The Dignity Challenge
1. Have a zero tolerance of all forms of abuse

2. Support people with the same respect you would want for yourself or a member of your family

3. Treat each person as an individual by offering a personalised service

4. Enable people to maintain the maximum possible level of independence, choice and control

5. Listen and support people to express their needs and wants
6. Respect people’s right to privacy
7. Ensure people feel able to complain without fear or retribution
8. Engage with family members and carers as care partners
9. Assist people to maintain confidence and positive self esteem
10. Act to alleviate people’s loneliness and isolation
John, a 70 year old gentleman had been in hospital for 2 weeks with a chest infection and a leg ulcer and he was diabetic controlled by medication.

He had recently been bereaved.

John was self-neglecting and had a poor level of hygiene and his home was in a poor state, he was not eating, he was not paying his bills nor did he do any housework.

John was feeling isolated and depressed and drinking alcohol more than he had used to. He had a history of mental health problems.
His chest infection was treated successfully and a multi disciplinary meeting was held to plan his discharge.

The OT and nurse in the intermediate care team worked with the social worker and John was given a support plan to support John in the community.

A referral was made to the Reablement Team, Floating Support and the District Nurse.

A joint home visit was carried out.
A person centred plan was drawn up with John to re-teach John life skills such as cooking, cleaning as well as motivating him to do personal care.

Prior to discharge a blitz clean was organised.

On discharge John had daily visits from the Reablement team to help with relearning life skills and help him achieve his agreed goals with a follow up visit from the Intermediate Care OT.

The district nurse did training with the Reablement workers regarding urine analysis.
District nurse visited regularly regarding John’s leg ulcer

Floating Support work with John to set up direct debits to manage his bills

At the end of six weeks John was cooking healthy meals for himself, maintaining a good level of self care and maintaining his home in good order and had reduced his intake of alcohol

He was attending a day centre and his leg ulcer was healing well.