

United Lincolnshire Hospitals



NHS Trust

Dignity in Care Policy Presentation

The Dignity in Care Committee



Aims and Objectives

- Introduce the ULHT Dignity in Care policy to **all** Trust staff.
- Encourage debate concerning all issues relating to Dignity in Care in your place of work.

(Please use this presentation in conjunction with the Trust's Dignity in Care Policy, which is located on the Intranet).



Care and Compassion?

“The NHS touches our lives at times of basic human need, when care and compassion are what matter most”

NHS Constitution, DH 2009



Care and Compassion?

“It is incomprehensible that the Ombudsman needs to hold the NHS to account for the most fundamental aspects of care.”

‘Care and compassion?’, Ombudsman 2011

Promoting Dignity at ULHT



Dignity Conference 2010 with Simon Weston OBE.



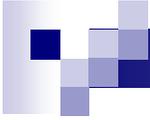
New Quiet Room on MEAU, Lincoln Summer 2011.



Allied Health Professional PWBCs, Summer 2011.



Patient Well-Being Champions (PWBCs), 2009.



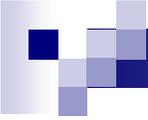
Promoting Dignity at ULHT

Here are some recent initiatives at ULHT to promote patient dignity:

- * Dignity Pledges
- * Protected Mealtimes
- * Dignity Conferences
- * Dignity on Staff Induction
- * RCN Dignity Toolkit
- * Dignity Action Days
- * Pro-active Care Rounding
- * Same Sex Accommodation
- * Champion (PWBC) Programme
- * Environment Improvements
- * Reduced Infection Rates
- * Trust Behaviour Framework

But there's still much more work to do!

United Lincolnshire Hospitals



Our Values

Every employee will uphold the following values:

- Putting the patient and public at the centre of what we do every day.
- To lead and take responsibility, not blame others.
- Working together, not undermining each other.
- To fully understand problems, their cause and find solutions to those problems.
- Responsive and flexible to enhance the experience of all those who use our services.
- Open and honest.

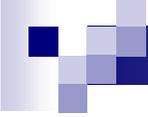
ULHT Strategic Plan, 2010-2015

United Lincolnshire Hospitals 
NHS Trust

ULHT Behaviour Framework

The Trust's Behaviour Frameworks promote values and behaviours that actively support the provision of dignified care:





Dignity in Care Policy

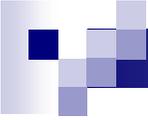
- Aims and Objectives

■ Aim:

- To ensure patients, relatives / carers are always treated with dignity, respect and compassion.
- To place a high quality patient experience and care as a primary focus.

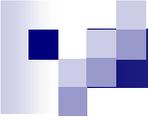
■ Objective:

- Policy to provide a framework and standards.
- To put the patient and the public at the very heart of everything we do.
- We will treat patients, colleagues and visitors with respect, dignity and compassion.



Roles and Responsibilities

- Every member of staff has the duty to ensure that the dignity of all patients and carers is respected and to challenge poor practice.
- All staff members will treat each other with respect.



Patient Experience, Engagement and Customer Care

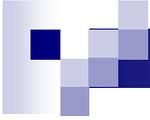
The Trust's Dignity in Care Pledges are a publicised commitment to patients, relatives and carers regarding their dignity:

- We pledge to be kind and compassionate at all times.
- We pledge to treat you with courtesy, dignity and respect.
- We pledge to respect your personal space.
- We pledge to preserve your modesty.
- We pledge to meet your dietary needs.
- We pledge to care for you as a valued individual.



Service Provision and Design

- The Dignity Challenge is a clear statement of what people can expect from a service that respects dignity.
- All services provided by the Trust, and future service provision, should meet the Dignity Challenge.



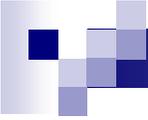
The Dignity Challenge (DH 2006)

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.



The Dignity Challenge (DH 2006)

5. 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.



privacy and dignity for all



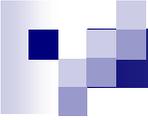
same-sex accommodation



Same Sex (Gender) Accommodation should be the norm for all our patients and we should work to uphold that rule wherever possible.

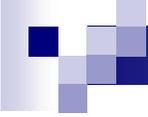
Front-line staff can do their part by:

- Making sure patients know what they are entitled to.
- Placing men and women in separate bays or separate parts of the ward.
- Providing information on where patients' allocated toilet and washing facilities are.
- Ensuring other patients don't overhear personal information.



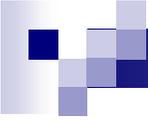
Care Provision - Communication

- Staff will always introduce themselves to patients, ask each patient how they wish to be addressed and staff will always wear their photo identification badge.
- Staff will avoid personal conversations with co-workers that exclude the patients.
- Staff should be aware of and alert to anyone who may overhear staff conversations, e.g. computer screens, nursing station, behind bedside curtains, corridors and other public places.
- Staff will be aware of their responsibilities in relation to communication technology (e.g. Mobiles, Texting, Social Networking etc.).



Care Provision - Care

- Staff will always aim to consider a patient's needs holistically.
- Staff will aim to deal with a patient's request for assistance promptly.
- Only staff involved in the patient's care will be present and where possible, consent will be gained on all occasions.
- Patients will not be asked to remove more clothing than necessary.
- Staff will protect the modesty of very ill or confused patients.



Monitoring and Measuring

Dignity in Care is **everyone's** business.

- Every manager has responsibility.
- The Dignity in Care Committee seeks assurance that progress is being made in all areas.
- Issues can be raised with the Dignity in Care Committee by emailing: [Dignity in Care \(ULHT\)](#) in the Trust's global email list.



Questions

- Please consider, discuss and comment on the following questions in your group:
 - What do we do well now?
 - What hinders us from achieving this policy?
 - What would we like to do better and how are we going to do it?
 - Your group facilitator has a feedback sheet which needs to be completed and forwarded to your Clinical Educator or Matron.



Thank you for your time and your
commitment to providing dignified
care to your patients and their
families / carers