

# Croydon Council

For General Release

<b>REPORT TO:</b>	<b>ADULT SOCIAL SERVICES REVIEW PANEL</b> <b>2 October 2013</b>
<b>AGENDA ITEM NO:</b>	<b>10</b>
<b>SUBJECT:</b>	<b>DIGNITY IN CARE</b>
<b>LEAD OFFICER:</b>	<b>Hannah Miller, Executive Director of Adult Services Health and Housing</b>
<b>CABINET MEMBER:</b>	<b>Councillor Margaret Mead, Cabinet Member for Adult Services and Health</b>
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY/POLICY CONTEXT:</b> The standards of care within hospital and social care provision have been the subject of national debate over the last year. The debate has been driven by high profile scandals such as the Winterbourne abuse enquiry into learning disability care in specialist hospitals and the Francis report into care of patients at Mid Staff hospital in which the most vulnerable members of society have been subject to abuse and indignity. Dignity in Care is not new it has been an objective for many years and within Croydon it has become a key theme that draws together a number of related issues such as preventing adult abuse, the dementia strategy and social care workforce development. The dignity in care agenda is a key part of Croydon's corporate priority of being a caring city that protects the most vulnerable citizens.	
<b>FINANCIAL IMPACT</b> No specific financial impact associated with this agenda item	
<b>FORWARD PLAN KEY DECISION REFERENCE NO.:</b> this is not a key decision.	

## 1. RECOMMENDATION

- 1.1 The Adult Social Services Review Panel is recommended to take account of the on-going work being carried out in order to improve standards of dignity in care.

## 2. EXECUTIVE SUMMARY

At a local level Croydon has a very high number of care and nursing homes and domiciliary care agencies. These providers make a significant contribution to the economy of the borough. In partnership with the care industry the local authority has led on a Dignity in Care campaign aimed at re-focusing kindness and compassion into everyday care work.

The Dignity Campaign focuses on ten different aspects of dignity. This is known as the 10 point challenge and is outlined below.

There are many aspects of work that occur in order to monitor, maintain and improve dignity in care and care standards overall. This includes the work of the safeguarding teams in investigating abuse or poor practice, the commissioners and contract compliance officers in setting standards and monitoring against them, the care support team which delivers bespoke training to providers, multiagency training delivered through the skills for care partnership and the work of the safeguarding coordinator in addressing individual areas of serious concern. All these elements of council operation also coordinate as required with the care quality commission.

## 3. DETAIL

A summary of recent activity regarding dignity in care. :

High quality services that respect 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

The following initiatives have taken forward the dignity agenda over the last 10 months

**September 18<sup>th</sup> 2012** – A forum for Croydon providers on dignity and end of life care. This involved presentations from St Christopher's hospice, the London Ambulance Service and the CQC.

**December 11<sup>th</sup> 2012** – Dignity Champions Forum meeting within the council chamber. This allowed dignity champions to share ideas and best practice. A presentation was also given by the shadow healthwatch on their dignity work.

**February 1<sup>st</sup> 2013** – A forum was held in the council chambers to mark national Dignity in Care Day – over 130 dignity champions attended representing over 90 agencies working within Croydon.

**June 19<sup>th</sup> 2013** – A dignity forum was opened by Cllr Mead and presentations were given by Croydon University Hospital and Skills for Care. The latter had used Croydon as one of their national pilot sites for the development of the new national common core principles around dignity in care. This work is very relevant to Croydon as skills for care set the standards for providers training against which the CQC inspect. This presentation focused on the seven core principles to be introduced into the adult social care sector.

**Dignity and Safeguarding Courses** – Over the last 12 months the authority has presented 16 x ½ day courses on how dignity in care minimises the risk of abuse developing within provider settings. Over 300 people have attended from over 90 separate provider agencies.

**Dignity in Care Website** – In the last 12 months the authority has hosted a dignity in care website. This can be used to download best practice guidance, PowerPoint presentations for the various care forums above and links to dignity champion registration.

**Croydon Care Support Team** - The Care Support Team continues to work closely and collaboratively with other professionals in the Council and other statutory, voluntary, and private agencies to influence best practice around the Dignity Agenda. The Dignity Agenda is promoted by all the teams in DASHH as an integral part of their approach of assessment, interventions, care planning and reviews. The Social Work teams and assessment and case management teams practice dignity in care as part of their overarching Code of Practice promoting person centred care, human rights and independence as part of their work with service users and their families.

### **Developments for the future**

1. Future Dignity in Care Forums are arranged for the 19<sup>th</sup> September and the 12<sup>th</sup> December 2013 at Leon House room 1 between 2pm and 4pm.
2. Further work on supporting provider managers to audit their services against Dignity values, skills, knowledge and attitude so that providers can answer ‘what does Dignity look like within your organisation?’ and ‘how would your service describe the experience of your residents/ people cared for at home in terms of being treated with dignity?’
3. Further work with all care providers to embed the Skills for Care common core principles to support dignity into the culture of the agency/organisation
4. Collaborate further with Skills for Care and participate in joint events encouraging providers to develop workplace cultures that give care workers time to reflect upon and take ownership of their practice.
5. Commissioners to consider building specific Dignity competences into new overarching contracts and into all compliance visits.
6. The Care Support Team to continue to develop their workshops and sessions on End of Life care with a strong dignity component.
7. The CST to roll out their two courses on dementia, both of which have a key message on Dignity in practice
8. For the adult safeguarding board to closely monitor the CQC reports for providers in relation to dignity and nutrition inspections.
9. The work plan of the safeguarding board has as its central aim : ‘to seek assurance and support the effectiveness of individual organisations and of

the partnership in enabling adults at risk to retain independence, wellbeing and choice and to access their human right to live a life that is free from abuse and neglect.’ The work of the board includes workforce development for safe practice and promotion of independence and individual empowerment which are key components of enabling dignity in care.

#### **4. CONSULTATION**

4.1 None for purpose of this report

#### **5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS**

5.1 There are no specific financial considerations attached to this report.

(Approved by: Paul Heynes, Head of Finance – DASHH, Interim Chief Executives Department on behalf of the Director of Finance)

#### **6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER :**

6.1 The Solicitor to the Council comments that there are no legal issues arising from the report

(Approved by: J Harris Baker, head of social care and education law and deputy monitoring officer on behalf of the Council Solicitor & Director of Democratic & Legal Services)

#### **7. HUMAN RESOURCES IMPACT**

7.2 None for this purpose of this report

#### **8. EQUALITIES IMPACT**

8.1 This report is concerned with care standards for people who are protected under the equalities act due to a number of protected characteristics including learning disability, mental illness and who are vulnerable adults. The dignity in care work by all agencies will help to strengthen service delivery for these individuals.

#### **9. ENVIRONMENTAL IMPACT/CRIME AND DISORDER REDUCTION IMPACT :**

9.1 None for the purpose of this report

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**CONTACT OFFICER:** Vincent Docherty, Adult Safeguarding coordinator.

#### **BACKGROUND DOCUMENTS**