Derbyshire County Council Adult Care

Dignity Policy

Approval and Authorisation

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Change History

<table>
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<tr>
<th>Version</th>
<th>Date</th>
<th>Reason</th>
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<tbody>
<tr>
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<td>November 2010</td>
<td>To initiate County Policy consistent with NHS Policy authored by Bill Nicol Safeguarding Lead</td>
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<td>8 November 2010</td>
<td>Feedback from S Pearson DOLS Service Manager</td>
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<td>Reviewed &amp; withdrawal criteria added. S. Phillips</td>
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This document will be reviewed on a regular basis – if you would like to make any comments, amendments, additions etc. please email Dawn Nash – Policies and Procedures, dawn.nash@derbyshire.gov.uk

Once printed, this is an uncontrolled document
1. Introduction

The Dignity in Care campaign was launched nationally in November 2006 with the aim of creating a zero tolerance of abusive or undignified services for older people. The campaign tightly linked dignity to safeguarding albeit with dignity and abuse at opposite ends of the spectrum.

The national campaign was built on a 10 point dignity challenge:

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.

Derbyshire Adult Care is committed to providing high quality care to people at all times. It is also committed to ensuring that all people using the services it commissions and provides, experience a service which maintains, promotes and upholds their dignity. Derbyshire Adult Care therefore, in partnership with Derbyshire Clinical Commissioning Groups and Derbyshire Community Health Service, has devised the Derbyshire Dignity Campaign underpinned by this policy.

This policy aims to formalise and give cohesion to existing efforts to promote dignity and to ensure positive outcomes are offered to key stakeholders – principally to people who use the service. We also welcome scrutiny from the Care Quality Commission (CQC) and Health Watch Derbyshire.

The Adult Care Senior Management team wishes to both encourage appropriate initiatives and to be able to evidence what is being achieved.

Interagency collaboration is essential in promoting a safe service underpinned by a sound sense of dignity. Essential policies which closely relate to this policy include:

Derbyshire Safeguarding Vulnerable Adult Board’s inter-agency policy and procedures. 

Mental Capacity Act 2005 and Deprivation of Liberty Safeguards Policy
http://dnet/policies_and_procedures/older_adults/adult_care/all/deprivation_liberty_safeguards/default.asp
This policy embraces several key drivers and legislation which help to promote dignity across health and social care such as:

- 'Think Local, Act Personal' 2010 – promotion of person centred care.
- Care Quality Commission - essential standards for registered services which have moved significantly towards a client focus and linking more strongly with dignity.
- The Social Care Commitment (Adult Care is a signatory)
- The National Pensioners Convention - Adult Care is a signatory to the Dignity Code to promote dignity for older people.
- Care Act 2014 - duty to promote wellbeing. The Act covers many social care outcomes so is particularly referenced.

This policy describes the responsibilities of all Adult Care staff and outlines core principles that all staff are expected to implement. This may be understood by the rights we believe people have:

**People have a right to:**

- Be treated as individuals
- Be listened to and have their views taken into account
- Be treated courteously at all times
- To know who is their key contact worker
- Be provided with appropriate, accessible and relevant information.
- Be cared for in a single sex environment where possible across health and social care settings
- Have their modesty protected
- Remain autonomous and independent wherever possible.

For the purpose of this policy:

**Dignity** in the context of social care means support which promotes, and does not undermine, a person’s self respect regardless of any individual difference or preference.

**Privacy** refers to freedom from intrusion and relates to all information and practice that is personal or sensitive in nature to an individual.
2. Purpose

The purpose of this policy is to ensure that:

- Appropriate organisational arrangements are in place to secure acceptable standards with dignity for all people who access services through Adult Care and their family/friend carers;

- People experience support in an environment that actively encompasses respect for individual values, beliefs and personal relationships;

- People feel that they matter and do not experience negative or offensive attitudes or behaviour;

- Appropriate staff attitudes and behaviour are promoted including consideration of non–verbal behaviour and body language and the needs of all minority groups.
3. **Scope**

This policy provides a framework for all staff working for Adult Care. Therefore it is expected that people who provide services commissioned either by Clients or corporately abide by the principles of this policy as good practice.

This includes:

- Employees
- Volunteers
- Independent Providers
- Contractors whilst working on Adult Care premises.
4. Responsibility of Adult Care

Adult Care Senior Management is responsible for:

- Setting clear principles (as below) and promoting best practice in relation to dignity.
- Integrating dignity into governance, audit and the quality service monitoring framework.
- Commissioning and contracting services that promote dignity for people. The issue should be specifically highlighted in commissioning and contracting intentions with evidence being required of positive practice.
- Ensuring Group Managers show leadership on dignity issues. This will include an expectation that each Assessor and Provider team will have an active dignity champion.

