

## 72 Controlled

### DERBYSHIRE DIGNITY AWARD RENEWAL APPLICATION & GUIDANCE



**We want you to stay involved with the Derbyshire Dignity Campaign and to play your part in contributing to a genuinely improving culture of dignity in services across Derbyshire. We hope you will want to renew your award and make further progress.**

Each time a team gains or renews their Derbyshire Dignity Award they become award holders for up to 2 years (whichever renewal option chosen below). Non- renewal requires the holder to remove any certificates or advertising about holding the award and removal from the dignity website. We welcome reinstatement which is via a successful full new application.

Your team has two options how to renew your Dignity Award:

#### OPTION 1

You can renew once only via Option 1. It offers further thinking time as you move to option 2. This involves your team reviewing your original successful award application based on the national 10 point dignity 'do's'. It requires reflection on changes you have made since achieving the award (the plans you have highlighted in question 4 on each standard)  
We encourage you to look for an emerging piece of work, ready next time for Option 2.  
Option 1 details are at page 2 below.

#### OPTION 2

Option 2 involves a Piece of Work which permanently improves the experience of dignity for people who receive your service. It is something created by your team which will not only benefit people who have your service but will also offer inspiration to other service providers in the County who may ask you to share your ideas. Future renewals will be every two years showing continuous initiatives which will contribute further to an accessible stock of high quality work in the County and reflect team-level continuing professional development.  
Option 2 details are at page 4 below.

#### HOW TO SEND COMPETED RENEWALS

- Preferably email to [chris.whittaker@derbyshire.gov.uk](mailto:chris.whittaker@derbyshire.gov.uk)
- Or post to Chris Whittaker, Adult Care; County Hall; Matlock; DE4 3AG.  
Tel. 01629 537613

Unsure about anything? Contact Chris, named above, who will find you an answer

## **OPTION 2**

### **SERVICE NAME AND ADDRESS:**

**Independent Care Link Ltd, Stanton House, 49-51 Stanton Road, Ilkeston. Derbyshire. DE7 5FW**

**We provide domiciliary care services primarily within the Ilkeston and Long Eaton area. Our service user base consists of elderly, learning disabled adults, mental health, sensory impairment, physically disabled adults.**

**We will provide support with personal care, meal preparation, medication tasks, light household duties, gardening and handyman services. Our main objective is to ensure that our service users realise their maximum potential and lead full and meaningful lives.**

### **SERVICE CONTACT:**

**Name(s): Samantha Griffin**

**Designation: Manager**

**E-mail: office@independentcarelink.co.uk**

**Telephone: 0115 944 4448**

**Date Sent: 22/08/16**

**A Dignity Champions:** Please list your team dignity champion(s) whose names are registered on the national dignity website.

Names

Jo Lawson (Registered Manager / Director)

Sam Griffin (Office Manager)

Charli Lawson (Care co-ordinator)

Haydn Allen ( Work Allocation)

Maureen Macey (Community Supervisor)

Ruth Ward (Care Worker)

Chelsea Richards (Care Worker)

Cara Barber (Care Worker)

We ensure that any care delivered is done so with dignity and respect. We monitor the working practice of all our staff and challenge any practice and behaviour that does not, in our opinion, represent best practice. We appreciate that reaching the decision and accepting that you need care and support is possibly one of the hardest decisions to make and that it can be a frightening and unnerving prospect to allow strangers into your home and carry out some of the most intimate care tasks possible. We endeavour to make our workers aware of this and that each person should be treated as an individual even though they generally carry out the same tasks for most of their service users. Each person will not want it done in the same way and they have a right and choice to have it done their way. One of our aims is to make sure that having care services is as comfortable and pain free as possible.

