

REPORT TO: Safer Halton Policy & Performance Board
DATE: 15 November 2011
REPORTING OFFICER: Strategic Director, Communities
SUBJECT: Dignity Update
WARD(S) Borough-wide

1.0 **PURPOSE OF THE REPORT**

1.1 To provide an update on dignity progress to date.

2.0 **RECOMMENDATION: That the Dignity update report be noted.**

3.0 **SUPPORTING INFORMATION**

3.1 Providing dignity is a key safeguarding matter and this report highlights what has been done to promote and protect people in the Borough. A fundamental element within this has involved the strengthening of the human rights based approach to Health and Social Care.

A partnership approach has been adopted and encompassed all organisations who work with vulnerable adults, including:

- Local Authority
- Halton & St Helens NHS
- Bridgewater Community Healthcare NHS
- Warrington and Halton Hospitals NHS trust
- St Helens and Knowsley Hospitals NHS Trust
- 5 Boroughs Partnership Foundation NHS Trust
- Independent Providers
- Voluntary Sector
- Community Sector

A wider network has been established to encourage organisations, groups and individuals to promote and encourage people to address the rights of individuals.

3.2 The following therefore provides some examples of how we are approaching issues surrounding dignity :

- The Equality and Human Rights Commission undertook a homecare inquiry of older people and their human rights. The Commission were very impressed with Halton's approach to dignity and human rights by having a dedicated Co-ordinator working across health and social care. They selected Halton as an exemplar of best practice for their report due to be issued in November '11.
- The Co-ordinator wrote the ADASS presidents' response to the

recent Dignity Commission consultation and is now due to be interviewed for a one-page article on her role in Community Care.

- The Co-ordinator produced a summary learning template report from the Health Ombudsman's Care and Compassion Report which has been issued across the North West, again as an example of good practice.
- The Co-ordinator now Chairs the North West Dignity Leads Network and is also a member of the National Dignity Council helping to drive forward the agenda across the country.
- All 3 hospitals now have Senior Matrons (dignity leads) and are committed to attending Halton Dignity Champions' Network.
- The Network membership has increased since its' introduction in 2008 with 11 members, in 2009 = 19 and in 2010/11 increased to 30+ members across the multi-agencies.
- Awareness raising has proved successful in ensuring all agencies are fully engaged. The number of people signed up as dignity champions has increased over the past 2 years. All providers and Network members have signed up to Halton's Dignity Charter.
- The Dignity Issues Log maintained by the Co-ordinator evidences the improvements in awareness and resulting improvements in practice.
- Improvements in direct care provision have also been demonstrated with providers undertaking audits, for example Local Solutions completed a dignity and nutrition audit.
- Halton's Dignity Action Plan has been developed and implementation is progressing well. The Co-ordinator is working proactively with Network members to monitor improvements in care across the whole system.
- 2 Halton Dignity Matters events have taken place to raise awareness of dignity and consult with local residents to help improve quality. Reports from both events were published. The next event is planned for 24 November '11.
- Halton's Dignity Best Practice Pack including 25+ case studies evidencing improvements in dignity was published locally and on the Dignity website.
- Whole-system monitoring information/system across multi-agency partners introduced to improve outcomes from learning, quality, and identify difference/trends.

3.3 Future work plans include:

- The launch of 3 Dignity E-learning programmes which will deliver dignity training whole-system in context of Human Rights legislation
- Strengthening dignity links with prevention and early intervention agenda/priorities in practice to prevent dignity issues, poor practice/quality occurring
- Work more closely with the Acute Hospital Trusts using real-life examples from Dignity Issues Log to improve care experiences
- Strengthening links with GP Practices for the transfer of Community Health Services to Local Authority and commissioning responsibility moving over to GP Practices
- Improve service quality, disseminate learning and good practice by developing work with:
 - Independent forums - engaging service users/residents/ carers/families
 - Peer support via Practitioner Network
 - Advocacy services
- Continued local awareness raising and publicity to progress work commenced in raising public awareness of dignity and complaints procedures

4.0 **POLICY IMPLICATIONS**

4.1 The development and modernisation of older peoples' and all adults' services supports the council's commitment to provide appropriate, flexible care and support for older people, improving their choices, improving health and avoiding admission to long-term care. These changes will be supported through Halton's Dignity Champions' Network which is a multi-agency group responsible for driving forward the Dignity in Care campaign ensuring that policies include dignity which becomes embedded in practice.

The development will also enhance the local transformation agenda ensuring personalisation will be supporting the values contained within the dignity in care campaign.

5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 The Coordinators post is part funded through NHS and Council resources.

6.0

IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1

Children & Young People in Halton

None identified.

6.2

Employment, Learning & Skills in Halton

None identified

6.3 **A Healthy Halton**
We continue to have a positive approach to dignity working across the health and social care system in Halton. Amongst other things this will enable people to be treated as individuals by offering a personalised service thus maintaining a maximum level of independence, choice and control over their lives.

6.4 **A Safer Halton**
By ensuring we continue to invest in the Dignity Campaign we will continue to have a positive impact on the key challenges in this area for example, acting to alleviate people's feelings of isolation and loneliness, having a zero tolerance against all forms of abuse and ensuring people feel able to complain without fear of retribution.

6.5 **Environment and Regeneration in Halton**
None identified.

7.0 **RISK ANALYSIS**

7.1 Failure to continue improving service provision may affect our CQC performance rating as measurement of users' experience of being treated with respect and dignity in their Health and Social Care which has become increasingly seen as central to the maintenance of high-quality care.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 The work in progress demonstrate that services to adults and older people across the borough are intolerant of indignity, age discrimination, promoting equality and diversity in services delivered.

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None under the meaning of the Act