# Dignity in care: choice and control

[Music]

Giving people choice and control is all about empowering people.

Can I show you something? I’ve worked my way up into quartermaster and all the quartermaster did was stay on the vessel.

[Music]

I think you need to be sincere with your respect and you've got to understand the cultures as well.

Well, everybody has about their own [unintelligible]. it's all about what each individual person wants to do. It's their choice.

why don't we put fish and chips [unintelligible]?

Fish and chips?

We get them on the photo.

the [unintelligible] can still decide what you want to do such as whether you want new clothes or shoes or just ensures you don't lose all control of your life.

Supporting people to choose how they want to live. My role as a carer it can vary on

different clients obviously their needs their abilities and you need to get to know the person quite well to obviously understand their needs.

The most important thing for me, personally, is to obviously listen to what they want their needs, it's not so much what I want it's following their lead, so to speak.

With Gaynor, it all depends sometimes because she's quite able-bodied, so she could do a lot of chores herself but since she's had a knee replacement and she broke her arm a few years ago, she's not able to lift heavy objects or do so things like put her tights on.

I always encourage people to live a life as independently as they can do. They want to be in their own home, we should be supporting them in decisions that they make.

I would recommend them to do what I’m doing, certainly, which is to stay in one's own home as long as possible with the carers coming in. Well, it's taken over a lot of little odd things that I probably do without thinking about and you find you can't do it, you know, simple things like putting and putting dishes in cupboards and loading the fridge and so on. They make the bed

and take the rubbish out again and check I've taken my pills and I think this is very important.

As you get older, you're more dependent on the carers but I think you've got to carry on doing things for yourself. You just have to adjust, really.

It's about understanding what somebody wants, and you know, it's their choice, so if somebody let's say in the care plan it says they're going in an evening visit for a bath and that person doesn't want a bath that evening, that's fine. It's about understanding the situation and listening to that person and sort of seeing okay well what would you like to do instead?

It might just be that they're having a bad day and they want to have a chat or they're feeling a bit lonely they just want somebody to watch telly with them for half an hour. You have to spend time with that person. You have to again give them choice. You have to enable them to do things for themselves.

Well, everybody has about their own care plan. It's all about person-centered. It's about how each individual are different, how they like their healing, what time they'd like to be up in the morning, what time they have their breakfast, it's all about choice. The staff find out about people as well and they'll sit and say oh come on do you fancy doing a bit big in the day or do you fancy doing some artwork?

When people come into the care home sometimes it seems like they lose their skills. Washing up, making their beds. I think it's important that people keep doing what they're doing in their lives because that's something they've done before they came in here and their life should be no different really to what it was when they were at home. Getting to know that person what their needs what their likes and dislikes are so it actually helps overall. It's the little things that matter in life all together anyway. It's their home at the end of the day. If they want to do

something, they're more welcome to do it.

I think that I had a hard life of 40 odd years at sea from the age of 15 until I retired. I make my own bed every morning. When I shower, I come in the shower and I wash my underwear, that's a lifetime habit.

You feel more in control if you feel at home with the things you want around you, such as having your own phone.

It's handy having a personal phone. I didn't realize at first, I thought you wouldn't be

able to have a phone in the area without having an official one but I’ve got my own phone now of course.

Having a pet. The last one I had, I had it ten year, yeah you know this one I’ve got now it's

got five years how about it oh yeah, talk to mommy.

For mealtimes we always have two choices plus an alternative menu. we have menus and we have menu boards, and we also plate them food up and give people a choice by looking at the food.

The majority of people choose to eat together because um it's a way of chatting and meeting people but other people like their own privacy in in their own room. It's about them it's about their choice.

[Music]

Dignity to me, me personally, makes me who I am really in the sense that I'm able to understand people actually that's what comes into where you actually start understanding people because of their culture.

We ensure that we listen to people, and their carers, and families and we need to take on board cultural needs and differences so this could be related to their diet their individual religious or cultural practices.

So, some people might be quite devout and other people may belong to the same faith but have a different level of devoutness. So, we would try and find that out and tailor our services accordingly.

we all like to choose what we eat.

With food with regards to this particular center, it's very sensitive because we've got the Punjabi group, we've got the Guajarati group, we've got the Halal group and then there's a cultural style of food as well. To the general public it's just Asian food but there's big differences between some – just in the rotis, you know, there's a big difference. They want something that is that they’re used to, or they like, or they love, whatever. I mean sometimes they'd like a little change as well, so again that's a choice.

if you've been attending a service for a number of years, you're likely to be quite involved. You'd be considered as somebody who's an established user of the service. And that kind of creates a sense of ownership in people. A lot of the services are kind of owned and managed by the people who use them.

The people in the group they actually got the talent and the know-how of a certain dish. And they've got loads of experience of what knowledge with regards to cooking, the method of cooking, the style of cooking, the taste of cooking then the experts they're the mother of food you know they've got a lot of talent in them and they actually contribute in actually how the food should be cooked.

[Music]

supporting people to do things for

themselves.

We're enabling Matthew to lead the life that he lives that he wishes to by and for example running his own home, working out what he wishes to eat, the meals he wishes to have, and showing that we sit down with him and he's got the control over that. He knows what his budget is. He knows what his shopping money is every week.

At first, he used to get driven and with the staff to the supermarket now they walk to the local supermarket. He was supported initially to do the shopping

and the staff are in the background supporting him, but he knows that they're there just in

case.

The sense of well-being and self-esteem for doing that independently is enormous for him and for his housemate and the other people we work with.

[Music]