

Dignity in Care 2010

Background

In response to the DOH campaign on implementing Dignity in Care Champions Stockport Adult Social Care services took the initiative to develop an approach that would bring the principles of this work to life in the borough.

A group was constituted comprised of representatives of statutory, voluntary and private sectors that are part of the wider care economy across the borough. The group has been working over the last few months to drive this work forward and to ensure that within the borough we are able to promote the campaign for 'Dignity in Care' and to develop a partnership approach that promotes and embraces good quality care services

In support of this campaign, Stockport Council in partnership with other locally based health, voluntary and independent sectors organised an event to celebrate what is already being done across the borough and share best practice on how to further improve quality for all. Furthermore, we used this as an opportunity to consult on a draft Dignity Partnership Agreement. This agreement articulates the principles and conditions to provide dignity and quality services to people in receiving services from independent and statutory providers in Stockport

Event

The event took place at the end of January and was opened by Gordon Burns from BBC Northwest Tonight, with speakers Cllr John Pantall and Maggie Kufeldt.

The purpose of the event was:

- to encourage local people to take part in discussions and consultation on how best to deliver health and social care in Stockport
- to give local organisations the opportunity to network and share ideas
- to promote and embed dignity and respect for all.

Communication

Communication was designed to deliver maximum publicity about the event and to engage local people.

Communication tools used to do this were:

- Invitations to potential stall holders, organisations wanting to deliver workshops and dignity champions
- Poster/flyers
- Targeted press release(s)
- Email to staff
- Internet and intranet

Match funding

Stockport Council Adult Social Care has set aside £50,000 to help make a real difference to the way in which social care services deliver support to people in Stockport. Applications are welcomed from independent, voluntary and private but not from statutory organisations, delivering social care services in Stockport.

Any successful bid to the Dignity in Care fund will need to have match funding from the successful organisations. So for example if the bid is for £5,000 of funding the Council will contribute £2,500. It is expected that successful projects will start within 2 months of the funding being agreed

All successful bids will need to evidence the cost of the bid with appropriate quotations and, on completion, receipts. Appropriate documentation will be kept for audit purposes and future evaluation. In addition the successful organisations will need to provide evidence of the outcomes achieved and be willing to share their experience with others.

Feedback from the public

Over 300 people came along to the Dignity in Care event and many took part in the public consultation.

We asked people to comment about their concerns, issues and personal experiences of dignity in care in Stockport. We received over 125 comments – below is a snapshot of what was fed back:

- Good care can only happen alongside friendship/companionship
- I want to go to bed when I want to – not when someone can fit it in
- Personalised care is improving
- The point about it being down to leadership and training was well made
- Failed operation – dented confidence
- Current systems still very much one size fits all
- In principal it looks good
- Want people to talk to me, not at me
- Carers/patients are still afraid to complain.

We also asked people as they were leaving to comment about the event. It was encouraging that a lot of people were very positive - below is a small list of what people told us:

- Very interesting – will take back some ideas from conf to my work place
- I really found the real life stories and experiences of people very useful and powerful ‘hear it as it is’
- Would have liked to see more emphasis on younger peoples care
- I want to ensure people in my care are always treated with dignity
- Today has given me greater understanding

- More for younger people needed e.g. teenagers
- Has helped me look at different careers I might take up in later life
- Being well prepared for disabled guests i.e. cups they can hold for their tea!!

More feedback from the public can be found on www.stockport.gov.uk/dignityincare

Post event

To continue to raise awareness of dignity in care and to highlight this year's national Dignity Action Day, which took place on 25 February, we presented the results of our consultation to the dignity champions, and independent and private providers of care in the borough.

Our established group will continue to meet to address issues of both quality and dignity in all care environments and to embed the work of our Partnership Agreement within all sectors providing care services.

