

DIGNITY FOR THE FRAIL OLD

- from Dilemmas to Solutions

The role and interactions of
caregivers

Win Tadd - Discussant

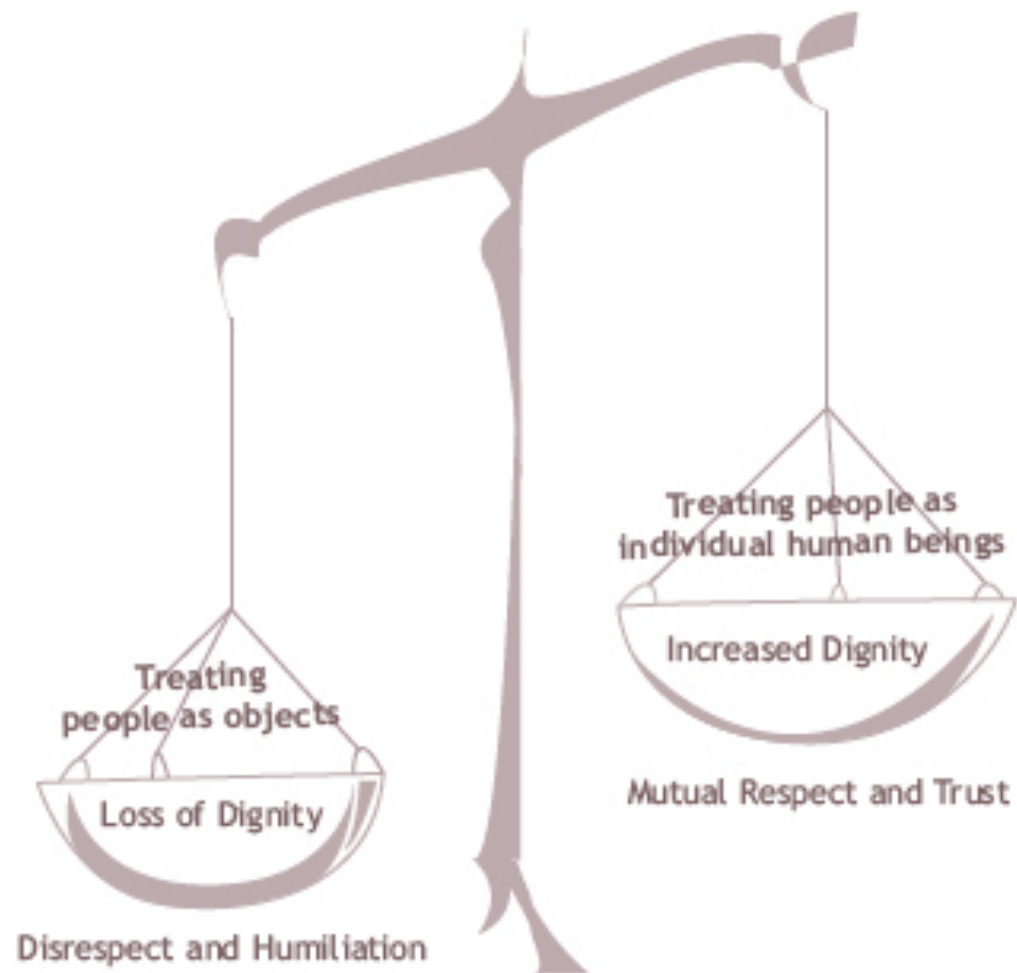
Win Tadd 2010



September, 2– 5 2010
Solstrand Hotel - Bergen, Norway

“If you want others to be happy,
practice compassion. If you want to
be happy, practice compassion.”
(Dalai Lama)

The 'Dignity Balance'



Patient Observations

This weekly audit will look at ten sets of patient notes and will determine the percentage of observations recorded on time. The audit tool will also measure against the 'Trust Observation Standard' and will include temperature, bp, pulse, respiration rate, conscious level, oxygen saturation as well as calculation of the 'Early Warning Score'

The trend will be



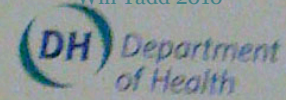
Towards 100% compliance

‘Not everything that counts can be counted, and not everything that can be counted, counts.’

(Albert Einstein)

Compassion is described as one of the four 'Immeasurables' together with loving kindness, sympathetic joy and equanimity.

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Dignity in Care



The Dignity Challenge

High-quality services that respect people's dignity should:

- 1 Have a zero tolerance of all forms of abuse
- 2 Support people with the same respect you would want for yourself or a member of your family
- 3 Treat each person as an individual by offering a personalised service
- 4 Enable people to maintain the maximum possible level of independence, choice and control
- 5 Listen and support people to express their needs and wants
- 6 Respect people's right to privacy
- 7 Ensure people feel able to complain without fear of retribution
- 8 Engage with family members and carers as care partners
- 9 Assist people to maintain confidence and a positive self-esteem
- 10 Act to alleviate people's loneliness and isolation

Become a Dignity Champion today

Sign up online at www.dignityincare.org.uk or ring 020 7972 4007


Log on to find out more about the campaign and get ideas to help you improve local services.



Change is required

- At the level of the individual
- The unit (ward)
- The organisation (hospital or care home)
- The health and social care systems

Front line staff are very busy people



I'm juggling so many day to day things - now I have to add 'Dignity'

But 'Dignity' isn't an 'add-on' - it should be a part of ALL the things you're juggling

“I can only choose within the world I can see, in the moral sense of ‘see’ which implies that clear vision is a result of moral imagination and moral effort.”

(Murdoch, I. 1970 *The Sovereignty of Good*, London: Routledge and Kegan Paul)

“To recognise people, to look them in the eye, to be able to come to where they are and speak to them - because they are human beings and I think if I was there I would like people to do that to me...”
(Relative interview)

In summary

- Frail old people cannot be fixed and cured so a disease-based model of care is ineffective.
- Healthcare has become obsessed with technology at the expense of the human connection.
- The power of healing arises out of compassionate caring and human relationships.
- When caregivers learn to serve patients (rather than fixing and helping), then demand lessens because patients grow in their own capacity to manage life's challenges - this is the source of abundance.
- To sustain compassionate and humane caring, three dimensions must be addressed:
 - developing the **inner resources** of caregivers;
 - enhancing the sense of **togetherness or teamwork**;
 - creating a **sense of place** where there is shared identity, meaning and purpose.

Thank you



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