

**4<sup>th</sup> March 2013****Agenda Item: 6****REPORT OF SERVICE DIRECTOR, JOINT COMMISSIONING, QUALITY AND  
BUSINESS CHANGE****PROMOTION OF DIGNITY IN CARE WITHIN ADULT CARE SERVICES****Purpose of the Report**

1. This report provides Members with an update on the work being undertaken across adult social care services to promote and support dignity in care.

**Information and Advice**

2. The Dignity in Care Campaign was launched by the Department of Health in November 2006 and it continues to stimulate debate around the need for people receiving care services to be treated with dignity and respect. The campaign has included encouraging people to become 'Dignity Champions' and to advocate for and ensure services meet the 10 dignity challenges. The main activities of the campaign both nationally and locally have included:
  - raising awareness of dignity in care
  - sharing good practice and encouraging innovation to help improve the quality of care
  - supporting individuals and organisations to improve the ways in which services are provided
  - recognising and rewarding staff and teams that make a difference
3. Nottinghamshire County Council continues to be proactive in promoting dignity in care both in its internal care services, through the services it commissions from independent sector providers, and through its training and development.

**Work undertaken with independent sector care providers**

4. Through its quality audits and monitoring activities, the Market Development and Care Standards team measures performance in this area, ensuring not only that care staff have received training in dignity, but also that it is evident in their practice. The Quality Audit Framework is used by Quality Development Officers (QDOs) to assess the standard of care provided. It explicitly refers to the importance of dignity in care services and one of the key standards that QDOs look at is 'respecting and involving people who use services'. Within this standard QDOs are looking for evidence that the 10 dignity

challenges are promoted, that policies and procedures support respect towards service users and that staff have received training in promoting dignity.

5. The Nottinghamshire Partnership for Social Care Workforce Development (NPSCWD) is an organisation that has been set up by care providers and works on behalf of them to develop the social care workforce to meet the needs of current and potential service users within the County and in Nottingham City. Members will recall from a previous committee report that the Partnership receives funding from, and is currently hosted within, the County Council. It provides training and support to all care providers across the County. The Partnership provides a range of courses including: care planning, dementia awareness and activities, equality and diversity, safeguarding, infection control, medication and nutrition. Issues relating to dignity in care are integral to all the courses that are delivered to independent sector providers. Key priority areas for the County have been identified with the Partnership and these include ensuring the effectiveness of the training to deliver improvements to the quality of care for service users; developing the workforce to deliver better dementia care, end of life care, safeguarding and dignity; and improved provision of personalised care services.
6. Between April 2011 and March 2012, 1,566 care workers attended these training courses. From April to the end of December 2012, 1,679 training places were booked by staff from 130 care homes, home care agencies, voluntary organisations and micro-providers. During 2012 the Partnership also delivered safeguarding updates from the Independent Safeguarding Authority to approximately 200 delegates and organised a conference to launch a dementia care programme, which focuses on providing person-centred dementia care, which 100 delegates attended. Future plans include delivery of the 12 month dementia care programme to 2 cohorts of staff starting in February 2013. 80 places have been filled comprising 2-3 people from 28 organisations, who are either owners or managers.
7. The Partnership has also secured additional funding to the value of £88,000 from the Skills for Care Innovation Fund and will use this to deliver:
  - Leadership and Management modules to 40 delegates across approximately 20 care settings
  - action learning sets for Registered Care Managers to help them meet the Care Quality Commission's essential standards across approximately 32 care settings, and
  - a competence framework for moving and handling, specifically looking at dignity and safeguarding, with support from registered trainer assessors to train and assess care staff in moving and handling competence
8. The County Council held a Dignity Event on 1 November 2012 with 120 staff from independent sector care homes attending. There were presentations on falls prevention, business continuity, Mental Capacity Act 2005, safeguarding adults and dementia care, with the focus on dignity as the core feature of care provision. This was organised by the manager of the Safeguarding Adults and Mental Capacity Act Team, who has the departmental lead for dignity in care; the Market Development and Care Standards Team; and Workforce Development Officers, who are based within the Corporate Learning and Development Team.

9. The event was a great success with care home staff engaging and committing to ensure and promote dignity in care in their establishments. Participants were encouraged to make a commitment to being Dignity Champions, via the [Dignity in Care](#) website and to put their good intentions into practice. The intention is to arrange another event this year.

