

| Action Plan Title: | | Dignified Care (June - 2011) | | | | | |
|---|---|---|----------------------------|----------------------------|-----------------|--|--|
| Report/Audit Delivers Against: | | Older Persons Commissioner Report | | | | | |
| Monitoring Group/Committee: | | Dignity Group and Trust Quality & Safety Committee | | | | | |
| Objective/Recommendation | Management Action | Responsible Manager/ Dept. | Accountable Officer | Implementation Date | Progress | Comments | Cross Reference (HC Stds & Other) |
| Stronger ward leadership is needed to foster a culture of dignity and respect | Ward leaders to continue to prioritise the work of dignity group and release staff to attend/work on dignity projects. In particular the Ward leaders will support the official launch of the Dignity Code in September 2011 Inform staff to record breaches of patient dignity on the new dignity section on incident database Ensure staff attend dignity training. All staff to support the implementation of Velindre Cancer Centre dignity code. | Head of Nursing | Director of Nursing | Apr-11 | | The Dignity Code will be launched in September 2011. Dignity in Care Group, which was set in up 2009, will monitor and report to the Senior Management Team and Trust Quality and Safety Committee | Fundamentals of Care: standard 1 communication and information, standard 2 Respecting people SHS: Std 2 Equality, diversity and Human Rights Std 10 Dignity and Respect |
| Better knowledge of the needs of older people with dementia is needed, together with improved communication, training, support and standards of care | Implementation of the 1000 Lives Plus dementia intelligent target (which will include training/awareness). Training department to explore further training options eg. Dementia UK courses. Pharmacy department arranging update on dementia medications management for staff from Mental Health Team | Head of Nursing | Director of Nursing | During 2011 | | Lead for dementia to be invited to join the Dignity Group. | Fundamentals of Care: std 2 Respecting people, std 1 communication and information, std 3 Ensuring safety SHS: Std 8 Care Planning and Provision Std 9 Patient Information and Consent Std 10 Dignity and Respect |
| Lack of timely response to continence needs was widely reported and is unacceptable | A member of Dignity Group to lead a project to determine how staff care for soiled personal clothing of patients, focusing on dignity and respect. Leads identified to examine the use of hospital gowns Staff assessing how we meet the continence needs of outpatients on trolleys in x ray and radiotherapy departments. | Head of Nursing | Director of Nursing | 01/05/2011 | | | Fundamentals of Care: std2 Respecting People, std 11 toilet needs, std 8 personal hygiene, std 12 preventing pressure sores, std 4 promoting independence. SHS: Std 8 Care Planning and Provision |

Red = not achieved by target date
 Orange = not on target.
 Yellow = action on target.
 Green = action completed.

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| The sharing of patients' personal information in the hearing of others should cease wherever possible | All staff to support the implementation of Velindre Cancer Centre Dignity Code. Programme to be developed to ensure all staff attend Information Governance training. Record any breaches of dignity relating to this recommendation on incident database. | Head of Nursing | Director of Nursing | 01/05/2011 | | Dignity group to monitor and review bi-annually | Fundamentals of Care: std 2 Respecting People SHS: Std 18 Communicating effectively |
| Too many older people are still not being discharged in an effective and timely manner and this needs urgent attention | To explore the work of Age UK particularly in relation to advocacy in discharge planning particularly where nursing home placement is implicated (factsheets, support provided) Record any breaches of dignity relating to this recommendation on incident database. | Head of Nursing | Director of Nursing | 31/05/2011 | | The Discharge Liaison nurse pro-actively manages each discharge using Unified assessment and case conference discharge planning as the model. Excellent links have been developed with community teams, nursing home managers and discharge liaison nurses in South Wales LHBs. Continue proactive discharge planning and monitor delays including submission of delayed transfer data. Dignity group to monitor and review bi-annually | Fundamentals of Care: std 2 Respecting people, std 4 promoting independence, std 3 ensure safety, std 5 relationships SHS: Std 8 Care Planning and Provision |

