

Dignity Talk 	Dignity Walk 	Dignity Steps 
<p>You talk</p> <p>‘Why is there no key to my room? I get fed up asking the nurses to lock and unlock my bedroom.’</p>	<p>We see</p> <p>All the rooms are lockable, and everyone should have their own key. Unfortunately, that is not always the case. It might be that when people are discharged they don’t always hand their keys in; or it might be that they do, but staff don’t put the keys away properly.</p>	<p>We do</p> <p>If there is no key to your room, we will try our best to get one for you. When everyone does have their own key, we will make sure we ask them to give it in at the office when they leave. We will keep a record of when the key was given back to us.</p>
<p>You talk</p> <p>‘There is no dignity or privacy when you share a dormitory. People just walk in, without knocking, as if it’s a public place.’</p>	<p>We see</p> <p>Nurses usually do knock on the door before entering a bedroom---if we forget to, please feel free to tell us off! But is true that we have not made a habit of knocking on dormitory doors. We are going to change that.</p>	<p>We do</p> <p>We will fit a sign fit to each dormitory door. It will remind us to knock before we go inside.</p>
<p>You talk</p> <p>‘I keep asking for a single room, but it always goes to someone else. Is it because you think I don’t deserve my own room?’</p>	<p>We see</p> <p>There are 20 single bedrooms on the ward. We would like to give everyone a bedroom to themselves, but it is not always possible to do so. The ward has a separate corridor for females, and a corridor for males. So not every bed is available to anyone who asks for it.</p>	<p>We do</p> <p>If you are in a dormitory, and want to move to a single room, we will let you do that if there is a suitable empty room. If for some reason we cannot do that, we will explain to you why. We will try to treat everyone fairly.</p>
<p>You talk</p> <p>‘I am a religious person. I need privacy to pray.’</p>	<p>We see</p> <p>We show respect to everyone. There is a prayer room, near to Maple ward, in the Longley Centre. The room is open 24 hours a day.</p>	<p>We do</p> <p>If you are able to go off the ward, we will show you to the prayer room. If you need a Koran and a prayer-mat we have some in safe-keeping.</p>
<p>You talk</p> <p>‘Everything was in such a rush, when I came into hospital! I need to get more clothes from home.’</p>	<p>We see</p> <p>We do keep a few items of clothing, but not many really; and what we do have might not be suitable for you.</p>	<p>We do</p> <p>If you tell us what things you need from home, we will try to get them for you. If you like, we will phone someone at your home, so you can tell them what you want. Or, if it is possible to do so, we will send someone home with you to get your things.</p>
<p>You talk</p> <p>‘The police came to hospital with me. It made me look like a criminal.’</p>	<p>We see</p> <p>Sometimes, the police are the only people who can bring someone into hospital. The police bring people here to be safe, and to see a doctor---not because of any crime.</p>	<p>We do</p> <p>We shall make a new entrance into the 136 room. It will be more private; and the police will have no need to walk people down the ward corridor.</p>

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<p>You talk 'It's good to have somewhere we can go when the children visit me.'</p>	<p>We see</p> <p>The carers' room is on the main corridor of the Longley Centre, close by Maple ward. It is a cosy and safe place where young children can accompany visitors. A small selection of toys is on hand.</p>	<p>We do</p> <p>Sometimes the carers' room is not free. If that happens we shall do our best to find another room (equally safe) for young children who are here with visitors.</p>
<p>You talk 'It is scary going out into the garden for a cigarette, at night. The smoking shelter is in the wrong place, and it is no good when the weather is rough.'</p>	<p>We see</p> <p>It is the law that smoking is not allowed on the ward. The garden is the only place where cigarettes can be lit. We are sorry if the shelter is in the wrong place, but there is nothing we can do about that now.</p>	<p>We do</p> <p>If you do not feel safe going out into the garden, during the night, let's sit down together and make a care plan. It might be that we can arrange for a member of staff to be in the garden when you are.</p>
<p>You talk 'Why do you open the shutters, in the door panel to my room, and shine a torch on me? I keep waking me up all through the night, because of that!'</p>	<p>We see</p> <p>We are required to check that everyone on the ward is safe, day and night.</p>	<p>We do</p> <p>We shall make every effort not to wake people up, when we check they are safe during the night.</p>
<p>You talk 'I hate to hear the shout: <i>'Medication!'</i> It makes me feel my dignity is not respected. '</p>	<p>We see</p> <p>Except when there is an emergency, there is no need for shouting on the ward. Most medication rounds are announced in a polite manner.</p>	<p>We do</p> <p>If someone shouts at you, or you hear them shout at anyone else, let us know; and the manager will ask them about it.</p>
<p>You talk 'Why are phone cameras allowed on the ward? I'm worried that my photo will be all over the internet.'</p>	<p>We see</p> <p>We need a policy which deals with privacy and dignity in the digital age. On the evening of the Dignity Walk, there was 1 iphone and 3 android phones on the ward (not counting staff and visitors). There was also a 1 laptop with 3g.</p>	<p>We do</p> <p>The Trust's policy makers need to be asked to address the issue of: smart phones; social networking sites; and 3g technology, generally</p>
<p>You talk 'There is a 'females only' room on the ward. Why is there no room that is only for men?'</p>	<p>We see</p> <p>There was a room, suitable to change to 'females only'. Unfortunately, there is no similar room, on the male corridor, to change to men only.</p>	<p>We do</p> <p>There are plans to change the number of beds on the ward. If that happens, there might be a room available for men only.</p>

Dignity Steps we have already taken = 7



Steps we need to take are:

1. If there is no key to your room, we will try our best to get one for you. When everyone does have their own key, we will make sure we ask them to give it in at the office when they leave. We will keep a record of when the key was given back to us.
2. We will fit a sign fit to each dormitory door. It will remind us to knock before we go inside.
3. We shall make a new entrance into the 136 room. It will be more private; and the police will have no need to walk people down the ward corridor.
4. The Trust's policy makers need to be asked to address the issue of: smart phones; social networking sites; and 3g technology, generally.
5. There are plans to change the number of beds on the ward. If that happens, there might be a room available for men only.

Evaluated by *Jim Buck* 2/8/11

Next Review Date

ADD A STEP WE NEED TO TAKE?

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<p>You talk</p>	<p>We see</p>	<p>We do</p>