

## 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.

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 through a fresh piece of work 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 [lseult.cocking@derbyshire.gov.uk](mailto:lseult.cocking@derbyshire.gov.uk)
- Or post to Lseult Cocking, Adult Care; County Hall; Matlock; DE4 3AG.  
Tel. 01629 532048

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

## **OPTION 2**

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

*Whitestones  
139 Manchester Road  
Chapel en-le frith  
High Peak  
SK23 9TW*

*Whitestones is a 41 bed dementia care home; it is situated on the out skirts of Chapel en-le frith, it is all on one level all bedrooms have en-suit facilities.*

### **SERVICE CONTACT:**

**Name(s):** Angela Hewitt

**Designation:** Unit Manager

**E-mail:** angela.hewitt@derbyshire.gov.uk

**Telephone:** 01629531277

**Date Sent:** 21<sup>st</sup> December 2015

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

Names

Angela Hewitt Unit Manager

Karen Bradley Activity co-ordinator

Gronia Hall Activity co-ordinator

Kathy Powner Deputy Unit manager

Angela Pownall Service manager

We are working together as a team of managers and staff to maintain and run the tea room that is built within Whitestones.

The champions are supported by volunteers to run the tea room; donations are welcome and visitors support.

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

*Whitestones applied to the Kings fund for a grant to refurbish an unused room making it into a tea room for residents and their visitors. the fund granted Whitestones £6000*

*The theme was to be a traditional type tea room serving hot and cold drinks, freshly peculated coffee and cakes, all the crockery is floral and china and in-keeping with a traditional tea room.*

*Cakes are displayed on cake stands giving a colourful and interesting appearance.*

*Furniture and curtains where purchased with the grant, all keeping to the theme.*

*A display board was put up in the conservatory for residents and their visitors to choose a name for the tea room, ideas where given and everyone ticked their choice of name, the most popular name was established which was **sugar and spice** and the purpose made signs where made to sign post people to the tea room.*

*The tea room provides a place for socialising and meeting others, whilst maintain hydration for residents, it promotes independence and choice.*

*It is a well decorated bright and cheerful place, music plays quietly in the background.*

*It is also used as a place to gather prior to funerals as we now provide a facility for the funeral of residents to go from Whitestones opening the tea room providing refreshments and a light snack if required.*

*This has become something we are very proud and honoured to be able to do.*

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

**Point 9**

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

*Those residents and their relatives who choose to use the tea room, do so as often as they wish, they choose what they would like to eat and drink and where they wish to sit as you would out in the community on entering any café or tea room,*

*Menus are on the table for people to choose what they would like, they are served with a china tea pot at their table, and they have sugar cubes and tongues on the table enabling them to serve their self.*

*This promotes their independence whilst giving them control and choice, Visitors now visit specifically on the days the tea room is open as it has become a social gathering so conversation is flowing with a mix of visitors as well as residents.*

*Residents like to invite their visitors into the tea room and provide them with a drink as they*

*would have done should they have been visited in their own home.*

*Giving residents and their visitors the opportunity to name the tea room with a name of their choice gave them some ownership of the project, a sense of involvement and made to feel part of the planning of something new in their home.*

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

Prior to changing the use of the room residents were consulted as to whether or not they thought it would be a good idea, along with visitors.

Forms were given out for people to complete with their thoughts.

These forms of consultation were collated, which gave us evidence that people who use the service thought it was a good idea and they supported the change in the use of the room.

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

*Whitestones comprises of a large care staff team 37 of which are care assistants delivering hands on care support both emotionally and physically.*

*2 of these staff are designated activity co-ordinators specifically recruited to provide one to one and group activities, both of these staff have taken a lead role in running the tea room as well as becoming Dignity Champions.*

*Staff assisted in visitors and residents filling in the consultation with regard to naming the tea room.*

*As well as completing consultation forms in their selves. Staff were involved in donating suitable crockery and items to put in the room to give the desired theme.*

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

We are 24 months into the running of this project now, I am confident that the project will continue to develop as we as a team are improving the tea room at all times, we have replaced furniture for more suitable and sturdy chairs, visitors specifically visit when the tea room is open and bring friends and family.

We open the tea room for funerals and families choose to use the room as a starting point for the funeral so the Hurst can pull up outside, we provide hot and cold drinks sandwiches and light snacks, this has been much appreciated and become more popular.

Visitors to the tea room continue to donate money to re-stock supplies and purchase good quality

coffee.

Other homes have asked about the tea room with the aim to develop similar as it has been proven what a success it is, staff and volunteers continue to enjoy opening the tea room, and we are looking forward to opening up at Christmas to celebrate our 2 year anniversary.

The tea room will continue to thrive as it provides a comfortable welcoming and social environment for residents and their visitors.

## **With regard to the 10 point challenge**

**Point 8** Engage with family members and carers and care partners

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

We have taken photographs of the room before and after the project, we have a folder containing evidence of consultation with visitor's residents and staff of what they thought of the idea.

We have kept copies of the press release and the work that went into the Kings Fund so we could be awarded with the grant, giving us the money to go ahead with the project.

The tea room is open 3 days a week, relatives specifically visit on the days the tea room is open, signs and topiary plants are placed outside the door as a means of way finding.

A couple from the local area come into Whitestones to access the tea room and socialise with the others, it is a way of introducing the lady to the home as she will soon require residential care in this type of setting, it is giving her positive and pleasant thoughts of the home and the aim is to assist her to settle into residential care eventually and smoothly as possible. This would be a positive result.

We have received many donations towards the tea room and the volunteers enjoy coming into help.

We provide a place for private birthday parties and offer the facility for families to have tea parties and celebrations, this is very popular. Many people use the tea room as a starting point for a funeral, we provide tea and light snacks and this has become a regular thing, we will open especially for someone to celebrate specific occasions.

We have held surprise parties where people have visited unexpectedly and thrown a party which has stirred lots of good emotions.

We have themes throughout the year such as Easter and Christmas, spring time etc.

There is a visitors book in the tea room for people to make comments to record how much they enjoy visiting as well as all events are recorded in the activity file, all of which evidences the success of the project and proves the money was well spent.

Residents' health has improved with regard to hydration and emotional wellbeing, they drink a lot more when they are sat in the tea room and have lots of top ups, They are visibly happy and

enjoying the whole experience, the mare has visited on a number of occasions and enjoyed spending time in the tea room, he was very impressed and the residents enjoyed him been there and talking to them, there is evidence of this in the file.

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

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