
Dignity in Care

A presentation by Vinesh Kumar

A Definition of Dignity

What is dignity?

Dignity consists of many overlapping aspects, involving respect, privacy, autonomy and self-worth. The provisional meaning of dignity used for this guide is based on a standard dictionary definition:

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 supports and promotes, and does not undermine, a person's self-respect regardless of any difference.

While 'dignity' may be difficult to define, what is clear is that people know when they have not been treated with dignity and respect. Helping to put that right is the purpose of this guide.

<http://www.scie.org.uk>

Dignity Challenge

- **What is the Dignity Challenge?**

The Dignity Challenge is a clear statement of what people can expect from a service that respects dignity. It is backed up by a series of 'dignity tests' that can be used by providers, commissioners and people who use services to see how their local services are performing.

Dignity Challenge (contd...)

- **The Dignity Challenge**

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

- have a zero tolerance of all forms of abuse.
 - support people with the same respect you would want for yourself or a member of your family.
 - treat each person as an individual by offering a personalised service.
 - enable people to maintain the maximum possible level of independence, choice and control.
 - listen and support people to express their needs and wants.
 - respect people's right to privacy.
 - ensure people feel able to complain without fear of retribution.
 - engage with family members and carers as care partners.
 - assist people to maintain confidence and a positive self-esteem.
 - act to alleviate people's loneliness and isolation.
-

Dignity Challenge (contd...)

- It is a challenge to service providers to ensure their services respect dignity.
 - It is a challenge to commissioners to ensure they commission only services that respect dignity
 - It is a challenge to the public to test how their local services measure up and to tackle rather than tolerate services that don't respect dignity.
-

Dignity Challenge 1:

Have a zero tolerance of all forms of abuse

Dignity tests:

- Is valuing people as individuals central to our philosophy of care?
 - Do our policies uphold dignity and encourage vigilance to prevent abuse?
 - Do we have in place a whistle blowing policy that enables staff to report abuse confidentially?
 - Have the requisite Criminal Records Bureau and Protection of Vulnerable Adults List checks been conducted on all staff?
-

Dignity Challenge 2:

Support people with the same respect you would want for yourself or a member of your family

Dignity tests:

- Are we polite and courteous even when under pressure?
 - Is our culture about caring for people and supporting them rather than being about 'doing tasks'?
 - Do our policies and practices emphasise that we should always try to see things from the perspective of the person receiving services?
 - Do we ensure people receiving services are not left in pain or feeling isolated or alone?
-

Dignity Challenge 3:

Treat each person as an individual by offering a personalised service

Dignity tests:

- Do our policies and practices promote care and support for the whole person?
 - Do our policies and practices respect beliefs and values important to the person receiving services?
 - Do our care and support consider individual physical, cultural, spiritual, psychological and social needs and preferences?
 - Do our policies and practices challenge discrimination, promote equality, respect individual needs, preferences and choices, and protect human rights?
-

Dignity Challenge 4:

Enable people to maintain the maximum possible level of independence,

choice and control

Dignity tests:

- Do we ensure staff deliver care and support at the pace of the individual?
 - Do we avoid making unwarranted assumptions about what people want or what is good for them?
 - Do individual risk assessments promote choice in a way that is not risk-averse?
 - Do we provide people receiving services the opportunity to influence decisions regarding our policies and practices?
-

Dignity in Care

WORKSHOP looking at aspects promoting dignity and those that threaten it.

Dignity Challenges 1, 2, 3, 4 to be discussed...

Dignity in Care

For further information or to order dignity challenge cards, you can either call the Dignity in Care line on 0207 972 4007, or email: dignityincare@dh.gsi.gov.uk.

Please state the number of cards you would like and a full Postal address.

If you are interested in becoming a Dignity Champion, call the Dignity in Care line or visit the [Dignity in Care Champions Network](#) website to register.
