**Adult Services Workforce Development
Learning and Development Evaluation
Dignity in Care and the Future Direction of Adult Social Care Services
13th February 2013**

**1a Opinions of the Dignity part of the event**

Delegates were asked to circle up to four words which best described their overall opinion of the learning experience

**1b Opinion of the Marketing Position Statement part of the event**

Delegates were asked to circle up to four words which best described their overall opinion of the learning experience

**2. Would you like to attend any other courses?**

**Comments**Choices for non-white clients – how do they access culturally sensitive services, when local providers do not offer them?
CHC Direct Payments – Pilot scheme
Supported Living
Staff training
Sharing good practice, which are person centred
Put clarity into the presentation of market positioning

 **3. Would you be interested in being part of a Dignity Network?**

**4 To what degree have you gained the skills and knowledge that this event was designed to provide?**Dignity Event

Market Positioning Statement

**5. What element of the event had the greatest impact on you and why?**The question and answers, I got more clarity on the topics raised
The Discussion and workshop – new view on what others feel about dignity
Networking with others, experiences on how others work – learning

**6. Please tell us specifically how the event will**

**a. Improve service delivery**We will identify Dignity Champions
Ensure Dignity is in everyday practice in the workplace
More direct conversations with other providers

**b. Improve Service Delivery**Will continue to enforce dignity in care
Ask opinion of everyone using and providing serviceTraining staff / staff discussions

**c. Achieve Outcomes**Improve practice – ensure dignity is upheld – awareness
Re-enforce good service quality which is best value outcome focussed based
Focus on improving communication strategies / accessible information

**7. Sharing Your Leaning**

**a. Who do you intend to share this learning with and who else could you consider, outside of you immediate team, to share the learning with?**Staff Team, in particular key workers, service users re. Right to choice / control
Care workers, office staff, family, friends, colleagues, residents, service user and their family
Management team , peers within organisations, care workers

**b. What specific learning element do you intend to share**What dignity means and how to promote it
Good positive stories – change in practice Walsall priorities, so that FSHC can meet the market demand

**c. How to you intend to share this learning?**Verbally / E-mail communication
Meetings and training sessions
Newsletters, spot checks and supervisions

**8. Please tell us what would have improved the experience for you and any additional comments you wish to share**Key examples of how others elsewhere have managed to improve dignity in care
More group work – experience shared
Marketing Event – not very clear, Dignity – too many personal experiences
Dom Care, contracts should be clear, why some day care agencies weren’t asked
Getting a service users opinion on what dignity means to them
Longer time to network but all to feedback to bigger forum
I would like to know what hospitals will sign up to the Dignity Pledge because they need to the most as it has been lost

**9. Do you grant Walsall council permission to use the information on this form for marketing and publicity purpose?**