The safeguarding challenge: Managing risk and ensuring dignity

A Joint Presentation

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The safeguarding challenge: Managing risk and ensuring dignity

INTRODUCTION

- Overview of Dignity Challenge themes
- Redbridge example of Challenge 1
- Anthony's story
- Partnership working and Safeguarding
- Questions and Answers
- Background information

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The Government's 10 'Dignity Challenges':

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- Have a zero tolerance of all forms of abuse
- Support people with the same respect anyone would want for themselves or a member of their family
- Treat each person as an individual by offering a personalised service
- Enable people to maintain the maximum level of independence, choice and control
- Listen and support people to express their needs and wants

The Government's 10 'Dignity Challenges':

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- Respect people's right to privacy
- Ensure people feel able to complain without fear or retribution
- Engage with family members and carers as care partners
- Assist people to maintain confidence and self-esteem
- Act to alleviate people's loneliness and isolation.

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- BACKGROUND TO SANCTUARY CONTRACT
  - Local Authority homes in late 90's transferred to the independent sector
  - There have been two transfers of contract and Sanctuary Care have been in partnership with Redbridge since April 2006
  - Quality of service delivery is key to our partnership and Sanctuary managers adopted the Dignity Challenge when it was launched

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- BACKGROUND TO SANCTUARY CONTRACT
  - Significant developments since 2006 with investment in Dementia services being at the heart of the service
  - Chadwell House is an example of excellent Leadership and high quality services that are continuously improving
  - Dignity Champions are in place at Chadwell and Safeguarding is the number one priority throughout Sanctuary Care

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At Sanctuary Care we focus on the individual residents needs and deliver a friendly,caring, courteous service with the accent on dignity and privacy.

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- BACKGROUND TO CHADWELL HOUSE
  - Purpose built at time of contract in 1999
  - Started well but but three years ago when Sanctuary took over the contract there were concerns about quality
  - New manager 18 months ago has turned the home around

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- BACKGROUND TO CHADWELL HOUSE
  - Key leadership from home manager and her senior team leaders
  - Staff enthusiasm that could see the potential of the proposed way of working that created a “can do, will do” approach
    - Increased staff levels
    - Activities – individual and group
    - Refurbishment high quality
    - Grounds landscaping

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- The Dignity Challenge – theme 1
  - Have a zero tolerance of all forms of abuse
    - En-suite room well decorated and attractive to ensure good occupancy (resident choice before moving in)
    - Emphasise personal care – own lockable door, own choice to get involved or not with the community
    - High quality activities, good food, stimulating environment, good company and lots and lots of parties!

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- The Dignity Challenge – theme 1
  - Have a zero tolerance of all forms of abuse
    - Residents meetings held monthly and questionnaires for family and resident to complete
    - All staff trained and follow a dignity and respect model of care
    - Philosophy of an ‘open door’ approach to residents, families and professionals

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- The Dignity Challenge – theme 1
  - Have a zero tolerance of all forms of abuse
    - Quality Audit from Sanctuary Care (random check) and self assessment audit (self assessment 96% and Sanctuary team in February assessed 99.1%)
    - Community spirit has accepted and enhanced individual opportunity for residents (local schools, religious communities, retail outlets)

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- The Dignity Challenge – theme 1
  - Have a zero tolerance of all forms of abuse
    - Encouragement to be involved but with respect for those who don't want to
    - Key success through 'Champion' staff but without being nominated or asked
    - Flexibility in staff roles – no jobs worth here!

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- Anthony's story

“ I worked to buy my home and it is my home and why shouldn't I see my home and belongings”

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- Key messages for managing risk with dignity
  - Partnership with resident, family, social worker and care staff
  - Identified risk – wandering and absconding
  - Identified the cause – need to go home

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- Key messages for managing risk with dignity
  - Family resistant due to change in behaviour
  - All accepted risks and arranged monthly visits
  - Calendar in his bedroom and identifies visit dates and time
  - No further absconding

    and family reduced anxiety

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Dignity in Care through Partnership Working

PARTNERSHIP WORKING AND SAFEGUARDING

- As commissioners and providers we have been committed to the Dignity in Care programme
- Provider Forum established that works and influences practice
- Recognises the need to bring Safeguarding and Dignity together and now have a training programme in Redbridge for in-house Champions

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Dignity in Care
through Partnership Working

PARTNERSHIP WORKING AND SAFEGUARDING

- Learning across the Independent Sector and the Council has improved service delivery and enhanced quality of life. Development of safeguarding through dignity

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Dignity in Care through Partnership Working

THROUGH PARTNERSHIP WORKING

WE HAVE ACHIEVED

THANK YOU

QUESTION AND ANSWERS

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BACKGROUND INFORMATION

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What makes the difference for Anthony?

- Confidence in staff to advocate
- Desire to maintain independence - including taking risks to enable this to happen
- Confidence in managing situations that may not be the norm
- Creative solutions – assistive technology
- But most of all TRUST

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- **Why success?**
  - Senior Officer buy in
  - Enthusiastic staff
  - The service, residents and home has evolved together
  - Willingness to tackle difficult changes
  - ‘Always look on the bright side of life’ mentality
  - Beyond consultation into engagement
  - ‘Dignity and Respect’ is a golden thread through the service which goes both ways between staff and residents

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- **Next Steps**

  - Run second phase of Train The Trainer course to create Provider Safeguarding through Dignity in Care Champions (6 Days)

  - Run second phase of in-depth Safeguarding through Dignity in Care Course for Adult Social Services and partners staff (2 Days)

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In-house Champions

Aim

To develop competent and innovative trainers/facilitators in the safeguarding of adults through dignity in care (where/as appropriate) who will be able to work within their own organisations to heighten knowledge and understanding of this important area of working

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In-house Champions

Six days training plus assignments:

- 4-days Train the Trainer OCN Level 3
- Nationally recognised teaching qualification
- 2-days in-depth Safeguarding through Dignity in Care course.

Key Objectives:

- Dignity in Care Government initiative
- Linking Safeguarding and Dignity in Care Challenges
- Understanding and identifying vulnerability and risk factors
- Mental Capacity & Deprivation of Liberty issues
- Roles and responsibilities of all staff

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Candidates

Champions:

- Senior staff experienced in Safeguarding Adults and the Dignity in Care services.

Champions and In-depth Safeguarding and Dignity courses:

Candidates should be familiar with:

- The legislation & Government directives relating to Safeguarding Adults
- The legislation & Government directives relating to the national campaign on Dignity in Care (Nov 2006)
- Definitions relating to the Safeguarding of Adults and of Dignity
- Knowledge in the recognition of abuse and the initial responses

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Delivery Programme 2009-2010

- **One 6-day Champions course to 10 Provider candidates**
- **Two 2-day In-depth courses to 32 LBR Adult Social Services and partner organisations staff**