

Equality and Diversity Case Studies
Directorate: Adult Social Care and Health
Service: Domiciliary Care

Title: Dignity Action Day

Introduction:

Cheshire West and Chester Council supported National Dignity in Care Day with various events held in our care settings around the Borough.

Several events were held at our respite and day centres for older people. It was an opportunity for the Council's Social Care services to show how people who use their services are treated with dignity and respect.

Staff in centres planned and organised a wide variety of activities throughout the day which focused on upholding peoples rights to dignity and more importantly giving them an opportunity to say what 'being treated with dignity' means to them as individuals.

Sutton Beeches Community Support Centre used the 'Dignity Tree' concept. Staff and service users developed a large collage of a tree (see attached picture). Service users were then encouraged and assisted by the staff team to write on post-it notes shaped as leaves, with what dignity meant to them. Treating vulnerable service users, who have a variety of disabilities with both dignity and respect enables them to be treated as equals and as valued members of society.

**Picture showing
Dignity Tree**



Challenges:

Encouraging honesty from service users. Encouraging staff to engage in the process.

How the challenges were overcome:

By encouraging and supporting service users to express their views openly in a friendly environment.

Outcomes:

Raising awareness of dignity in care for both service users and carers. Empowering individuals to say what dignity means to them and embedding the person centred and personhood approach within the staff team.

What we could have done better:

We feel that this project was extremely beneficial to both Service Users and Staff in raising an awareness that Dignity and Respect is and should be part of our everyday culture and do not feel we could have done things any differently.

Further information:

N/a