

# North Somerset Dignity in Care Audit Self Assessment Tool

## Introduction

For the first time the Strategic Health Authority (SHA) requires us to conduct an audit of dignity in care in care homes as part of our performance assessment framework for the Older Peoples National Service Framework (NSF). It would not be practical for North Somerset Primary Care Trust to visit all the care homes in North Somerset to assess dignity in care. For this reason, with input from volunteers from the North Somerset Dignity in Care Steering Group, we have designed this self assessment tool which has been approved by CSCI. This tool has been developed for use by all the Care Homes in North Somerset for 2 purposes;

1. In order to assess dignity in care in the home.
2. To become an action plan for Care Homes who wish to improve their performance and be able to measure their improvement.

Please send us a copy of your completed audit so that we can demonstrate that we have in North Somerset completed a baseline audit of dignity in care in Care Homes.

This self assessment tool is informed by the South West SHA Dignity in Care audit template which was developed by considering the following national policies:

- Essence of Care: Patient–focussed benchmarks for clinical governance (Department of Health 2001);
- National Service Framework for Older People (Department of Health 2001);
- Dignity on the ward campaign (Help the Aged 2001);
- A Matron’s Charter, an action plan for cleaner hospitals (Department of Health 2004);

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- National Service Framework Reviews of Older People Services In England (Joint inspection by the Healthcare Commission and Commission for Social Care and Inspection 2005);
- Caring for Dignity, a national report on dignity in care for older people while in hospital (Healthcare Commission 2007);
- Privacy and Dignity – a report by the Chief Nursing Officer into mixed sex accommodation in hospitals (Department of Health 2007);
- Annual Health Check (Healthcare Commission 2006/7).

This self assessment tool is also informed by the “10 Key Characteristics of good nutritional care in hospitals” (please find a copy of this enclosed)

### How to use this Self Assessment Tool

In order to use this self assessment tool you have to score yourself Red, Amber or Green for each of the ambitions. This use of Red, Amber and Green means that this audit directly corresponds to the North Somerset Older Peoples NSF Self Assessment which utilises the red, amber, green scoring system.

Please follow this guide when scoring your home either red, amber or green on each of the ambitions;

<p><b>Red:</b> Ambition not achieved or high level of risk of not achieving by your target date</p>	<p><b>Amber:</b> Ambition was achieved but further work needed to maintain performance OR plans are in place and being implemented but with medium level of risk of not achieving by your delivery date</p>	<p><b>Green:</b> Ambition was achieved and is being maintained or improved or work to achieve ambition by your target date is on track with high level of confidence of achieving by target date</p>
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**North Somerset Dignity in Care Audit Self Assessment Tool for care homes**

<b>NAME OF YOUR CARE HOME</b>	
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<b>Domain 1: Residents Environment</b>						
<b>No.</b>	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS &amp; EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
1a	The resident environment is well maintained, clean and safe			Review all residents areas, including bathrooms		
1b	Equipment is stored away from public areas			Store equipment cupboards are used not day rooms/quiet rooms, resident areas		
1c	Cleaning routines are well publicised			Check in home policies, resident information books staff information, rooms, public corridors		

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**Domain 1: Residents Environment continued**

<b>No.</b>	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS &amp; EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
1d	Resident feedback is sought and acted upon regarding home cleanliness			Resident surveys and complaints Home reports		
1e	Locks are in place in areas where privacy is required, e.g. bathroom and toilet doors, that can be overridden in emergencies			Review of resident areas		

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<b>Domain 2: Privacy, Dignity and Modesty</b>						
	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS AND EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
2a	Modesty is achieved for residents moving between different areas within the home			Map/follow a resident day within the home		
2b	Residents are able to have a private telephone conversation if required			Situation of home phones/mobile phones/phone booths		
2c	Private areas and time are available for residents/visitors			Quiet rooms can be identified and are accessible. Residents have private time to spend with visitors		
2d	The privacy of residents is effectively respected both in their own rooms and in spaces used for private activity			Home policies/ procedures. Training of staff.		
2e	Residents wear their own clothes at all times			Home policies. Talk to residents		
2f	Screens are available in shared rooms to provide privacy			Home policies/ procedures. Observation of resident areas		

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**Domain 2: Privacy, Dignity and Modesty continued**

<b>No.</b>	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS &amp; EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
2g	Residents are able to exercise choice (e.g. around activities, routine)			Home policies/ procedures. Talk to residents.		
2h	Policies are in use regarding the promotion of individual needs; beliefs; values; religious need; cultural; sexual			Resident care plans Home policies		
2i	Policies and procedures are in place to prevent disturbing or interrupting residents			Home polices. Ask care home managers and staff		
2j	The name the resident wishes to be called is agreed with the resident			Care plans		
2k	Policies are in place to ensure those needing assistance in eating are properly supported			Policies resident Care Plans Observation of mealtimes		

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**Domain 3: Communication with residents**

	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS AND EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
3a	There are policies/ procedures in place to maintain resident confidentiality during telephone calls, admission/ discharge to home, care routine in home			Home policies/ procedures		
3b	There is access to translation/ interpretation			Home resident information and home policies		
3c	Precautions are taken to prevent information being shared inappropriately. e.g. telephone conversation are not overheard, computer screens being viewed			Check home policy, observe resident areas		
3d	Residents are engaged in reviewing and making changes to life in the care home			Home policy, talk to residents		

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**Domain 3: Communication with residents continued**

	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS AND EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
3e	Care Homes approach to and philosophy of dignity is in Service User Guide and Care Home Statement of Purpose.			Check Service User Guide and Care Home Statement of Purpose		

**Domain 4: Promoting individual needs**

	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS AND EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
4a	Individual residents needs are assessed, recorded and communicated sensitively and appropriately			Staff training and induction programmes are provided for all staff in the home. Care plans.		
4b	Disability discrimination audits are undertaken and reviewed, action plans are completed as agreed			Check recent home audits and action plans		

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**Domain 4: Promoting individual needs continued**

	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS AND EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
4c	Systems are in place to ensure residents' individual dietary requirements are met. Are the "principles of 10 key characteristics of good nutritional care in hospital" applied?			Policies resident Care Plans Menu Cards		

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<b>Domain 5: Staff knowledge and training</b>						
	<b>AMBITION</b>	<b>YOUR TARGET DATE FOR ACHEIVEMENT</b>	<b>OBSERVATIONS AND EVIDENCE</b>	<b>SOURCE OF OBSERVATIONS &amp; EVIDENCE</b>	<b>RATING: RED/ AMBER/ GREEN</b>	<b>PLANNED ACTIONS</b>
5a	A Dignity in Care card has been given to all staff			Ask Care Home managers and staff		
5b	Dignity in Care is covered in staff inductions and interviews			Check induction and interview policies and procedures		
5c	Dignity in care is discussed at staff meetings			Ask Care Home staff and check agendas and minutes		
5d	The Care Home has a named and registered Dignity Champion			Ask care home managers		

Please send a copy of your completed self assessment form to [susanna.mcmullen@nsomerset-pct.nhs.uk](mailto:susanna.mcmullen@nsomerset-pct.nhs.uk) or alternatively by post to Susie McMullen, North Somerset PCT, Waverley House, Old Church Road, Clevedon, BS21 6NN.

If you have any questions or comments about this audit tool please contact Susie McMullen at [susanna.mcmullen@nsomerset-pct.nhs.uk](mailto:susanna.mcmullen@nsomerset-pct.nhs.uk) or by telephone on 01275 546753

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