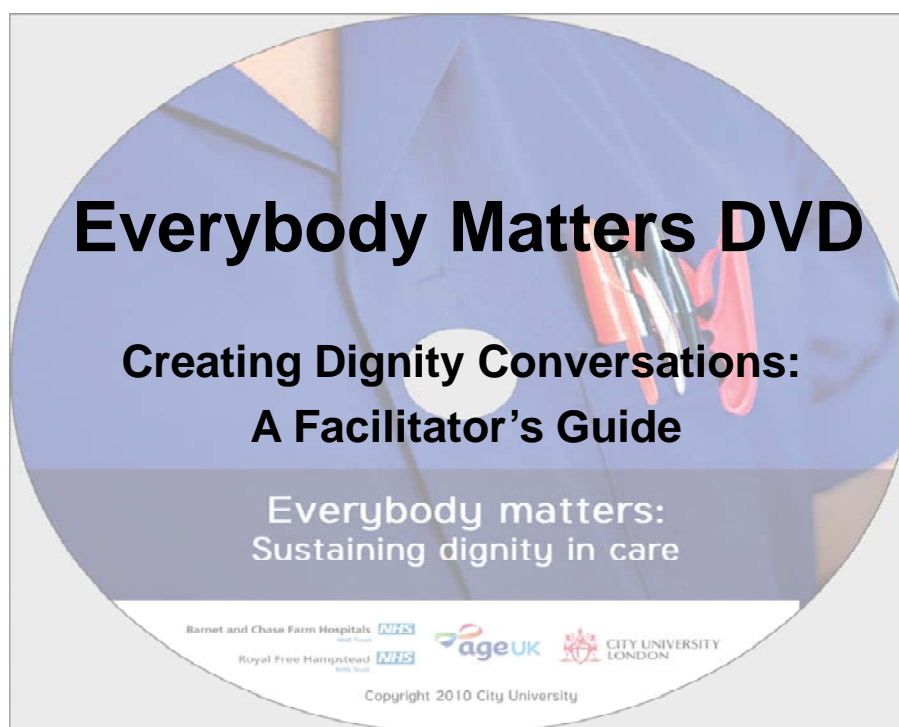


# Everybody Matters: Sustaining Dignity in Care



*The Dignity in Care Project DCP was a joint venture between Royal Free Hampstead NHS Trust and Barnet and Chase Farm Hospitals NHS Trust London, in collaboration with City University and Age UK. [www.city.ac.uk/dignityincare](http://www.city.ac.uk/dignityincare)*

## Introduction

- **What is the film about?**

This DVD is about dignity in hospital. It captures the experiences and views of patients and nurses in relation to giving and receiving dignified care.

It portrays the realities of everyday practice in busy, acute hospitals. The DVD is designed to explore the complexity of dignity and create reflective conversations rather than providing a single right answer.

- **Who is the film for?**

The DVD is designed to be used with all hospital personnel. Whilst the staff in the film are nurses the issues raised go beyond a particular setting or professional group and equally apply to “family” as well as to patients of all ages.

- **How can you use it?**

The DVD is designed to stimulate discussion and particularly the sharing of ideas, experience and practice to facilitate and sustain dignified care. The DVD comprises of 9 clips which can be shown in a variety of ways to meet the aims of different groups. However we do not advise purely watching the film in its entirety.

Slide 4 gives an outline of the DVD.

## Key Messages from the Film

- Everybody matters: Dignified care is a human to human connection.
- Illness can severely diminish a person's dignity but this can be countered by the compassionate response of staff.
- "Little things" can make a big difference to a person's dignity.
- Dignified care is a relationship and requires that staffs' dignity is also upheld.
- The pace and diversity of modern hospitals makes delivery of dignified care complex and challenging.

## Outline of the DVD

The DVD index is over two pages. To open a section or page move the white cursor to the appropriate heading and click.

**Page One "Dignity in Care"** is a summary of the entire DVD (6mins in length). It is organised under three themes originating from the perspective of older people and their relatives\*, and extended to include staff.

- **See who I am**, concentrates on knowing about people
- **Connect with Me**" recognises the relational aspect of care giving
- **Involve Me**" looks at how decisions around care are made.

