



Report of the Director of Adult Social Services

Scrutiny Board (Adult Social Care)

Date: 11 November 2009

Subject: Update on Work in Leeds on Dignity in Care

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Executive Summary

The previous update to Scrutiny Board was in January 2009, since then we have focussed on embedding dignity into day to day practice.

This includes returning to the original 10 points of the Dignity Challenge and ensuring these drive the work and are implicit across workstreams.

This work on dignity in care has been across health and social care agencies in Leeds, supported by the Disabled People's and Older People's Strategic Partnership Team – a joint team across the NHS and Leeds City Council.

The report reflects this approach. There is much shared learning and a co-operative approach to implementing dignity in care, although this is broken down into work by the different organisations.

The work in Leeds continues to receive national attention and we have shared examples of our successes across the country

The scale of the ambitions of the Dignity Challenge mean there is still work to do, and this must form part of continuous quality improvements, but there are clear plans in place and a continued commitment from organisations to prioritise this work

1.0 Purpose Of This Report

- 1.1 The purpose of this report is to provide a further update to the Scrutiny Board for Adult Social Care on the Dignity in Care work in Leeds.

2.0 Introduction

- 2.1 It is now 3 years since Leeds City Council's Health and Adult Social Care Scrutiny Board began an inquiry into Dignity in Care issues in the city and the Dignity in Care campaign launch, and just over a year since Leeds won the National NHS Health and Social Care award. The previous report to Scrutiny Board was in January 2009 and since then the focus of the work has been on continuing to mainstream dignity in care across organisations and workstreams. The aim of the work is to ensure that older people are treated with the highest standards of dignity when using health and social care services in Leeds. It is worth reminding ourselves of the core aims of the Dignity Challenge:

The Dignity Challenge

High quality care services that respect older people's dignity should:

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.

We have worked to achieve this through:

- Raising the profile of Dignity in Care issues with older people and disabled people, the public and care staff
- Listening to older people, disabled people and Carers, particularly about their experiences of services
- Collating, sharing and publicising best practice
- Identifying poor practice and implementing change to improve services
- Ensuring that Dignity in Care continues to be explicitly addressed in day to day practice

3.0 Background

- 3.1 The campaign is overseen by the Leeds Older People's Champions Group, which is supported by the Disabled People's and Older People's Strategic Partnership. Work so far has included:

- Social Marketing to raise the profile of Dignity in Care. This has included a poster and postcard campaign, radio adverts, 3 short films and producing Leeds Dignity Champion Dignity Badges.

- Dignity Audit Tools within hospital settings (both Leeds Teaching Hospital Trust and Leeds Partnership Foundation Trust) and within Community Health Care settings
- Developing a care home audit tool and piloting Dignity Audits within care homes, with the audits being carried out by older people themselves
- Putting the Dignity standards within the contracts of providers of health and social care services
- Developing plans for multi/inter agency training on Dignity in Care
- Establishing a local Dignity Champions Group and E mail network
- Producing and distributing a leaflet on 'How to Complain' focussed on the right to be treated with dignity and respect
- Rolling out the campaign across Adult Groups
- Using Leeds as an example of good practice and sharing the work across the country through conferences and networks

4. Recent Developments

- 4.1 Adult Social Care (ASC) are supporting the dignity challenge in regard to personalisation and maximum independence by continuing to move towards self directed support (SDS) and increasing the numbers of people on Direct Payments (DP) and Personal Budgets. We now have 1279 on DP, including 560 older people. The SDS model is an essential element of the Putting People First agenda, which aims to increase choice and control, by offering personalised services to those customers in receipt of community based social care services.

The Care Homes Audit pilot has now been completed. This took place in 5 Local Authority and 2 Independent Sector care homes. The evaluation was very positive, with both older people, and staff within care homes, finding it useful. The project was short listed for the Yorkshire and Humberside Health and Social Care Award 2009. It has been agreed to now mainstream the work by linking the Older People's Champions with the Adult Social Care Commissioning and Contracting Team. This will mean that when staff from the team visit Care Homes, as part of the contract review process, they will be accompanied by an older person who, using the Dignity Audit Tool will focus on the dignity standards. This will have the advantage of both supporting the Dignity Champion and ensuring that their findings feed in directly to the commissioning process, thereby driving up standards.

As part of helping individuals to maintain their personal dignity and respect, Adult Social Care is expected to ensure that people who use services and their carers are safeguarded from abuse, neglect and self-harm. During 2009, Adult Social Care has implemented a programme of training for all staff to ensure the recognition of abuse, and to provide staff with the skills necessary to investigate allegations of abuse. 10 senior practitioners have been recruited to provide specialist skills, support, training and capacity to improve safeguarding practice in front-line assessment services. As the lead agency for safeguarding, Adult Social Care has appointed additional staff, jointly with partners, to boost the support for the Safeguarding Adults Partnership.

The new multi-agency policy, procedure and forms were published this summer and partner agencies are now revising and developing their internal guidance to ensure consistency with the multi-agency procedure.

A partnership between Leeds Relatives and Residents Association, Age Concern, Leeds Older People's Forum, Leeds Metropolitan University and Care Homes established a pilot 'Befriending in Care Homes' project. This aimed to contribute to the maintenance of older people's health and well being and to alleviate the social isolation felt by older people living in care homes. 26 volunteers were recruited who visited residents, matched to the volunteers, in 9 care homes. Comments from residents and volunteers have been very positive and the visits continue. Age Concern are currently looking to how the scheme can be funded to continue and expand.

Leeds Older People's Forum, supported by ASC and NHS Leeds has just published the 3rd edition of the 'Older People and Social Isolation Resource Pack'. This provides information and supporting training materials for anyone wanting to tackle the complex issues involved in addressing social isolation. It is packed full of useful advice about what support and good practice exists in Leeds. It is being distributed extensively across health and social care, including the voluntary sector.

