

## **Dignity in Care Campaign – MACC- Older People's Networks**

What are we campaigning for? We want to ensure that older people are treated with dignity and respect in all care settings, including hospitals, residential homes and their own homes.

MACC is campaigning through the Manchester Older People's Network, and with national and local organisations of older people, the NHS (Dignity on the Wards), Manchester City Council (Dignity in Care) and VCS providers of services for older age adults.

### **What do we mean by dignity?**

Research with older people, carers and care workers has identified dignity with four overlapping ideas:

**Respect**, shown to you as a human being and as an individual, by others, and demonstrated by courtesy, good communication and taking time.

**Privacy**, in terms of personal space, modesty and privacy in personal care and confidentiality of treatment and personal information.

**Self-esteem, self-worth, identity and sense of oneself**, promoted by all the elements of dignity (choice, being listened to)

**Autonomy**, including freedom to act and freedom to decide, based on opportunities to participate and being informed. (clear & comprehensive information)

*(Taken from the Social Care Institute for Excellence (SCIE) website.)*

**Through the Manchester Older People's Network**, we have been involved in a programme of work which has mainly focussed on involving older people themselves in working with the NHS, to improve the older person's experience of being a patient, and working with the Local Authority to improve the quality of life for people living in care.

There is general agreement that the actions that need to be taken cover:

- training of all staff, and involving the service user/patient experience in the design of the courses
- Investment and development of independent advocacy services
- To audit practice in statutory and independent care settings
- To provide patient support services in all hospitals, especially for people with mental health problems that are inpatients on an acute ward.
- To challenge age discrimination