**B Description:** Please outline - within 300 words - your piece of work

*Our piece of work involves establishing a mentoring programme for all new staff members. Some members of our care team excel at what they do and will go the extra length for their service users to make them happy. We want all our carers to be this way and promote a healthy, happy environment for our service users. Our comprehensive Care Certificate training programme will promote the theory of care and how to deliver best practice. This training is generally classroom based (although we have identified on one occasion that classroom based was not suited to one new applicant so we had to change the way we trained) and generic. We identified that there needed to be a more individualised service user focused training programme to run alongside the theory based knowledge. As previously mentioned some of our care team members excel at their given roles so we felt that by combining the two elements – excellent care workers and the need for more service user based training we should be able to produce a more meaningful role. With this in mind we created the new role of ‘community mentor’. This role will be to mentor new members of staff and pass on their expertise and knowledge gained from their experience. Shadowing for new team members will be with their community mentor. It is our front-line staff who take on the role of community mentors. Ultimately it is our front line staff that is the face of Independent Care Link. It is with them that the service users form relationships and put their trust in. To introduce new members of the team can be a process fraught with tension and anxiety for both the service user and new team member therefore if they can be with a mentor who the service user already knows and trusts, it smoothes the process and allows the transition to remain as calm as possible and allow for the best environment for success. One of our aims is to make sure that having care services is as comfortable and pain free as possible. We identified the carers who we would hold the position of community mentor and held an initial meeting with them to discuss whether they would like to take on the role and what it would involve. As an ongoing process we consult with the mentors to provide feedback on new members of staff in relation to their care certificate*

### C The National 10 Point Challenge: Linking To What You Do

- Treat each person as an individual by offering a personalised service

*Not all service users are the same. The theory of care can be taught in a classroom but to understand each client's individual needs the new worker needs to spend time with them. The two week period that the new worker spends with their mentor is invaluable training to complement their Care Certificate*

- Enable people to maintain the maximum possible level of independence, choice and control.

*The mentoring period allows the service user and /or their family members to raise any issues or concerns they may have regarding a new team member. It also allows the mentor an opportunity to ensure that the service user feels comfortable and confident in a new carer. Additionally, because the mentor knows the service users so well and is aware of which tasks they are independent with, this can be passed on to a new team member – this prevents a new member of staff going and 'taking over', thus allowing the service user to maintain their independence as far as possible and the organisation to promote this independence.*

- Assist people to maintain confidence and positive self-esteem

*Client's can have confidence in knowing that every effort has been made to make sure they are comfortable with any new member of staff and they feel confident that the carer will know what they are doing. Alternatively, the carer grows in confidence and self-esteem knowing that they are capable of fulfilling the role of care worker. This in turn leads to confidence in the service. It can be as daunting for the new worker to start working with clients as it is for the client's to accept a new worker. We make every effort to ensure compatibility between worker and client and will not set a plan of independent work until the mentor has reported back that both client and carer feel confident.*

### D Customer Involvement: Describe 'customer' involvement in your piece of work

Initially the mentors were chosen because of feedback from service users in relation to their working practice. Following on from compliments made about them and requests for the client to have the same worker where possible because they know them so well and will also go that extra length for them. This was the decisive factor in who we nominated to become community mentors. We also rely on feedback from the client's regarding how new carers are fitting in and working

alongside other team members and becoming aware of their routines, we also ask that they let us know how confident they feel with a new worker.

Due to losing a member of the team who was a community mentor and another stepping down from her position we have now asked the service users to nominate any carer who they feel would be able to fulfil the role of community mentor. We are now awaiting the nominations to come back.

**E Involvement of frontline staff:** Describe frontline staff involvement in your piece of work

All the frontline staff are aware of who the community mentors are. They were made aware by newsletter initially and the mentors wear badges to show that they are identified community mentors. Because all of the mentors are frontline staff and work within their own area they are all prominent within that area. They work full time, are long-term members of staff and visit all service users within that location. All of the frontline staff use the mentor's knowledge of the service users and ask their opinion and advice if they have any issues or concerns about the service users.