- 4.2 Leeds Partnership Foundation Trust (LPFT) carried out a survey on dignity in care across their older people's services. Areas that service users identified as good practice were; Service users being called by their preferred name, service users modesty being maintained and personal information disclosed being kept private. Areas identified for improvement were; Improving the quality and timeliness of information provided about services, improve the information available about how to express concerns or make a complaint, ensure that service users are involved as much as possible in decisions about their care. LPFT have committed to tackling these areas in their service improvement plans. They are planning to repeat the audit later this year and every year.

LPFT have produced a Dignity Framework which is available to all staff (clinical and non-clinical staff) electronically. The Dignity re-audit for Older People Services plans are underway, leading to the development of an action plan and communication strategy regarding the findings.

An 'Essence of Good Practice' day was held on 4th September, 2009. This was attended by clinical staff and service user development workers from across LPFT. This Good Practice day gave examples of good practice in relation to dignified care as a result of implementing the 'Releasing Time To Care' programme.

- 4.3 Within Leeds Teaching Hospitals Trust (LTHT) over the last few months many environmental improvements have taken place to improve single sex segregation on mixed sex units, this had been identified as a crucial area by older people in Leeds. Improvements include new doors, clearer signage and improved washing and toilet facilities. LTHT are compliant with Department of Health guidance in this regard. They now have 28 wholly single sex wards in the Trust, an increase of 17 on April of this year, and are planning to increase this further in the near future.

New curtains have been ordered for all hospital wards, these will fit better and have a "Do not Disturb, Care in Progress" message sewn into them to be highly visible when curtains are drawn.

Dignity Audits continue to go be extensively carried out and LTHT are hoping they will become an annual event with protected time for senior nurses to carry them out every March. This is because this system worked well this year. Audit tools have even now been developed for use in the theatre departments and they are piloting them currently.

The Royal College of Nursing Dignity Campaign education material has been used to promote dignity in care to over 70 senior nurses in LTHT (March 09) they are in turn cascading the training to ward and department based staff

As in Adult Social care the connection between Dignity and Safeguarding has been made. In March a senior nurse was appointed to take training in safeguarding forward within LTHT and provide clinical support to the Nurse Consultant for Safeguarding. Since then over 700 Trust staff from a variety of backgrounds have had a basic safeguarding awareness training (level 1) and over 100 Trust staff have had a level two training which is slightly more in depth and allows them to train others at the basic level. In September LTHT held two 'patient care and safety days' with input from partners across the health and social care community with a focus on adult and children's safeguarding.

In partnership with deaf and hard of hearing and blind and partially sighted groups within the city, LTHT are currently trialing the explicit use of recognised symbols (the ear and eyes with lines struck through) to ensure all staff are immediately aware of additional needs of patients and care is delivered appropriately.

The LTHT Complaints Procedures were revised in April 2009 to reflect new National Guidance.

- 4.4 NHS Leeds Community Healthcare is developing privacy and dignity training in conjunction with Workforce Development, Equality and Diversity and Patient and Public Involvement, aiming to raise the profile of dignity during the induction of staff.

Three audit tools (released Dec 09) are available measuring standards of communication, privacy and dignity through: staff self assessment, patient feedback and observing care

The Quality Framework (QF) tool is reported by all services in Leeds Community Healthcare and has the following standard: "Service/team members demonstrate that patients, relatives and visitors are treated with privacy, dignity and respect. Essence of Care Communication, Privacy and Dignity audit performed as a minimum 3 yearly". This standard is being promoted currently through meetings with staff and the QF work stream and current compliance is on ambers and greens, with the aim to be on greens by the end of the financial year.

5 Further Challenges and Future Work

- 5.1 There is a need to reprint/replace the posters. This has been a very successful element of the campaign. We need to replace the images because sadly some of the individuals represented have died. In addition, we also wish to have new images that further represent all the communities in Leeds and show older people in different settings. The Dignity Champions Group are to do this as part of their work plan.
- 5.2 We recognise that in order to embed dignity in everyday practice we need to ensure staff are appropriately trained. This includes having dignity issues within generic

training and specifically focussed dignity training. Re-establishing a city wide group and implementing further training is a priority. Adult Social Care are in discussions with Help The Aged re the "My Home Life" Dignity in Care national programme to look at the feasibility of establishing a learning set (across health and social care) in Leeds, with some Department of Health and Joseph Rowntree Funding funding over a three year period, to raise the awareness of dignity / choice and control across the sector.

- 5.3 Unfortunately, despite the commitment of a few key individuals, the Dignity Champions Group has declined in regular attendance. We are to revitalise this group, using the actions outlined in this report as part of its workplan
- 5.4 We will continue to expand the campaign across all adult groups. An example is that LPFT are expanding the dignity work across all their adult service users and plans are underway for a Trust-Wide Dignity Audit as part of implementation of Essence of Care for 2010.

6.0 Conclusion

- 6.1 Dignity continues to be regarded by older people and other service users as a priority. It is intended that we continue to respond to this as such. The focus in 2009 has been on embedding dignity in everyday practice across health and social care organisations. We also recognised that the campaign not only raises the standards of dignity in care but that it also raises service users expectations. That is a challenge, but it is one all organisations are committed to meeting.
- 6.2 It is intended to keep Dignity in Care as a major workstream and cross cutting issue within the Disabled People's and Older People's Strategic Partnership and across health and social care organisations.

7.0 Recommendation

- 7.1 Members of the Scrutiny Board are requested to note the contents of this update and the information on future plans.

Background Documents referred to in this report

- Adult Social Care Scrutiny Board Inquiry into Dignity into Care