

# TRAINING PROGRAMME: TRAINING EXERCISES



**With Respect**  
**Dignity in Homecare**



## Exercise 1 – What is dignity?

What is dignity? It is the quality of being worthy of honor or respect. It is the right to be treated as a human being, not just as a patient or a resident. It is the right to have your privacy and personal space respected. It is the right to have your choices and preferences taken into account. It is the right to have your dignity protected and promoted.

Why is dignity important in home care? It is important because it is the foundation of good care. When a person's dignity is respected, they are more likely to cooperate with care and feel better about themselves. Dignity is also important because it is a human right. Everyone has the right to be treated with dignity, regardless of their age, gender, race, or social status.

What are some ways to promote dignity in home care? Some ways to promote dignity in home care include: listening to the person's needs and preferences, respecting their privacy and personal space, involving them in decisions about their care, and treating them with respect and kindness. It is also important to avoid using degrading language or actions, and to always treat the person as a human being.

## Exercise 2 – How can legislation protect dignity?

a xam f n a a m f c ya c .

Act	Dignity example
Human Rights Act 1998 <i>Article 8 – Right to respect for private and family life</i>	The act would protect the service user if a care worker had revealed confidential information without consent.
Human Rights Act 1998 <i>Article 9 – Freedom of thought, conscience and religion</i>	
Human Rights Act 1998 <i>Article 10 – Freedom of expression</i>	
Human Rights Act 1998 <i>Article 14 – Prohibition of discrimination</i>	
Sex Discrimination Act 1975	
Race Relations Act 1976	
Race Relations (Amendment) Act 2000	
Disability Discrimination Act 1995 and 2005	
Employment Equality (Sexual Orientation) Regulations 2003	
Employment Equality (Religion or Belief) Regulations 2003	
The Employment Equality (Age) Regulations 2006	

## Exercise 2 – How can legislation protect dignity?

Mental Capacity Act 2005	
Mental Health Act 2007	
Sexual Offences Act 2003	
Safeguarding Vulnerable Groups Act 2006	
Data Protection Act 1998	
Freedom of Information Act 2000	

### Exercise 3 – Barriers to providing dignified care

a f f a , a n y c a y

<p><b>Environment</b> (This is about the physical environment, the décor and the cleanliness).</p>	
<p><b>Staff attitudes and behaviour</b> (This is about the inappropriate way staff treat service users).</p>	
<p><b>Culture of care</b> (This is about the organisation’s values, beliefs and goals being put before the service user’s needs in the way it has organised its staff and provision of services).</p>	
<p><b>Specific care attitudes</b> (This is about the care worker carrying out inappropriate care procedures).</p>	

### Exercise 4 – Poor practice

M ma ,ama fJ M fa , a ff a k  
 a a a ak Mca' M M  
 a a a ay f . aaca M k  
 m y ay m f a  
 M a y . ca M k a  
 akfa f ma m a yf  
 ay c M a M k.

a a . m ' am a c  
 ckM ma f ay c . ac m  
 kc m M c a a ay,  
 ' ak J a , M y ' y m y M  
 ay c m ? m. M c  
 m ? . y ' m c  
 m M.

ay a Mca M k a a a M  
 ma a ay, maca M k , a ff  
 cka M ' ækt ma f M k.  
 c fa aa ay M ma ,  
 ' ca J a a ' y ? a' a c am  
 J a .

a c M ma f a ak  
 m a m, M m c a  
 ka f k M Ma .  
 fa c Ma a ay, Ma y f  
 J a a . y akfa a y

M a , ac m æk M ma a ay,  
 W y a ' y Ma y f?W , ' a M  
 y akfa a y m . m f m  
 c a a a - a a æk f  
 a , a m yama .  
 m kc M a a  
 akfa - a æ a c m .

M ma ak ka a ff a  
 c m , y M f  
 m , , a a a a

' , a ay. f f  
 m kma , , m kma ay, ' c m  
 f m y ay m . y a , ' y  
 a , ' k M M ma k m y  
 .ca a k m, ' a a ka .ca' mak a  
 a f M a ' a .. ' k M M y y  
 ' y f k a m . a y  
 ca æk m M?

W a M ma  
 c m , ck æk Ma a f Ma ,  
 m fa c y . a a y  
 a a m kma a ca a akfa .  
 W a' M M y J a ? ' y k m ?  
 . y , a ay a y

## Exercise 5 – What do we need to change?

a f ay a

14

11 Mac 2009

m a  
a k a

14

a

Re: Mr Johan Goldmann

. am M fc m a a f f M ma M a a ayc a y a  
m .

y na yama, a c may, ca ca M k a ak  
m M m ., a a a y akfa a ca M k a -  
k f ama M a k .

a m m m M ma, a a f M ca ma y

c y  
J a y  
a f ay Ma a  
.. y c

## Exercise 6 – Discrimination

W Ja a a k ay ma a  
 a a mc a a ma a k f c k  
 m f ay

c ff ak, Ja c a a ay J ,  
 mc a , a a a , a ya  
 a y a f , c m ay a .  
 m y ' m .

1. m y f a a ?
2. W a c c c f a ?
3. W y y k a a cc ?
4. mc a a a a ?

## Exercise 7 – Dignity – best practice

Use the following information to complete the table below. (The information is a summary of the findings of the research.)

Area	Description of best practice	What would need to change personally and organisationally to achieve this
Communication	<ol style="list-style-type: none"> <li>1. Service users are asked how they would like to be addressed.</li> <li>2. Service users feel able to communicate their needs and preferences to care staff.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	
Respect	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	
Privacy	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	
Autonomy	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	

**Exercise 7 – Dignity – best practice**

Social inclusion	1. 2. 3. 4. 5.	
Diversity and equality	1. 2. 3. 4. 5.	
Pain control	1. 2. 3. 4. 5.	
Eating and nutrition	1. 2. 3. 4. 5.	
Personal hygiene	1. 2. 3. 4. 5.	

## Exercise 7 – Dignity – best practice

Personal care	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	
Abuse	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	
Whistle blowing	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	
End of life care	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	

## Exercise 8 – Caring for people with specific care needs

Ex a m ca m ff k a f a k f a f .

Older people
Physically disabled people
People with specific health needs eg, cancer
People with mental health problems eg, dementia
People with learning difficulties
Young, physically disabled people
People from minority ethnic groups

## Exercise 9 – Commissioning

mm                    м х с а с а а ,                    а а а yma a c  
 a                    y  
 a ac mm                    , ay a a a ca c .W a x c f c м                    y a  
 a a ма                    a a c ,                    f c a a c ,  
 c a                    y ma ak æc ?

1.

2.

3.

4.

5.

6.

## Exercise 10 – Writing exercise

1. a ' ' a

2. - n a

## Exercise 11 – Implementing change

a a y k f a c a m a c m a a a a y a y f a c c a f y  
 f y aff. k aff, c ' a ac y a a a a

m c m a .

c a a y a c m a a a a m a m c a c m a c a m  
 a a ak a m m k . f c a a m a , c a m a a aff m

m a a m a c a a aff x a m a a k f a a c c  
 c k y

y a a aff m a a a k m c m a m f m f  
 a a m y f m m c a a c k y a .

1. f y m a c , m a y f c m y x c c ?

2. f y m a c , m m y k m a a a a aff k y y?

3. m c c a m a c y m k?

4. W a c a c a m k m m c a c k y?

## Exercise 12 – Policy content

1. f a y

2.W x

3. mm ca

4.E a ya y