

Buzz Inspired Dementia Care – Supporting the Dignity in Care Champions Challenges

| OUTCOME | PERFORMANCE INDICATORS | ACTION | EVIDENCE |
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| 1. Zero tolerance of all forms of abuse. | All staff to be aware of their role in supporting a therapeutic care environment. | Task 1 of the Buzz programme: Deliver the training programme to agree the philosophy of a therapeutic care environment. | Staff training records. |
| 2. Support people with the same respect as you would want for yourself or a member of your family. | <p>All staff to facilitate therapeutic relationships.</p> <p>Physical environment meets the cognitive and safety needs of individuals.</p> | <p>Task 2 of the Buzz programme: Appraise the Workforce Well-being</p> <p>Task 3 of the Buzz programme: Audit the Physical Environment for therapeutic features.</p> <p>Task 4 of the Buzz programme: Plan and implement care setting developments.</p> | <p>Buzz Workforce Well-being Profile.</p> <p>Buzz Therapeutic Physical Environment Profile.</p> <p>Buzz Therapeutic Physical Environment Plans.</p> |

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| 3. Treat each person as an individual by offering personalised services. | Include service user in assessment and care planning process as equal partner. | Task 5 of the Buzz programme: Introduce the Pool Activity Level (PAL) Instrument. | PAL Life History Profile for all individuals. |
| 4. Enable people to maintain the maximum possible level of independence , choice and control | Services users, carers and their advocates are involved in planning, development and evaluation of care activities | Complete the PAL Instrument Checklist with all individuals with the involvement of carers and advocates as appropriate. | PAL Activity Profile and Individual Action Plan for all individuals. |
| 5. Listen and supports people to express their needs and wants | All staff to facilitate therapeutic relationships. | Task 6 of the Buzz programme: Introduce the Facilitation Skills Supervision Tool. | Buzz Staff supervision records. Buzz Workforce Well-being Profile. |
| 6. Respect people’s right to privacy | All staff to facilitate therapeutic relationships. | Task 6 of the Buzz programme: Introduce the Facilitation Skills Supervision Tool. | Buzz Staff supervision records. Buzz Workforce Well-being Profile. |

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| 7. Ensure people feel able to complain without fear of retribution. | All staff to facilitate therapeutic relationships. | Task 6 of the Buzz programme: Introduce the Facilitation Skills Supervision Tool. | Buzz Staff supervision records. Complaints record. |
| 8. Engage with family members and carers as care partners | Services users, carers and their advocates are involved in planning, development and evaluation of care activities | Complete the PAL Instrument Life History Profile with all individuals with the involvement of carers and advocates as appropriate. | PAL Life History Profile for all individuals. |
| 9. Assist people to maintain confidence and positive self-esteem | Physical environment and structure of the day organised to maximise independence and enable people to maintain familiar routines and activities | Develop a Buzz programme of continuous implementation and outcome measurement | Buzz Total Therapeutic Environment Outcome Measures |
| 10. Act to alleviate people's loneliness and isolation | Number of people engaged in personally meaningful and fulfilling activity | Develop a Buzz programme of continuous implementation and outcome measurement | PAL Profiles |