

Dignity in Older People's Services

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Drawing on a series of HSMC studies, Professor Jon Glasby addressed the 'Dignity Commission' established by the [NHS Confederation](http://www.nhsconfed.org/priorities/Quality/Partnership-on-dignity/Pages/Commission-on-dignity.aspx) (<http://www.nhsconfed.org/priorities/Quality/Partnership-on-dignity/Pages/Commission-on-dignity.aspx>), Age UK and the Local Government Association.

Working with an audience of nurse leaders, managers and researchers, Jon presented key themes from HSMC's work on [older people's experience of service transitions](http://www.nhsconfed.org/priorities/Quality/Partnership-on-dignity/Pages/Commission-on-dignity.aspx) ([/schools/social-policy/departments/health-services-management-centre/research/projects/2009/understanding-improving-transitions.aspx](http://www.nhsconfed.org/priorities/Quality/Partnership-on-dignity/Pages/Commission-on-dignity.aspx)) and work being led by Nurse Directors to improve the [quality of care in acute hospitals](http://www.nhsconfed.org/priorities/Quality/Partnership-on-dignity/Pages/Commission-on-dignity.aspx) ([/Documents/college-social-sciences/social-policy/HSMC/publications/PolicyPapers/policy-paper-twelve-time-to-care.pdf](http://www.nhsconfed.org/priorities/Quality/Partnership-on-dignity/Pages/Commission-on-dignity.aspx)).

Key themes in this research and practice development include:

- The importance of involving older people and their carers in research and policy development so that they are genuinely seen as 'partners in care'.
- Paying attention to the voices of groups of older people who are seldom heard (for example, people from black and minority ethnic communities or people with dementia).
- Seeing transition as a psychological and a social process as well as a physical one.
- Paying as much attention to emotional support as to people's physical care needs.
- Recognising that nursing and care is a form of emotional labour and that this needs proper support.