### **Work with Council staff**

10. All staff in the council are able to apply to become a Dignity Champion and information on how to do this is available on the intranet.
11. Within the Short Term Assessment and Reablement Teams (START) all care staff have pledged to become Dignity Champions and uphold the right of service users to privacy and dignity. The START teams are aiming to have all their staff signed up this year and the Mansfield and Ashfield Team has already achieved this. On 1 February, National Dignity in Care day, staff were asked to revisit this pledge and to focus on completion of their Dignity workbooks. With their work rotas for the week they were sent a poem that highlights the importance of seeing the individual rather than someone who needs care and support.
12. The Dignity in Care workbook has been developed by the START service and staff are encouraged to work through this and provide responses to exercises that ask them to reflect on their practice and how they relate to service users. On completion of the workbooks staff are awarded with a certificate. There are copies of the workbook and the certificate in the background papers.
13. The Mansfield and Ashfield START Team was inspected by the Care Quality Commission in September 2012 and was found to be compliant in all areas. In relation to Dignity in Care, the inspectors noted:

‘..there was a Dignity Handbook for all staff. The manager told us they were aiming for all staff to be Dignity Champions and most had already achieved this. We saw records of an observational supervision and the senior worker had recorded positive comments about respect shown and how dignity was maintained. In discussions with us, staff described good practice in maintaining people's dignity whilst assisting with personal care.’
14. Within the six Care and Support Centres, there are nearly 100 Dignity Champions. Dignity is discussed regularly in supervision meetings with staff and they are asked to give examples of their actions in practice that have promoted or achieved dignity for residents.
15. Council day services also make it a priority to treat all service users as individuals, and to help staff to understand how they can do this they are provided with training in Person Centred Planning. All users of day services have documented Person Centred Plans, care plans and support plans; as well as risk assessments. The plans help to ensure that care is delivered safely and appropriately and that individual needs are acknowledged and built into the care provided. Managers look to recognise staff when they observe good practice and to thank them for their contribution to delivering good quality care. The service listens to and values contributions from people who attend the day services via speak-out groups.

16. Members will recall that our staff have enjoyed success at the Great British Care awards, which has a regional event in the East Midlands, in relation to supporting and promoting dignity in our work with service users. At Full Council last year Veronica Bell, a social worker from the Mental Health Reviewing Team, was recognised for receiving the Dignity in Care award. She will now be considered for the national finals in London later this year. Also last year, trainers in provision of end of life care, Elise Adam and Steph Pindor, were recognised for their achievements in the Care Trainer category. Elise and Steph are employed by the NHS but work in partnership with the County Council to promote high quality end of life care across all care providers in the City and the County.
17. In 2011, Jane Buxton was a runner up in the Dignity in Care category for her work with service users at the Ashfield Day Service, and Sue Mercer, Business Support Assistant at Ashfield Day Service, received the Putting People First award for going the extra mile to provide support to service users in developing new skills.
18. The Council continues to promote the Dignity in Care campaign, which has now been running for a number of years, across the care sector in Nottinghamshire. Because of the size of this staff group across the county and inevitable changes in the workforce it has been difficult to maintain an up to date list of Dignity Champions.

## **Statutory and Policy Implications**

19. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

### **Implications for Service Users**

20. Dignity in Care is an important issue for all service users, carers and families. It is essential that it is integral to the care we provide and the care that is commissioned by the Council, hence the importance of mechanisms that support and review this.

### **Financial implications**

21. The Nottinghamshire Partnership for Social Care Workforce Development (NPSCWD), which is referred to earlier in the report, is currently hosted by the Council, and funding was agreed at the Committee in October 2012 for a two year period up to 31<sup>st</sup> October 2014, to promote its development into an independent organisation. This is provided from the NHS Support to Social Care funding. The Partnership has also secured an additional £88,000 as the additional funding received from the Skills for Care Innovation Fund.

## **RECOMMENDATION/S**

- 1) That Committee notes the contents of the report.

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**Service Director, Joint Commissioning, Quality and Business Change**

**For any enquiries about this report please contact:**  
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### **Constitutional Comments**

22. As the report is for noting only no constitutional comments are required.

### **Financial Comments (CLK 22/02/13)**

23. The financial implications are contained within paragraph 21.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- a. Quality Audit Framework 2011/2012
- b. START Dignity in Care Workbook
- c. START Dignity in Care Certificate
- d. 29<sup>th</sup> October 2012 - NHS Support for Social Care Funding – Report to Adult Social Care and Health Committee (published):

<http://www.nottinghamshire.gov.uk/dms/Meetings/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/17/Committee/7/SelectedTab/Documents/Default.aspx>

### **Electoral Division(s) and Member(s) Affected**

All.