

## *A Practical Guide to Improving*

# Dignity in Care on the Wards

Delivering high quality nursing care with dignity  
and compassion to improve the patient experience

WEDNESDAY 24 FEBRUARY 2010 20 CAVENDISH SQUARE, LONDON



### Topics include:

- ▶ Putting dignity at the heart of everything we do: challenges and opportunities for nurses
- ▶ Dignity in care: patient perspective
- ▶ Implementing the Department of Health's 10 key dignity challenges and promoting good practice trust-wide
- ▶ 'Measuring Dignity in Care for Older People': recommendations and metrics
- ▶ Monitoring and assessing dignity in care against quality indicators in practice
- ▶ Leading, supporting and empowering frontline staff to provide care with compassion and dignity
- ▶ Assessing ability to offer compassion and preserve patients' dignity and respect
- ▶ Challenging poor performance, changing attitudes and behaviours to improve dignity in care
- ▶ The challenges of providing same sex accommodation and moving towards single rooms
- ▶ Detained with dignity?
- ▶ Improving nutritional care and experience at mealtimes

### SPEAKERS INCLUDE:

**Claire Rayner** *President* and **Katherine Murphy** *Director* Patients Association

**Charlotte Potter** *Programme Manager* Public Services, Age Concern/Help the Aged

**Professor Eileen Sills CBE** *Chief Nurse* Guy's and St Thomas' NHS Foundation Trust

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**"Dignity applies equally to those who have capacity and to those who lack it. Everyone has equal worth as human beings and must be treated as if they are able to feel, think and behave in relation to their own worth or value. The nursing team should, therefore, treat all people in all settings and of any health status with dignity, and dignified care should continue after death."**

ROYAL COLLEGE OF NURSING 2008

Through a series of presentations, this one day national conference, chaired by **Janet Davies** *Director of Nursing and Service Delivery* Royal College of Nursing, focuses on measuring and monitoring dignity in care to improve the patient experience, developing frontline staff to provide care with compassion and initiatives to deliver dignity in care.

Following the chair's introduction on making dignity a priority in your organisation and overcoming the challenges and embracing the opportunities, delegates will also hear from **Claire Rayner** *President* with **Katherine Murphy** *Director* Patients Association who will provide a patient's perspective on dignity in care, actively involving people in their care and learning from patients and their experience of receiving care in hospital.

Delegates will also have the opportunity to hear from **Professor Eillen Sills** *CBE Chief Nurse* Guy's and St Thomas' NHS Foundation Trust who will discuss the implementation of the 10 key dignity challenges across the trust including capturing good practice and innovative ideas, ensuring the physical environment and organisational practicalities are conducive to providing dignified care and the initiatives in place at Guy's and St Thomas'.

The conference concludes with a presentation from **Chris Took** *Chef* Hospice of St Francis who received the 'Dignity in Care' award at the 2009 NHS Health and Social Care awards. Chris will discuss transforming mealtimes for terminally ill patients: taking a personal approach to patient care; training staff and volunteers to improve the mealtime experience for patients and finding the time to take extra care based on his experience and tips for you to take back to the ward.



**10.00 CHAIR'S WELCOME AND INTRODUCTION**

**Putting dignity at the heart of everything we do: challenges and opportunities for nurses**

**Janet Davies**

*Director of Nursing and Service Delivery  
Royal College of Nursing*

- making dignity a priority in your organisation: overcoming the challenges and embracing the opportunities
- actively challenging undignified practice and ways of working
- resources and support available to promote dignity in care

**10.30 Dignity in care: Patient perspective**

**Claire Rayner** *President and*

**Katherine Murphy**

*Director Patients Association*

- actively involving people in their care
- learning from patients and their experience of receiving care in hospital

**10.55 Implementing the Department of Health's 10 key dignity challenges and promoting good practice trust-wide**

**Professor Eileen Sills CBE**

*Chief Nurse*

*Guy's and St Thomas' NHS Foundation Trust*

- implementing the 10 key dignity challenges across the trust
- capturing good practice and innovative ideas
- ensuring the physical environment and organisational practicalities are conducive to providing dignified care
- tackling specific aspects of dignity such as communication or privacy issues: initiatives in place at Guy's and St Thomas'

11.20 *Questions and answers, followed by coffee and exhibition at 11.30*

**FOCUS: MEASURING AND MONITORING DIGNITY IN CARE TO IMPROVE THE PATIENT EXPERIENCE**

**12.00 'Measuring Dignity in Care for Older People': recommendations and metrics**

The Picker Institute carried out a study for Help the Aged to identify indicators of dignity in care for older people.

