
- Financial /budget constraints – dictating
- Quality & assurance
- Re-enforcing policies & role modelling
- Being vigilant & respectful
- Communication

### **GROUP 3**

#### QUESTION 3.

1. Tease out “personal” value systems.
2. Organisations need to be sure of implementing policies & procedures.
3. Monitoring & Consultation regularly + evaluation
4. Standardised methods of working – i.e., if young person to chair then all young persons chair  
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Flexibility applied
5. Training – Needs led – Promote personal development
6. Person centred work training  
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in partnership
7. Challenging professionals
8. Dignity should be with those that assess also.
9. Follow through with the information from choices & consultation’s..!!

## **A DEFINITION OF DIGNITY**

A state, quality or manner worthy of esteem or respect: and (by extension) self-respect. Dignity in care, therefore, means the kind of care, in any setting, which support and promote and does not undermine a person's self-respect regardless of any difference.

### **DIGNITY CHALLENGE: 4**

<b>PROMOTING</b>	<b>THREATENING</b>
1) Recruiting staff who show empathy etc., during recruitment process <u>pdp</u> – embedded clearly, briefly.	Not involving staff in pdp
2) Staff training with emphasis on "Dignity" <ul style="list-style-type: none"> <li>• Refresher for existing staff</li> </ul>	Not looking at evaluating the training provided
3) A "Team" approach	Unwanted assumptions
4) Monitoring of staff	Non-person centred care
5) Staff meetings	
6) Service users feeling valued	Service users not comfortable in raising concerns. Ethos of organisation
7) In control	
8) Humour	
9) Pride, Independence, choice control	