

DIGNITY IN CARE

COURSE CONTENT OVERVIEW

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This e-learning course provides a strong understanding of the ways in which you can provide dignified care. It is suitable for all care settings – such as hospitals and care homes – and for all types of caregivers, whether they're a nurse, carer, midwife, doctor, social worker, or other healthcare professional. It educates you about the various factors that contribute to whether or not a person's dignity is being upheld, and teaches you how to make patients of all ages and from all walks of life feel valued. You will learn how to uphold all patients' dignity and ultimately improve their quality of life during their time of care.

Module One: Introduction to Dignity in Care

This module introduces the learner to what is meant by dignity in relation to care. It describes numerous factors that contribute to whether a person's dignity is intact and what could put dignity at risk in a care setting if healthcare staff are not attentive to people's needs.

- What is dignity?
- The four categories of dignity
- How can dignity be affected in care?

Module Two: Legislation and Dignity in Care

This module explores the various pieces of legislation are relevant to dignity in care. It examines the principles put forward by some of the Acts and how they help us consider the ways in which caregivers can deliver dignified care to service users.

- The Human Rights Act (1998)
- The Equality Act (2010)
- The Mental Capacity Act (2005)
- Deprivation of Liberty Safeguards (2009)
- The Mental Health Act (2007)

Module Three: The Dignity Dos

This module details the 10 dignity dos that, as the Social Care in Excellence (SCIE) states, put forward 'a clear statement of what people can expect from a service that respects dignity'. Each dignity do presents practical methods of how carers can improve certain areas of care processes.

- The 10 dignity dos
- Zero tolerance for abuse
- Support as you would want to be supported
- Treating every patient as an individual
- Maintaining independence, choice, and control
- Supporting people to express wants and needs
- Respecting people's privacy
- Ensuring people can complain
- Engaging with family members and carers
- Maintaining confidence and self-esteem
- Alleviating people's loneliness and isolation
- Understanding discrimination

Module Four: The Dignity Factors: Part 1

This module introduces the learner to the 8 dignity factors that were put forward by the SCIE to help caregivers recognise the key areas to which they must pay attention in order to deliver dignified care. It also defines the 3Ps, which help carers consider the most effective way to fulfil dignity factors. Part 1 focuses on the first 4 dignity factors, providing ways caregivers can effectively fulfil them.

- The 8 dignity factors
- The 3Ps
- Choice and control
- Communication
- Eating and nutritional care
- Pain management

Module Five: The Dignity Factors: Part 2

Part 2 of this module looks at the other 4 dignity factors. It details the positive actions carers can take and attitudes they can adopt so to fulfil these factors and uphold a person's dignity.

- Personal hygiene
- Practical assistance
- Privacy
- Social inclusion

Module Six: Promoting Dignity: Specific Groups and Sectors

This module examines the groups and sectors of care that have specific dignity risks and may be overlooked by carers. It details ways carers can combat these risks and ensure everyone receives dignified, person-centred care that fulfils their individual needs.

The topics covered are:

- Children
- Maternity
- Mental Health
- Cognitive disabilities
- A&E
- End of life

Aims of the Training

By the end of this course, learners will have a thorough understanding of:

- What is meant by dignity and the various factors that determine whether or not a person's dignity is being upheld.
- How care settings and their processes might infringe on a person's dignity.
- The pieces of relevant legislation and the various principles they put forward.
- The 10 dignity dos and the ways in which you can meet them, as well as how discrimination can impact on dignity and how to prevent it.
- The 8 dignity factors and the 3Ps, and how to fulfil each factor through positive actions and attitudes.
- The ways in which other areas of care, e.g. maternity, A&E, and end of life, may be at risk of undignified care, and what you can do to ensure dignity is upheld.