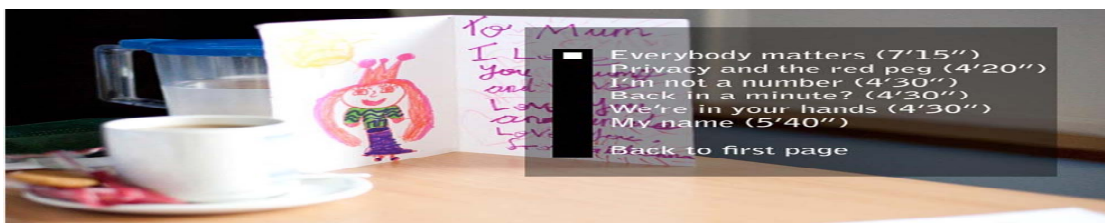


\*Bridges, J., Flatley, M., & Meyer, J. 2010. "Older people's and relatives' experiences in acute care settings: systematic review and synthesis of qualitative studies", *International Journal of Nursing Studies*, vol. 47, no. 1, pp. 89-107.

## Page Two

On Page Two there are 6 sections relating to specific dignity issues.

- **Everybody Matters** looks at the impact on people of admission to hospital and how “little things” can help
- **Privacy and the red peg** addresses issues of privacy in acute settings.
- **Back in a minute** reflects on the pace of care and the tensions this can create for dignity in hospitals.
- **We’re in your hands** looks at the importance of being the patients advocate
- **My Name** shows patients back at home reflecting on being in hospital. A fuller synopsis for each section and suggestions for discussion can be found from slide 7 onwards.



## Before Showing the Film

- **Please view the film yourself.** As well as familiarising yourself with the content it will allow you time to notice your responses to the film and generate possible discussion points for the group.
- **Consider who your audience is** and how best to engage them. Timing and venue are important in busy hospitals.
- **What is the aim of the session?** Being clear about why you are showing the film will help you select how to use the DVD, whether to use an individual section or to run a series of clips over time. Please refer to slide 2 when introducing the DVD.
- **Setting ground rules and an intent for confidentiality** highlights the importance of a supportive environment where people respect each others contribution. As a facilitator you may need to ensure every voice matters. Using clinically relevant exemplars, asking for personal story or experience can help.
- **How to capture the points raised?** Take time before hand to think about how the discussion will be captured, do you want to encourage participants to feedback to their colleagues, how will this fit into wider conversations around dignity where you work ?

## Dignity in Care

### Synopsis (6min 10s)

These three sections summarise the total content of the film: exploring what it means to be treated with dignity in hospital. Using the themes “See who I am”, “Connect with me” and “Involve Me”, patients and staff talk about their experiences of receiving and giving dignified care.

### Possible questions to use with this section

- What do you notice in these film clips?
- What seemed to help people feel treated with dignity?
- How do we learn from this and do more of this within your organisation?

## Everybody Matters

### Synopsis (7mins 15s)

This clip describes how patients feel about being in hospital and the little things that can make a big difference to the experience of being a patient.

### Possible questions to use with this section

- During this clip think about a time when you were in hospital or visiting someone. How much does this experience resonate with those on the film?
- This clip invites you to notice, appreciate and think how small acts can make a difference, can you relate this to your own practice?
- Small things require support and validation if they are to be sustained, what do you need to support you in this process?

## Privacy and the Red Peg

### Synopsis (4 mins 20s)

This section explores the inherent indignity of some aspects of being in hospital. It invites you to reflect on the importance of privacy, for social, spiritual and emotional reasons as well as for physical needs.

### Possible questions to use with this section

- Lots of undignified things happen in hospital in close proximity to other people. How do we as staff feel about this?
- It is not always easy to meet “basic” hygiene needs for someone, what can help us to keep the “personal” within personal care?
- What strategies have you employed or seen where you work which can enhance people’s need for privacy?

## I’m Not a Number

### Synopsis (4 mins 30s)

With this clip patients and nurses talk about the importance of treating people as individuals. However institutions can de-personalise people. The quantity and pace of routine hospital practices has implications for dignity in care.

### Possible questions to use with this section

- What every day practices do you have to help you remember and value the people you are caring for and with?
- Why do we call people by bed numbers and when could this be appropriate?
- If dignified care is a human to human act how do we manage when we do not like or find it difficult to be with a particular member of staff, relative or patient?



