

Exercise 1 – What is dignity?

You have been called to the hospital as your loved one has been involved in a serious car accident. When you arrive, you find your loved one has been sent to the intensive care unit and is lying unconscious in bed surrounded by tubes and machines. You sit on the chair beside the bed, and watch what is going on around you.

What do you see and what do you hear that makes you believe that your loved one will be treated with dignity on this unit?

Write down some of the **observations** you make and some of the **words** and **phrases** you hear that assures you that all the patients in the unit are being cared for with dignity.

Exercise 2 – Barriers to providing dignified care

For each of the four barriers, give three reasons why you could not achieve dignity.

<p>Environment (This is about the physical environment, the décor and the cleanliness).</p>	
<p>Staff attitudes and behaviour (This is about the inappropriate way staff treat service users).</p>	
<p>Culture of care (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>Specific care attitudes (This is about the care worker carrying out inappropriate care procedures).</p>	

Exercise 3 – Past practice

Dennis Senior, has early onset dementia, diabetes and needs his glasses on to see anything, as a result doesn't remember where is sometimes and needs a lot of support at home. He has a care worker visit him everyday to help him get out of bed and help with his personal hygiene. The care worker prepares his breakfast for him and gets him ready for his visit to the day centre twice a week.

Today, a new care worker has arrived and she tells Dennis Senior that Glenys, the normal care worker, has gone off sick and won't be back for the remainder of the week. She introduces herself as Megan and says to Dennis Senior, "You're called Dennis aren't you? That's a nice name Dennis."

Megan proceeds to help Dennis Senior out of bed and takes him to the bathroom, where she fills the sink with water, drops the facecloth into the water and says, "You wash yourself Dennis and I'll get your breakfast ready."

A while later, Megan comes back to Dennis Senior and says, "Why haven't you washed yourself? Well, it's too late now your breakfast is ready. Come on." She pulls him up from the chair and puts a t-shirt that is hanging on the back of the door over his head, leaving him in his pyjama trousers. She guides him out to the kitchen where she has prepared his breakfast. As Dennis Senior sits down, Megan sprinkles two large spoonfuls of sugar into the bowl of honey loops she found in the cupboard.

Dennis Senior takes one look at the plate of food and becomes distressed, trying to get the words out of his mouth, "No...no...no..." is all Megan hears as the doorbell rings.

"I'll get it," Megan says. She opens the front door to find the milkman, "Hello love," the milkman says, "I've come for my payment." "Oh sorry," Megan replies, "I've only just started, I don't know where the old man keeps his money. I can ask him, but he's completely loopy and I can't make head nor tail of what he's on about. I don't know why they don't just put these dotty old folk into a home. Can you call back tomorrow?"

When Megan returns, Dennis Senior is sitting beside his untouched bowl, rocking backwards and forwards, holding himself and is crying. He has heard everything she has said to the milkman and cannot eat his breakfast. "What's wrong with you Dennis? Don't you like cereal?" Megan asks sharply.

The doorbell rings again. This time it's the ambulance to pick Dennis Senior up for the day centre. Megan comes in to the kitchen to get him into the wheelchair and says, "For God's sake Dennis, why didn't you tell me you went to the Day Centre this morning? Am I supposed to be psychic or something? I hope you're not going to be this much trouble tomorrow."

Dennis Senior is from Ceri's Family, a hypothetical family group devised to assist learning and training in social care, devised by © Denbighshire Health, Social Care and Well-Being Partnership (2008) Denbighshire County Council, 64 Brighton Road, Rhyl, LL18 3HP.

Exercise 4 – What do we need to change?

Caring for You Day Centre
Brightside Road
Llanardo
LL48 0DN

21 January 2010

Simple Care
Darkness Lane
Llanardo
LL48 3FD

Dear Provider

Re: Dennis Senior

I am writing this letter of complaint on behalf of Dennis Senior who arrived at the day centre in a very distressed state this morning.

Not only was he still in his pyjamas, but he had been incontinent on the way here, because the care worker had not taken him to the toilet when getting him up this morning. Also, he had not had any breakfast as the care worker had served a high sugar cereal, adding more sugar to this and being a diabetic, Dennis Senior cannot tolerate this without it making him ill.

Having spent some time this morning with Dennis Senior, he has requested that the following changes be made urgently:

Yours sincerely
DeeAnn Jones
Caring for You Day Centre Manager
C.C. Cambourne County Council

Exercise 5 – Discrimination

When Jane arrived at work today, she was told that she had a new colleague and was asked if she could work with him for the day.

At the coffee break, Jane is chatting away to John, her new colleague, and it transpires that, although they are equally qualified, he is receiving more pay than she is.

From your group's viewpoint:

1. How do you feel about this situation?
2. What could be the consequences of this situation?
3. Why do you think this situation has occurred?
4. How could this situation have been handled better?

Exercise 6 – Dignity - best practice

For each area, come up with five criteria that describe the care that should be given (two have been completed as an example). Then explain what would need to change from your own viewpoint and within your organisation for these to be achieved.

Area	Description of best practice	What would need to change personally and organisationally to achieve this
Communication	1. Service users are asked how they would like to be addressed. 2. Service users feel able to communicate their needs and preferences to care staff. 3. 4. 5.	
Respect	1. 2. 3. 4. 5.	
Privacy	1. 2. 3. 4. 5.	
Autonomy	1. 2. 3. 4. 5.	

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.	

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

Exercise 7 – Caring for people from specific user groups

Explain how the care needs might differ when thinking about providing food and drink for each of these groups.

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