Meet the Daisy Team Trainers

Andrea Ferguson - Business Development Manager & Dignity in Care Lead
Michelle Yiatrou - Fleet Co-ordinator
Tracey Willows - Lead Nurse
Julie Pollard - Dental Operator
Hannah Thornton - Advocacy Officer
Hayley Leatherbarrow - HR Assistant
Stella Brett - Call Centre Manager
Lisa Hogg Austin - Team Leader
Dawn Dover - Trainer
Staff feedback from Dignity in Care sessions

A welcome training subject if we are going to be truly patient-focused.

One of the best training sessions/teaching I have ever attended.
Staff feedback from Dignity in Care sessions

Well presented - understood a lot more about Dignity in Care after

Great presentation! Informal session, but messages of dignity and its role with Mastercall put across well

Extremely interesting training, made me more aware of Dignity and Care.
Staff feedback from Dignity in Care sessions

A very informative session; I did not know much about dignity in care and I have learnt so much tonight.

Very good – informative session

Useful & informative
Our Dignity in Care campaign

Dignity in Care campaign was launched in November 2006, and is hosted by the Social Care Institute for Excellence.

Mastercall’s vision… to engrain Dignity in Care in everything we do; small changes make a big difference.

Daisy Accreditation helped us to train our staff, and we encouraged staff to become national dignity champions.

Our training uses our patient and staff experiences of healthcare services to improve dignity and respect.
The Daisy Mark

Daisy Accreditation were recommended to Mastercall to help us drive this campaign.

Daisy Mark Accreditation are part of Community Healthcare (Tameside, Glossop and Stockport) with Stockport NHS Foundation Trust.
Daisy Accreditation training

• We started with “Train the Trainer” provided by Daisy Accreditation

• Multi-disciplinary trainers conducted a series of staff training events

• Our interactive training sessions invited staff from all backgrounds together

• We asked people to think differently, draw from their own experiences and never pre-judge people

• And staff listened! Their feedback was excellent!
Our workbooks

The workbooks follow the 10 national Dignity in Care Standards

- Our staff gave us the evidence and suggested improvements to processes
- Daisy Accreditation audited the folders for both Trafford and Stockport and gave us feedback
- These folders are evidence for CQC inspections moving forward
Observational visits

Daisy Accreditation visited to audit both Stockport and Trafford in hours and out of hours

• These audits looked at our service from a patient perspective

• How to access our services, the patient journey and staff attitude were amongst the many areas assessed

• Good practice and suggested areas for improvement were both noted
Patient and Stakeholder feedback

Patients were surveyed at both sites – we received excellent feedback overall.

• Stakeholders were also asked how we achieve Dignity in Care with the service we provide

• Their feedback was extremely favourable

• Some comments gave us food for thought
This is what Mastercall staff think…..

This is a short video about Dignity in Care with comments from our teams

9/17/2014
Daisy Accreditation Service

A big thank you to Janet Robson and Alison Harrison for their help with our campaign…

• Nothing was ever too much trouble throughout this whole process

• Re-accreditation takes place in 2 years time – so we are still just at the start of our journey

• Thank you to everyone who has helped make this happen and to our staff who continue to make it look easy
Big Thank you

And finally….

• To all involved with the Daisy training team, particularly the champions

• Our staff who have embraced this campaign

• The Board of Directors and our Chief Exec who have supported us whole heartedly and allowed us to make it real!

9/17/2014