

With Respect Dignity in Homecare and Residential Care

TRAINING PROGRAMME
AND RESOURCE GUIDE



To find out more about the Dignity in Care Campaign and how you can make a difference visit www.dignityincare.org.uk

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Letter from the Minister



People in receipt of care services tell us they want to be treated as individuals, they want to be listened to, they want to be treated with respect and with dignity.

In November 2006, we launched the 'Dignity in Care Campaign' with a view to "putting dignity and respect at the heart of the care services". We now have over 10,000 Dignity Champions promoting more respectful care across all care sectors.

Dignified care is particularly important in the close relationship between those in daily contact with older and vulnerable people, providing services to help them retain (or regain) quality of life. It is equally important at the very top of care service provision: in a care home with the manager or owner taking responsibility for ensuring their staff provide a dignified service; and in a domiciliary care agency, with those who manage, brief, roster and supervise care workers out in the community, working in clients' own homes.

We need to ensure care staff at all levels are trained and equipped to deliver dignity in care. To do that we are making these training materials available to every care home and every home care

provider in the country. They have been developed by the care sector *for* the care sector.

The training covers ways in which care can be delivered that respects people's dignity and privacy and aims to raise awareness amongst staff that sometimes even the smallest changes in the way services are offered can make a huge difference to the way people feel about themselves and the quality of the care given. It also supports managers and commissioners in their roles in ensuring care services are delivered with dignity and respect.

I hope all care providers receiving these training materials will take the time to use them in their organisations to help them step up to the dignity challenge.

A handwritten signature in blue ink that reads "Phil Hope". The signature is written in a cursive, flowing style.

Phil Hope MP
Minister of State for Care Services

How to use this resource guide and training programme

This resource guide and training programme shows you how to provide more dignified and respectful services to older and vulnerable people.

- It applies equally to services provided in the residential sector and in the domiciliary care sector.
- It explains how to train staff to be aware at all times for the need to provide high quality services that respect people's privacy, confidentiality and dignity
- It explains the context of the Department of Health's Dignity Challenge, defining dignity and providing the criteria for best practice

There are several ways in which the resource guide can be used:

- as a training manual for managers arranging training session(s) about dignity to individual staff members or to groups of staff, or during appraisal or supervision.
- as a self-directed learning tool, providing background information on treating people with dignity and respect
- as a management resource, giving information about the provision of dignified services.

When you open the CD on your computer, you'll find two sets of materials – one specifically for the domiciliary care sector; and one for the residential sector. The materials are broadly similar: the language used and references to legislation are sector-specific, but the exercises and guides are virtually inter-changeable.

Download the materials and print off as many copies of the worksheets and exercises as you need. There are some presentational materials that can be used through your laptop and power point projector, or photocopied for hand-outs, or


transferred to acetates for overhead projection.

Use them in ways that best work for you and your organisation and your staff training needs.

The training programme is modular in design allowing for complete flexibility in the way it is used. Training can be provided module by module, allowing for short, sharp themed sessions; or in two-hour, half-day or full-day training sessions.

Choose the approach to best benefit newly qualified care staff or newly promoted management or office staff. It works equally well with established care staff as part of their personal development and in-service training. This can be particularly effective for an organisation that finds it difficult to arrange group-training sessions; and some staff prefer to learn in their own time and at their own pace.

A matrix at the start of the training will explain how this can be achieved.

The training programme will be participative in nature, using exercises and other material to challenge behaviours and attitudes and promote best practice. Throughout the resource guide you will see this sign  to signpost you to additional resources that will be of use to you when developing dignified services or training staff.

The contents of this leaflet (the 'how to use guide', and the letter from the the Minister of State for Care Services) are also downloadable from the CD-Rom. The materials will also be available on the Department of Health's Dignity web-page www.dignityincare.org.uk.

“UKHCA has been proud to be part of this important initiative to provide practical resources for managers and care staff, designed to promote greater dignity in care services for service users.”

Lesley Rimmer, Chief Executive UKHCA
www.ukhca.co.uk

“If we start by treating people with dignity then almost every other aspect of good care and support falls into place.”

Margaret Sheather, Chair of NHC
www.nationalhomecarecouncil.co.uk

“Increasing the skills of the social care workforce remains one of the key objectives of organisations like National Care Association. This dignity in care resource will be an important part of the induction training of every new worker in social care.”

Sheila Scott, Chief Executive, National Care Association
www.nca.gb.com

“All human beings have the right to be treated with consideration, dignity and respect even when they need support from others.”

Mary Bryce, Chair of Ceretas
www.ceretas.org.uk

“The dignity of those who use care services must be the priority for all providers and it is important that staff have the values of dignity and respect at the core of their work and access to appropriate training to support and develop their skills.”

Martin Green, Chief Executive ECCA
www.ecca.org.uk

“The Registered Nursing Home Association believes that the respect and dignity of our patients and residents is paramount in every aspect of their care and we welcome the DH's initiative to make training in this vital area available to our care assistants, and others, to assure it.”

Frank Ursell, Chief Executive RNHA
www.rnha.co.uk



This project has been fully funded by the Department of Health in collaboration with the professional associations representing domiciliary care and with the additional endorsement of those representing residential care provision

