Improving Privacy and Dignity

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NOT A NEW CONCEPT

• Essence of Care Benchmarks
• NSF for Older People
• A New Ambition for Old Age
• People over 65 make up around 16% of the population
• In 04/05 older people accounted for 58% of social care budgets and received 71% of social care packages
• In 05/06 older people accounted for 63% of all finished consultant episodes
• Waiting times have reduced
• More people are living at home independently
• More people are benefiting from hip replacement and cataract operations
• We are saving more lives from major diseases such as cancer and heart disease.
The Key Elements of the Dignity Campaign

- Dignity champions
- The dignity challenge describes what makes up a service that respects dignity.
- A dignity care champions network has been set up to raise the profile of dignity in care locally
- An online practice guide has been developed to help staff take up the dignity challenge
- Local authorities have been given £67m to improve the physical environment of care homes.
• A new ambition for older age – next steps in implementing the NSF for Older People
• Health and Social Care Regulation
• Queen Mothers Award for Dignity
• The Beacon scheme for best practice and innovation
Phil’s Story

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What can you Do!!!!

- Sign up to be a dignity champion
- Get privacy and dignity on local agendas
- Challenge poor practice
- Share good practice
Some facts and figures
Overall Quality of Care

- Adult inpatients (2005/06): 92% rate their care as “excellent”, “very good” or “good”
- Mental health services (2005/06): 77%
- A&E (2004/05): 93% say that the reason for their last visit to A&E was dealt with to their “satisfaction”
- Outpatients 2004/05: 94% say that the reason for their last visit to A&E was dealt with to their “satisfaction”
- PCT 2005/06: 96% say that the reason for their last visit to A&E was dealt with to their “satisfaction”
Being Treated with Respect and Dignity

- **Adult inpatients (2005/06):** 97% say that staff treated them with dignity and respect (“completely”+ “to some extent”)
- **A&E (2004/05):** 96% for staff
- **Outpatients (2004/05):** 99% for staff
- **Mental health services (2005/06):** 97% for psychiatrists, 98% for CPN, 98% for other healthcare professionals
- **PCT 2005/06:** 99% for doctors, 99% for other healthcare professionals
Given Enough Privacy

• **Adult Inpatients (2005/06):** 93% say that they were given enough privacy when discussing their conditions (“completely” + “to some extent”), while 98% say that they were given enough privacy when being treated/examined (“completely” + “to some extent”)

• **A&E 2004/05:** 96% and 97% respectively

• **Outpatients (2004/05):** 99% and 98% respectively
“We are what we repeatedly do – excellence then is not an act but a habit”.

Aristotle