The brief for a Champion will be to:

1. Use your passion and commitment to improve outcomes for vulnerable people in contact with your team.
2. Use influence available through your job to challenge bad practice and raise the profile of dignity and respect issues.
3. Work to tackle, not tolerate poor practice.
4. Share with other champions, knowledge, expertise, experiences and enthusiasm through the DCC dignity website and other networks which may be available.
5. Gather evidence with your team initially to achieve the bronze dignity standard but to aspire to gold. (See Section 6 below.)

Managers at all levels are responsible for:

- Demonstrating methods of best practice through their leadership, attitudes, personal values and behaviour
- Ensuring that staff are aware of and adhere to this policy
- Implementing the principles set out in section 5 of this policy
- Ensuring support systems are person focused and not task orientated
• Setting up systems to monitor how effectively the service promotes dignity and respect, including the monitoring of the environment and staff behaviour and attitude

• Managing and responding to user feedback and ensuring that learning outcomes from comments and complaints are shared.

All staff are responsible for:

• Promoting the dignity of all people at all times

• Applying the principles outlined within this policy

• Raising concerns immediately where practice significantly departs from the principles set out in this policy as Safeguarding procedures may need to be initiated.
5. Principles

- We support people with the same respect we would want for ourselves or a family member.
- We ensure that services are tuned to individual requirements deriving from age, ethnicity, social, cultural, psychological, mental and physical needs.
- We subscribe to the 10 point dignity challenge outlined in the introduction to this policy.
- We will be courteous, to assist people to feel valued and confident when receiving support e.g. agreeing with people how they would like to be addressed.
- We work with people to maintain their maximum possible level of independence, choice and control.
- We listen carefully and assist people to participate as partners in decision-making about the support they need and want.
- We engage with family members and carers as contributing and valued partners.
- We respect people’s privacy; personal space is accessible when needed.
- We ensure people feel able to complain without fear of retribution.
- We aim to alleviate people’s loneliness and isolation.
- We share information in a way that respects individual needs, abilities and preferences and abides by people’s consent to sharing of personal information.
- Managers support staff to receive appropriate respect from people (within their capacity) and their relatives.
6. Promotion, Monitoring and Evaluation

Champions: The Senior Management Team will nominate an officer to support a Champion's network which can exchange good practice ideas e.g. through the website and to ensure with colleagues that all aspects of this policy are active in commissioning, contracting and day to day operational work. The aim is to have at least one champion in every service team both in house and commissioned from the independent sector.

Setting Standards: A single award in two sections- Option 1 and Option 2 will encourage Champions to work alongside colleagues to improve standards of quality of dignity in daily practice. The standards on which the awards are based will be congruent with CQC requirements. Certificates jointly signed at senior level by Adult Care and NHS Managers and other forms of recognition will acknowledge progress when teams achieve the award. The promotion of culturally sensitive practice will be woven in to these standards at each level.

Duration of Awards: The Option 1 award will be held for 2 years from the date of issue of the certificate. It will be necessary within this time to either renew or convert to the Option 2 award. The Option 1 award can only be renewed once. The Option 2 award will also last for 2 years and then be renewed every 2 years showing further initiatives of promoting dignity and respect within the service.

Withdrawal of Awards: The right to remove the award will be reserved if concerns are raised about the experience of dignity for people who have a service from an award holder. The way concerns may become evident will vary depending on the type of service but triggers would include:

1. Substantiated safeguarding - where staff attitude or behaviour has compromised local people being supported with dignity and respect.

2. Suspension of Contracts - If a contracted service is suspended there is a high probability that the dignity award will be removed. Sometimes new placements with a provider may be suspended as a neutral act whilst an investigation is undertaken prior to decisions being made.

3. CQC registered services – if a warning notice is issued contracted independent sector providers will be expected to notify their usual manager contact in Adult Care or the Health Service. For Adult care Direct Care services the onus will be on the Group Manager to notify as described in the ‘Business Process’ section below.

Reapplication after withdrawal: A written explanation will be given for the reasons for withdrawal together with an outline of what improvements are expected to be achieved prior to reapplication. An appropriate form of reapplication will be individually negotiated. The reapplication will not be considered without evidence of sustained improvements. A site visit may be carried out to ensure evidence that the improvements have taken place.
Monitoring and Reporting: It is the responsibility of Managers to undertake regular monitoring activity to keep dignity issues at the heart of service delivery. The progress of the Derbyshire Dignity Campaign will be reported periodically to the Adult Care Board and, when appropriate, to the Health and Wellbeing Board.

Evaluation: Implementation of the principles within this policy will be monitored through a web of activities which may include the Adult Safeguarding Board; the Joint Residential & Community Quality Management Group; Staff Training and Education team evaluation; Complaints; Contract Monitoring; Learning Reviews etc.
7. Review

A review of the contents of this policy will take place bi-annually from the date of approval. An earlier review may be warranted if one or more of the following occurs:

- Regulatory or statutory changes or developments
- Results or effects of learning reviews or audits.