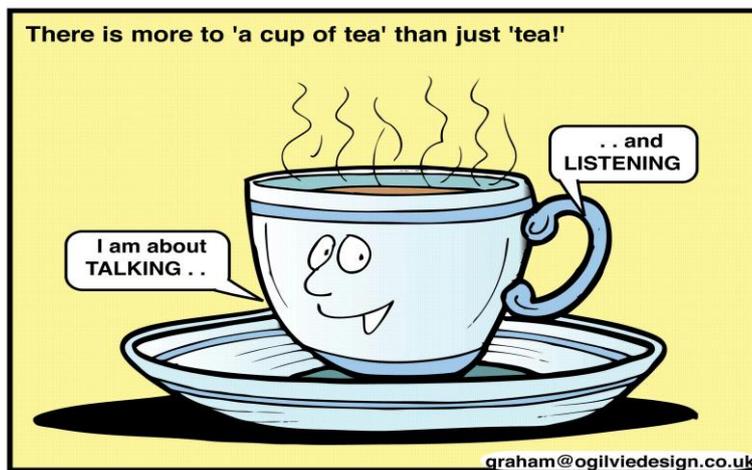


## OLDER ADULT SERVICES

### DIGNITY ACTION DAY

2011



In order to highlight the importance of treating those people in our care with respect and dignity. The older Adult Network decided to celebrate National Dignity Action Day on 25th February 2011 as

### A three branched approach - *It's everybody's business!*

**Approach1.** The Older Adult Senior Management Team and Profession Leads (band 6 and above) were asked to sign up and register on the National Register as a Dignity Champion for their area of responsibility

**Approach2.** During our monthly inpatient 'Your Time Sessions' the Patient and Carer Experience and Involvement Coordinators focused all of their 'Your Time Sessions' set for February on the Essence of Care benchmark theme - Respect and Dignity gathering the patients and relatives/carers individual experiences during their inpatient stay.

**Approach3.** Our Community Mental Health Teams while out visiting, asked people in their own homes if they would like to participate in Dignity Action Day by completing 'WISH CARDS'

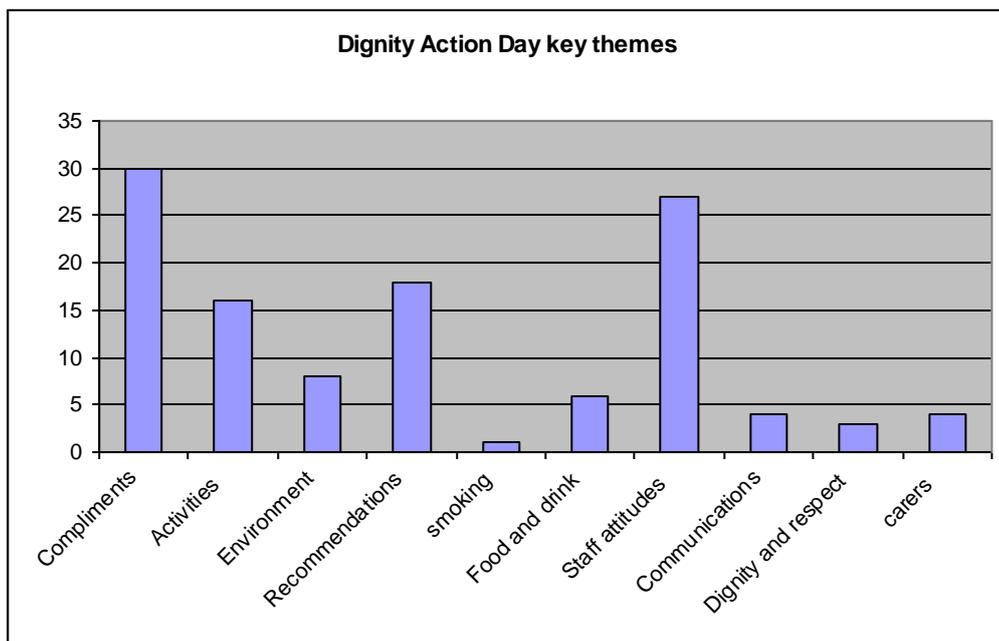
Staff from our inpatient wards shared the 'WISH CARDS with patients' relatives /visitors during the week of the 21st - 25th February. Asking people 'What they would like to see done differently today than yesterday?'

**Aims:**

- To encourage patients, carers, families to complete a wish card asking '*what they would like to see done differently today, than yesterday*' so that we as an organisation can learn from peoples personal experiences of what its like to use our service
- To raise awareness of the importance of Dignity in Care
- provide someone with an extra special day
- remind society that everyone has a role to play in respecting the dignity of those in your community
- be part of a national celebration and demonstrate solidarity for Dignity in Care

**Top 'Dignity' issues identified from wish cards on National Dignity Day**

**Top Key Themes**



	<b>Theme</b>	
1	<b>Compliments</b>	<p>30 comments</p> <ul style="list-style-type: none"> <li>• Compliments were the primary theme identified from the wish cards, with 30 separate comments praising staff and services. These ranged from a simple 'I am happy with the service you have given me' to 'the service you have shown to my mother is fantastic. I wouldn't change a thing. You have also helped me and my dad through a bad time you are fantastic thank you'</li> </ul>
3.	<b>Staff attitudes</b>	<p>27 comments</p> <ul style="list-style-type: none"> <li>• Comments ranged from 'staff are friendly and warm' to 'I think the staff are very good here. They do anything for you. They aren't paid enough for what they do'</li> <li>• Only one negative comment received which stated negative staff attitudes from some</li> </ul>
2.	<b>Recommendations</b>	<p>18 comments</p> <ul style="list-style-type: none"> <li>• From 'I would like to administer my own medication' to 'I would like the continuation of the carers support groups within Blackburn darwen services it is nice to share experiences with others and have time for this'</li> </ul>
4.	<b>Activities</b>	<p>16comments</p> <ul style="list-style-type: none"> <li>• The majority of comments were requesting more things to do. One person had written 'I wish the staff had more available time to spend with me' and another ' maybe more activities indoor and outdoor for the patients so that they can get back into day to day living</li> </ul>
5.	<b>Environment</b>	<p>8 comments</p> <ul style="list-style-type: none"> <li>• Which ranged from 'wish there was a garden attached to the ward to get fresh air' to 'wish we had more quiet areas to go to'</li> </ul>
6.	<b>Food and drink</b>	<p>6 Comments</p> <ul style="list-style-type: none"> <li>• ' I would like to take my own meal from the trolley to eat with the staff'</li> </ul>

7.	<b>Communication</b>	4 comments <ul style="list-style-type: none"> <li>• ‘ the communication is awful I'm not told anything about -----’to ‘wish there was more time to chat to people especially staff</li> </ul>
8.	<b>Dignity/Respect</b>	2 comments <ul style="list-style-type: none"> <li>• ‘I would like to be addressed by my first name’ and ‘patients are treated with dignity and respect’</li> </ul>

We are looking at the issues raised from this event and some key recommendations are already been investigated e.g. Meal times - a pilot is under construction looking at making meal times fun, which will incorporate evidence based research which should address some of the comments made.

The senior management team is currently looking at how some of the other issues and themes raised during the events can be addressed and we will give you an update in the near future on the outcomes.