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| The appropriate use of volunteers in hospitals needs further development, learning from successful initiatives | Member of the Dignity Group to consider enhancing the role of volunteers at the Cancer Centre and to seek accreditation against WCVA standards. Consider the use of volunteers when vulnerable patients are being transferred between departments for treatment. Explore increasing volunteer presence in the inpatient areas | Head of Nursing | Director of Nursing | 01/05/2011 | | | Fundamentals of Care std 2: Respecting People SHS: Std 8 Care Planning and Provision |

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| Staffing levels have to reflect the needs of older people both now and in the future | Record any breaches of dignity relating to this recommendation on incident database | Head of Nursing | Director of Nursing | 01/05/2011 | | Dignity group to monitor and investigate bi-annually | Fundamentals of Care: std 2 Respecting People, std 3 Ensuring safety SHS: Std 1 Governance and Accountability Framework Std 11 Safeguarding Children and Safeguarding Vulnerable Adults |
| Simple and responsive changes to the ward environment can make a big difference | Continue to use and learn from patient stories both from Storyworks and RCN Clinical Leadership Programme (eg prayer room, children's room - grandchildren to visit) All staff to support the implementation of Velindre Cancer Centre Dignity Code which promotes more privacy in the environment. Record any breaches of dignity relating to this recommendation on incident database Consider options when inpatients may have to be transferred through outpatient/public area to receive treatment | Head of Nursing | Director of Nursing | 01/05/2011 | | Dignity group to monitor and review bi-annually | Fundamentals of Care: std 2 Respecting People, std 5 Relationships SHS: Std 5 Citizen Engagement and Feedback |

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| Effective communication can raise patient expectation and involvement and can improve their hospital experience | Continue to use and learn from patient stories both from Storyworks and RCN Clinical Leadership Programme All staff to attend communication training (essential for all staff, advanced level for clinical staff) All staff to support the implementation of Velindre Cancer Centre Dignity Code Record any breaches of dignity relating to this recommendation on incident database. | Head of Nursing | Director of Nursing | 01/05/2011 | | Dignity group to monitor and review bi-annually | Fundamentals of Care: std 2 Respecting People, std 1 Communication and information SHS: Std 5 Citizen Engagement and Feedback |
| The experience of older patients, their families and carers should be captured more effectively and used to drive improvements in care | Continue to use and learn from patient stories both from Storyworks and RCN Clinical Leadership Programme Explore the potential for Age UK to help capture feedback from older patients Complaints monitoring group to examine complaints and determine if the data captures any recurring themes from older patients Record any breaches of dignity relating to this recommendation on incident database. | Head of Nursing | Director of Nursing | 01/05/2011 | | Dignity group to monitor and review bi-annually | Fundamentals of Care standard 2: Respecting People SHS: Std 5 Citizen Engagement and Feedback |

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| Good practice should be better identified, evaluated and learnt from to bring about improvements in care | Continue to use and learn from patient support stories both from Storyworks and RCN Clinical Leadership Programme Explore the potential for Age UK to help capture feedback from older patients Dignity group to explore ways of sharing good practice - poster and conference presentations, VCC website Head of Nursing and Senior Management Team to explore ways of sharing good practice | Head of Nursing | Director of Nursing | 01/05/2011 | | | FoC: Respecting People SHS: Std 5 Citizen Engagement and Feedback |
| All those working with older people in hospitals in Wales should have appropriate levels of knowledge and skill | Dignity Group to develop 2 hour awareness training on dignity issues to be cascaded to all departments. Dignity Group to explore specific training opportunities in relation to the care of older people (eg Age UK to be invited to a Dignity Group meeting) | Head of Nursing | Director of Nursing | During 2011 | | | FoC: Respecting People SHS: Std 24 Workforce Planning Std 25 Workforce Recruitment and Employment Practices Std 26 Workforce Training and Organisational Development |

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