



Dignity in care

Staff Newsletter

July 2021

What is Dignity?

Dignity means to be respected and valued for who you are as a person. **Dignity in Care** more specifically means empowering people, listening to them, and treating them as an individual. Everyone is different, so it makes sense that everyone's support needs and wishes are different too.

Dignity in care is also about taking time to do things for people in a way that is right for them. It could be supporting someone to clean their room but taking the time to put things back in the right place and only cleaning what they are comfortable with you cleaning. This overlaps with another element of dignity in care; enabling self-expression, control, and choice as far as possible without dismissing them because of their needs. One of the underlying foundations of dignity in care is being kind and respectful to people and actively listening to them. This enables people to feel able and in control of their journeys and decisions and ensures that they are treated in the ways that they would like to be, and deserve to be.

Dignity in care can be as simple as asking permission before providing support, such as explaining the situation and letting the person know exactly what you're doing. This can go a long way to creating a dignified and respectful environment for a person, and also helps them understand the process which alleviates their stress about it. This is all about choice, and people being able to make decisions for themselves.

Decisions & Choice

Some people are not able to make decisions by themselves, such as financial decisions. However, it is important to remember that this does not mean they cannot make any decisions by themselves. Choice can be included in everyday acts and empowers people to feel part of the decision making process. This could be asking them if they would like sugar in their tea or not and making it to their liking, or giving them the choice between two t-shirts to wear that day. These choices can make a huge difference to the lives of the people we support.



"Dignity in care is about protecting and respecting our service users. It's also about treating people as individuals to make them feel happy and fulfilled."

Nicola, a Support Worker at Tameside Extra Care Services

As part of Dignity in Care Month, we are currently updating our existing 'Dignity in Care and Support' policy so keep your eyes peeled for this. At present, you can check out the existing policy through the staff area in our website, or via the link [here](#).

#CelebrateDiversity #DignityInCare

Support with Dignity

There is legislation which aims to protect people from being treated in an undignified way and from being taken advantage of. This includes the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS). The World Health Organisation (WHO) recently published 'guidance on community mental health services: promoting person-centred and rights-based approaches' which aims to promote a worldwide goal of people's rights to community inclusion, dignity, autonomy, empowerment, and recovery. You can find the WHO's introduction to this guidance and download the whole document [here](#).

Dignity in care is deeply entwined in the work that people in the health and social care sector do when supporting people. It is one of the foundations of the sector and underpins everything we do at Creative Support.

Our mission statement 'Opportunity, Choice, and Wellbeing' highlights the importance of person-centred care in every scenario. This is because being treated with dignity, being heard, and having the freedom to make decisions enriches people's lives and gives them the best kind of support that everyone deserves to be treated with.

What does Dignity mean to you?



"Dignity to me is the way people talk to me. It's great as the staff here are all so lovely."

John, a person we support at Tameside Extra Care Services



"Dignity is about manners and treating people properly and politely. I am treated with dignity by all the staff here."

Shirley, a person we support at Burnside Court



"Dignity to me means staff knocking on my flat door before entering and letting me know who they are, giving me time in my flat alone if I ask for it, and being able to trust the staff to keep me safe. Communication is important."

Laura, a person we support at Foresters Fold

"Dignity in care means to promote independence, offer choices, be respectful, and of course, be dignified."

Lisa, a Support Worker at Tameside Extra Care Services

"We liaise closely with a number of professionals from occupational therapists, to dieticians, to ensure our tenants needs are being met and that their care and support is as person centred as possible. As staff, we must respect we are in someones home and understand the responsibility. They are people just like you and I, and I see them in no different light. We must be the voice they lack and I advocate very strongly as a key worker. I think myself fortunate to be trusted with this role. Supporting the tenants is a pleasure and is very rewarding."

Lauren, a Support Worker at Foresters Fold

"Dignity is about encouraging independence and being treated properly; you should always treat others the way you'd want to be treated."

Gilbert, a person we support at Burnside Court



"I am treated with dignity and respect from all the staff. Dignity is about the way we treat people. It is important to me as I want to feel respected and cared for."

Jean, a person we support at Burnside Court