**Charlotte Potter**

*Programme Manager*

*Public Services, Age Concern/Help the Aged*

- recommendations following the 'Measuring Dignity in Care for Older People' research report
- outlining the proposed indicators to measure dignity in care for older people across Help the Aged's nine domains
- taking practical steps to promote dignity in care and improve the patient experience

**12.30 Monitoring and assessing dignity in care against quality indicators in practice**

**Louise Boden**

*Chief Nurse*

*University College London Hospitals NHS Foundation Trust*

- utilising existing benchmarking tools to monitor and assess dignity in care against quality indicators
- learning from benchmarking data to improve dignity in care and spread good practice
- collecting feedback from patients to monitor and learn from the patient experience

13.00 *Questions and answers, followed by lunch and exhibition at 13.10*

**FOCUS: DEVELOPING FRONTLINE STAFF TO PROVIDE CARE WITH COMPASSION AND DIGNITY ON THE WARDS**

**14.00 Leading, supporting and empowering frontline staff to provide care with compassion and dignity**

**Lesley Baillie**

*Principal Lecturer for Clinical Skills Development*

*London South Bank University*

- developing your leadership skills to inspire, challenge, understand, aspire and act as a role model to promote dignity on the wards
- training and educating frontline staff to provide high quality nursing care
- encouraging the involvement and cooperation of staff at all levels in driving new ideas to improve dignity in care forward

**14.25 Assessing ability to offer compassion and preserve patients' dignity and respect**

**Sally Heywood**

*Associate Director of Nursing – Patient Safety*

*Imperial College Healthcare NHS Trust*

- using psychometric tests to assess levels of compassion
- recruiting nurses with the right values and then training for skills
- identifying and promoting Trust values to staff and patients

**14.50 Challenging poor performance, changing attitudes and behaviours to improve dignity in care: ROLE PLAY PRESENTATION**

**Becky Simpson**

*Managing Director*

*Playout Ltd*

- the impact of poor communication on patients and staff
- using training to promote and maintain dignity on the wards
- challenging poor performance, changing staff attitudes and behaviours

15.15 *Questions and answers, followed by tea and exhibition at 15.25*

**FOCUS: INITIATIVES TO DELIVER DIGNITY IN CARE**

**15.45 The challenges of providing same sex accommodation and moving towards single rooms**

**Bev Hall**

*Deputy Director of Nursing*

*The Hillingdon Hospital NHS Trust*

- reorganising wards and ways of working
- raising staff and public awareness of same sex accommodation
- moving towards single rooms: the impact on patient experience
- the issues and challenges that single room accommodation can present for patient care

**16.10 Detained with dignity?**

Improving dignity in care for those detained in hospital under the Mental Health Act and Prisoners who require hospital in patient care

**Robert Nisbet**

*Lead East Midlands Dignity Champions Network and*

*Implementation Lead Mental Capacity Act and Deprivation of Liberty Safeguards Department of Health*

- raising awareness of dignity in care for detained patients
- case law in relation to prisoners
- security v dignity: the challenges for services
- examples of service improvements: East Midlands programme on supporting vulnerable prisoners to access social care services in preparation for release

**16.35 Improving nutritional care and experience at mealtimes**

Chris won the 2009 Dignity in Care award for transforming mealtimes for terminally ill patients

**Chris Took**

*Chef*

*Hospice of St Francis*

- transforming mealtimes for terminally ill patients: taking a personal approach to patient care
- training staff and volunteers to improve the mealtime experience for patients
- finding the time to take extra care: my experience and tips for you to take back to the ward

17.00 *Questions and answers, followed by close*

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Conference Registration



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