Case study

Common Core Principles

Dignity

Southampton City Council
Getting involved
Following the attendance of Skills for Care dignity workshops by two members of the Quality Assurance at from Southampton City Council, we decided to roll out dignity workshops internally across the adult residential provider services for older persons, people with learning disabilities and nursing homes.

The provider services were asked to identify a dignity champion, someone who had an interest in improving the quality of the services received, ensuring that the individual using the service is placed at the heart of all care and support provided.

Putting the principles into practice
Working with the Council’s learning and development staff, two half day workshops were delivered which encompassed the seven common core principles and required services to complete an action plan. At this time, all the services taking part were also asked to sign up to the National Dignity Council’s website, and to consider with their service users how they might celebrate National Dignity Day on the 1 February 2014.

Included in the workshop was the request for a newly developed in house ‘Quality Assurance Audit Tool’ to be completed in each service and brought back to the group on the second day for discussion and feedback.

It was also planned that the Quality Audit Tool would be revisited within the auditing process undertaken by the Quality Assurance team to ensure that services were progressing and demonstrating the impact of the use of the dignity common core principles upon staff practice. This would include the outcomes from the action plans and collated feedback from people who need care and support giving their experience of the changes as they were implemented.

Stop! Think dignity
The activity cumulated launch of a dignity forum held in mid-January. This was an “energetic” morning with fifty-five dignity champions attending from across the provider services, all of whom had been asked to bring back ideas on how they had shared the values and principles of dignity with those living, visiting and working in their organisations. The forum also discussed the many innovative and visual ideas being developed by staff and people who need care and support to celebrate National Dignity Action Day.

Making the difference
■ We have committed resources to continue the running of this forum to ensure the impact and learning from the dignity common core principles is sustained.

“We have already started to implement the action plans that the managers have developed with their teams.”