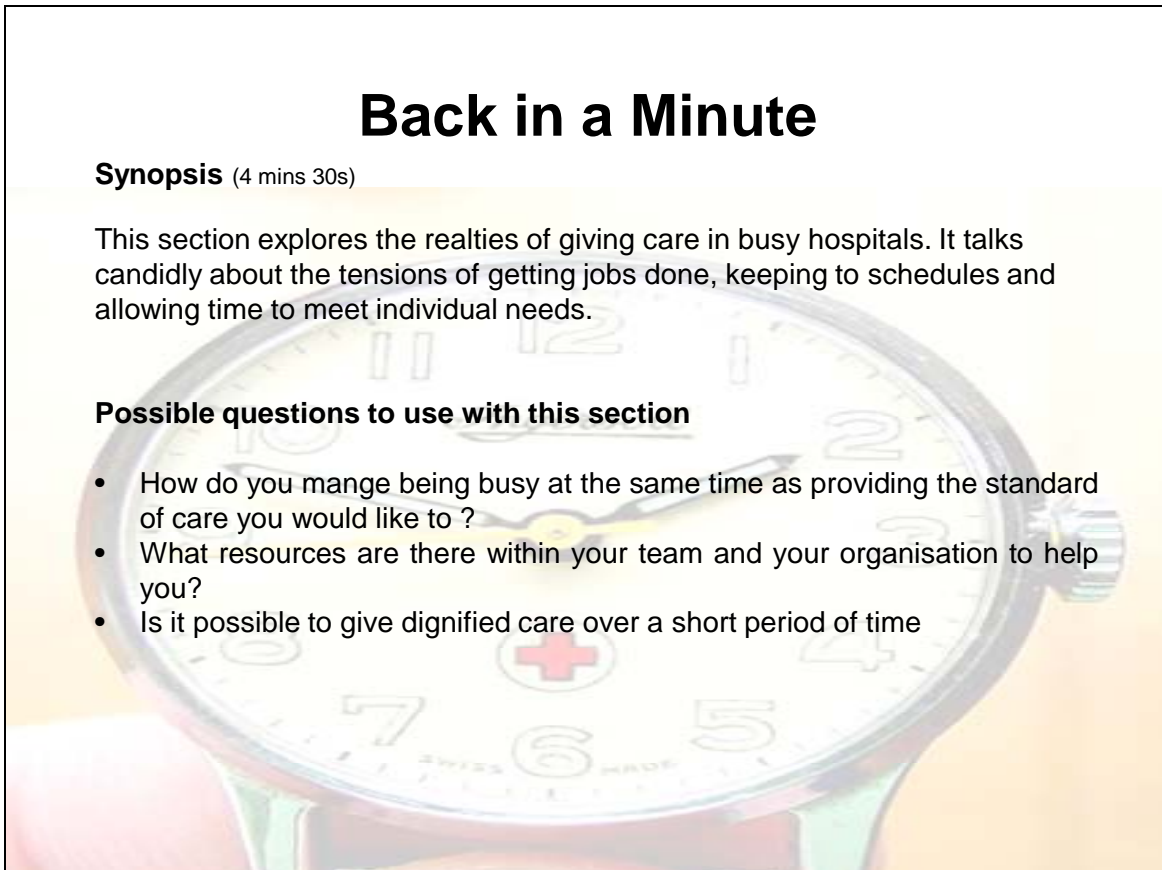
## Back in a Minute

**Synopsis** (4 mins 30s)

This section explores the realities of giving care in busy hospitals. It talks candidly about the tensions of getting jobs done, keeping to schedules and allowing time to meet individual needs.

### Possible questions to use with this section

- How do you manage being busy at the same time as providing the standard of care you would like to ?
- What resources are there within your team and your organisation to help you?
- Is it possible to give dignified care over a short period of time



