

# 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 15 SEPTEMBER 2010 MANCHESTER CONFERENCE CENTRE



## TOPICS INCLUDE:

- ◆ Dignity on the Wards: national update, progress and moving forward
- ◆ Initial screening to measure a student's caring attributes and the ongoing assessment of these attributes to promote patient dignity and respect
- ◆ Dignity in Care: what is important to patients?
- ◆ Promoting Dignity in Care across your Trust
- ◆ Challenging poor performance, changing attitudes and behaviours to improve Dignity in Care:  
ROLE PLAY PRESENTATION
- ◆ Measuring the patient experience including how well patients are treated with dignity, respect and compassion
- ◆ Monitoring and assessing Dignity in Care against quality indicators in practice
- ◆ Developing a service centred around improving the patient experience and quality of care
- ◆ Improving nutrition and hydration on the wards: Department of Health 'Dignity Bright Ideas' initiatives:
  - a. The Red Jug and Beaker Scheme
  - b. Food for All – The Vegetarians Society's Hospital Caterers' project
- ◆ Developing and running patient and relative 'listening clinics'

## CHAIR AND SPEAKERS INCLUDE:

**Anna Gaughan**  
*Regional Lead for Dignity*  
North West Joint Improvement Partnership

**Joyce Robins**  
*Director*  
Patient Concern

**Mandie Sunderland**  
*Chief Nurse*  
Heart of England NHS Foundation Trust



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Dignity is concerned with how people feel, think and behave in relation to the worth or value of themselves and others. To treat someone with dignity is to treat them as being of worth, in a way that is respectful of them as valued individuals... 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.

THE ROYAL COLLEGE OF NURSING DEFINITION OF DIGNITY, 2008

The seventh national conference on Dignity in Care on the Wards will be chaired by **Anna Gaughan** *Regional Lead for Dignity North West Joint Improvement Partnership* who will provide delegates with a focus on developing frontline staff to provide care with compassion and dignity on the wards and measuring and monitoring dignity in care to improve the patient experience.

**Dr Malcolm Godwin** *Deputy Head of School of Healthcare Sciences* and **Carol Griffiths** *Nurse Lecturer School of Healthcare Sciences, Bangor University* will address the issue testing compassion and how students are tested, rated and tracked in their ability to show compassion. Observing whether students are demonstrating sufficient levels of compassion and communication whilst on work placements will also be scrutinised.

Compassion is often known as one of the basic principles of nursing but a perceived lack of this quality in the modern profession has sparked new efforts to ensure nurses embrace it as a core value. At the same time as nurses and other healthcare professionals are often praised for their high levels of compassion, there is arguably a feeling today's nurses are not as 'caring' as those of the past. The public's perception

seems to suggest the level of compassion with which nurses care for patients has decreased over time, an impression perhaps driven by a succession of national news stories involving high-profile cases such as Mid Staffordshire NHS Foundation Trust and more isolated examples involving care of older people. It would appear that the concept of measuring compassion in nursing has opened a wider debate than could have been predicted.\*



**Peter Walsh** *Director of Nursing Practice Central and North West London Mental Health NHS Trust* will discuss this fascinating area and ask the question; is it possible to measure compassion? He will speak about patient experiences and stories in order to help us understand if measuring the patient experience can be done and how well patients are treated with dignity, respect and compassion.

The day will conclude with a number of insightful case studies that highlight dignity and compassion on the wards. Amongst others, the 'listening clinics' initiative where patients and relatives are provided with a chance to talk about their experiences and how we can learn from the patient experience and in turn feedback to the ward to ensure care is delivered with dignity and compassion.

\*CAN YOU MEASURE COMPASSION? NURSING TIMES 2009

10.00 Chair's welcome and introduction: Dignity on the Wards: national update, progress and moving forward

**Anna Gaughan**

Regional Lead for Dignity  
North West Joint Improvement Partnership

- local responsibility and public accountability for improving care and respecting the dignity of all individuals
- improving individual outcomes
- promoting choice and control
- embedding a human rights based approach to the delivery of care: addressing equality and diversity issues

10.35 Initial screening to measure a student's caring attributes and the ongoing assessment of these attributes to promote patient dignity and respect

**Dr Malcolm Godwin**

Deputy Head of School of Healthcare Sciences  
Bangor University and

**Carol Griffiths**

Nurse Lecturer School of Healthcare Sciences  
Bangor University

- testing, rating and tracking students ability to show compassion
- observing whether students are demonstrating sufficient levels of compassion and communications skills whilst on work placements
- promoting and raising awareness of the importance of compassion and preserving patient's dignity and respect

11.00 Dignity in care: what is important to patients?

**Joyce Robins**

Director  
Patient Concern

- understanding the needs of patients and what is important to them during their stay in hospital
- changing attitudes and actively challenging undignified practice and ways of working

11.25 Questions and answers, followed by coffee and exhibition at 11.35

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

12.00 Promoting Dignity in Care across your Trust

**Carolyn Morrice**

Head of Practice and Innovation  
West Hertfordshire Hospitals NHS Trust

- promoting and publicising initiatives to improve dignity in care across your Trust
- developing a Trust culture where frontline staff are committed to providing patient care with privacy and dignity
- including and engaging junior doctors in the drive for improving dignity in care on the wards
- participating in national initiatives to promote patient dignity such as the Dignity Action Week

12.30 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

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

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

14.00 Measuring the patient experience including how well patients are treated with dignity, respect and compassion

**Peter Walsh**

Director of Nursing Practice  
Central and North West London Mental Health  
NHS Trust

- is it possible to measure compassion? Our experience
- learning from patient stories
- making improvements to ensure patients are treated with dignity, respect and compassion

14.25 Monitoring and assessing dignity in care against quality indicators in practice

**Mandie Sunderland**

Chief Nurse  
Heart of England 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
- ensuring initiatives to improve dignity in care are successful and conducive to quality and productivity
- our experience of benchmarking dignity against quality indicators at ward level and initiatives we have in place

14.50 Questions and answers, followed by tea and exhibition at 15.00

CASE STUDIES: ENSURING DIGNITY AND COMPASSION ON THE WARDS

15.20 Developing a service centred around improving the patient experience and quality of care

**James Abel**

Inpatient Diabetes Nurse Specialist Poole Hospital NHS  
Foundation Trust and Dignity in Care Award Winner NHS  
Dorset Health and Social Care Awards 2009/10

- supporting and educating patients to self manage their condition whilst in hospital and once at home
- improving recovery and reducing length of stay: the impact on the patient experience
- working with non specialist staff to improve confidence and understanding and ensure dignity in care

Improving nutrition and hydration on the wards: Department of Health 'Dignity Bright Ideas' initiatives:

15.45 a. The Red Jug and Beaker Scheme

**Sharon Brierley** Matron and  
**Nicky Makepeace** Nurse Clinician  
Stockport NHS Foundation Trust

- an overview of the scheme and the impact on dignity in care

16.05 b. Food for All – The Vegetarians Society's Hospital Caterers' project

**Katie Douglass**  
Head of Catering Services  
The Vegetarian Society

- the importance and benefits of improving vegetarian catering in hospitals

16.20 Developing and running patient and relative 'listening clinics'

**Jill Young and Katie Ord**

Matrons  
Southampton University Hospitals NHS Trust

- providing patients and relatives with the chance to talk about their experiences in 'listening clinics'
- developing and running the clinics: our experience
- learning from patient experience and feeding back to the wards to ensure care is delivered with dignity and compassion

16.45 Questions and answers, followed by close

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