**F Sustainability:** Explain why you are confident that your piece of work will continue and develop further?

I believe that the work will continue. We are asking for nominations for new mentors to enable the work to grow. We have noticed an improvement in the transition from new recruit to team member whilst using the mentor programme. When listening to new care workers during supervision and team meetings it is clear that they have a far more in-depth understanding of their service users and we believe that this is as a result of using the mentoring programme. The mentors know what is important to their service users and this is passed on in a consistent manner which in turn leads to happier clients. It is also more reassuring to a new team member that they 'shadow' the same person all the time. A relationship builds up and other team members seem to be more accepting and welcoming of a new team member when they have been introduced by a mentor. Observations and discussions take place with a mentor and a more complete picture of their competency and knowledge is obtained because they have become more open and comfortable with their mentor because of the time spent with them and the relationship they have built with them.

**G Results:** Please show real evidence of positive results for the people receiving the service and (where appropriate) their carers

- One of our mentors has been asked if they can accompany one of our service users who

have Vascular Dementia to a family wedding so he doesn't miss out on the day. He requires support with eating / drinking and toileting. The mentor has been freed of all work on the day of wedding so that she can support him.

- One of our mentors regularly picks up one of our service user's medication in her own time because there is no family member available to do so and the pharmacy are unable to deliver it. Without this the service user would be unable to access any medication.
- There were some issues around one of our service users and the environment that he was living in. We did originally provide him with a shopping service along with a domestic service, personal care and welfare. He can only have a male worker as his behaviour is inappropriate with female workers. The regular carer refused to go any longer because his health has been put at risk. No other provider could be found. One of our mentors has continued to provide a shopping service because without this he would not be able to access any money and he would not consider going shopping or eating. His shopping is now done by his original worker because he knows what he has each week. It is then dropped off by one of our mentors. During this drop off she will check his welfare as best she can and report back to the office.
- One of our service user's was very down and there seemed no explanation for this. Following on from further investigation by one of our mentors it was because she was no longer able to go out and get her hair done. The same mentor accessed a mobile hairdresser and arranged for her to visit the service user to wash and style her hair. The service user was over the moon with this.
- The same mentor as above also arranges for another one of our service users to have hair and nail appointments. The service user has communication difficulties following a stroke. She is unable to express herself and has difficulty processing information; therefore she does not feel uncomfortable using the telephone to make appointments. The mentor also stays during the appointment to aid communication between the service user and hairdresser/beautician.
- One of our service users lives in an unhealthy environment – no electricity / gas / food etc. One morning one of our mentors visited and because there was no gas therefore there was no hot water. The service user asked for a hot drink. The mentor took his kettle and visited the second service user who lives just around the corner. While there she boiled the kettle and went back to the first service user to make him a hot drink.
- We provide services to a client who does not cope well with new carers. She feels uncomfortable meeting them while they are shadowing. She cannot communicate particularly well and is very challenging to support. She has double up visits and finds it hard to cope with 2 carers without having a shadow carer too. To alleviate her anxiety in relation to this one of our mentors has agreed with her that if she does need to have a new staff member then she will visit her when nobody else is there and introduce the new worker when it is quiet and no personal care is being carried out. This makes the transition of having a new worker easier and more comfortable for both service user and staff

member.

- During the last Service User questionnaire (Nov 2015) we received 59 responses. One of the questions asked is whether they consider that they are treated by the carers with dignity and respect. A positive response was given by 100% of all services on the returned questionnaires.

### **To renew in 2 years' time you will need to:**

Continue to develop the mentor programme and monitor and record more feedback. We have tried to access mentoring training for all our mentors; however this is proving difficult. This will be our main priority over the next twelve months. Use our mentor's to better involve the client's and gain their feedback. We would like to utilise our mentor role to better support existing workers.

### **PLEASE SEND YOUR RENEWAL TO US**

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- Or by post to Chris Whittaker; Adult Care; County Hall; Matlock; DE4 3AG.  
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