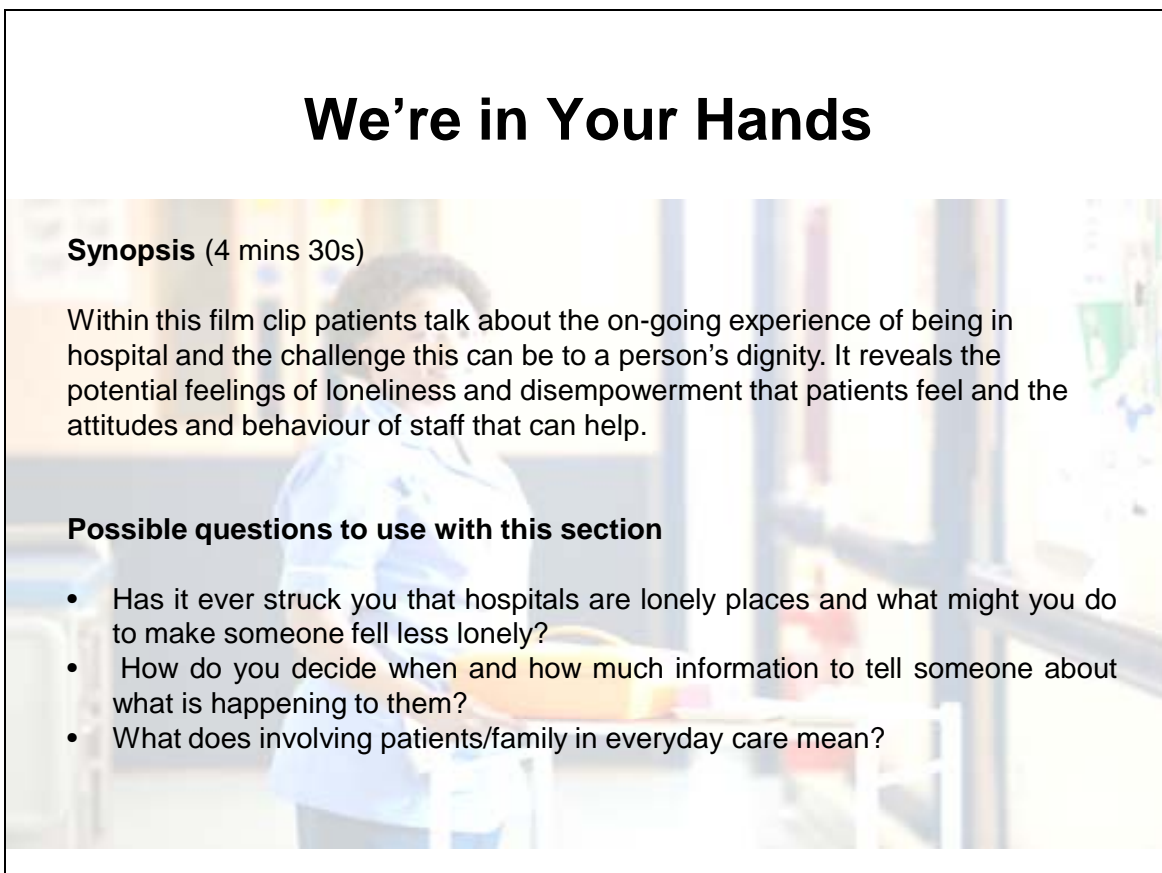
## We're in Your Hands

**Synopsis** (4 mins 30s)

Within this film clip patients talk about the on-going experience of being in hospital and the challenge this can be to a person's dignity. It reveals the potential feelings of loneliness and disempowerment that patients feel and the attitudes and behaviour of staff that can help.

### Possible questions to use with this section

- Has it ever struck you that hospitals are lonely places and what might you do to make someone feel less lonely?
- How do you decide when and how much information to tell someone about what is happening to them?
- What does involving patients/family in everyday care mean?



# My Name

## Synopsis (5 mins 40s)

The final DVD clip films people back in their own homes reflecting on their experience of being in hospital.

## Possible questions to use with this section

- What is the impact on you of seeing people in their own home?
- What strikes you about the difference between home and hospital?
- How is it possible to make people feel more at home in hospital?
- What about the people who do not return home?

## Facilitating & Sustaining Dignity Conversations

*I've learned that people will forget what you said,  
people will forget what you did,  
but people will never forget how you made them feel.”*

( Maya Angleou b.1928)

- Further resources and ongoing conversations around dignity in care can be found at [www.city.ac.uk/dignityincare](http://www.city.ac.uk/dignityincare)
- The Nursing Times articles\* and BPOP\*\* guidelines contain practical suggestions on how to promote dignity in care.
- Dignity in care is inherently conversational, so we would urge you to keep talking and listening to each other and to those you care for.

\*Nicholson C et al (2010) Everybody matters 1: how getting to know your patients helps to promote dignified care. Nursing Times; 106: 20,  
\*Nicholson C et al (2010) Everybody matters 2: promoting dignity in acute care through effective communication. Nursing Times; 106: 21,  
\*Nicholson C et al (2010) Everybody matters 3: engaging patients and relatives in decision making to promote dignity. Nursing Times; 106: 22) .  
\*\* Bridges J et al (2009) Best Practice for Older People in Acute Care Settings (BPOP): Guidance for Nurses. London: RCN Publishing/City University [www.city.ac.uk/best-practice-older](http://www.city.ac.uk/best-practice-older)