Dignity: A Tale of Two Wards
What others have said

“Our actions and policies, the institutions we create, should be eloquent with care, respect and love”
Nelson Mandela, 1995

“There have been many unsettling reports on undignified care for older people in hospital. There is also much good practice to celebrate. By now we have all manner of guidelines and toolkits on delivering dignity in care. But there can be a gap between these and “making it real” for frontline staff who deliver hands on care; who interact with older patients and their carers; and who have the biggest impact on the patient’s experience of being in hospital. The great thing with this DVD is that it speaks to those staff at the bedside in a way that engages them and causes them to reflect. And it shows in accessible practical terms what good, dignified, person-centred care for older people can look like in any ward in any hospital and contrast this in equally practical terms with how things can go wrong if we take our eye of the ball”

Professor David Oliver, National Clinical Director for Older Peoples Services and Consultant Geriatrician

“Watch out! This DVD contains material that may make you feel frustrated, angry, and move you to tears. It should be compulsory viewing for everyone who works in hospital, no matter what their role, and most especially for those at the top of these organisations. The film portrays patient care, relationships between patients and staff and working conditions on two wards - one bad, one good - in way that is utterly true to life and convincing. It shows what good care looks and feels like in detail. Accompanied by detailed and thoughtful teaching notes, it offers an invaluable resource for teaching that can be used by staff on their own and in teams and larger groups, to reflect on the values, attitudes and behaviours that shape the care of older patients.”

Jocelyn Cornwell, Director - The Point of Care Programme, King’s Fund

“This is a powerful and well produced resource for training, and a really novel and exciting way to use evidence from NIHR funded research to influence how healthcare professionals behave and to improve the quality of clinical care.”

Kieran Walshe, Professor of Health Policy and Management, Manchester Business School and Associate Director NIHR Health Services and Delivery Research Programme
“This DVD is an excellent teaching tool! It feels real and relevant for practitioners of all professions. What is the relevance for primary and community care? Personally I feel it is completely transferrable and that is also evidenced by comments from community staff who saw the film at a recent conference. I am a strong believer that anything that makes you laugh and/or cry stays with you. Dignity: A Tale of Two Wards does this – it hits the emotional mark. Its style lends itself to many forums such as pre and post registration education, as well as training with governors and Trust Boards. We plan to use it as bespoke training for “hotspot” wards and to “learn from mistakes.”

Jill Byrne, Director of Nursing and Patient Safety Aintree University Hospital NHS Foundation Trust

“This has the potential to be a very good training resource and throws a spotlight on some aspects of both excellent and poor practice that are important to improving care quality, dignity and compassion for older people in acute hospital settings. It is a really good idea and the scenarios are very rich and have great potential to move forward our thinking about dignified practice and to highlight the impact of what for staff can so easily become the norm, yet is uncaring routinised practice.”

Professor Jill Maben, Director, National Nursing Research Unit, King’s College, London

“A key challenge we face in preparing nurses of the future is how we can help them to develop the core values and behaviours that the profession requires and that the public expect. This includes acting with care and compassion to provide sensitive, personal and dignified care at all times to those who are vulnerable and frail. The challenge is not just to ensure students understand the importance of these values and behaviours but to actually “feel” the importance by “seeing the person”.

The Dignity DVD is an excellent learning resource to address this challenge. It provides real life examples of care that is sometimes dignified and sometime not and the watcher cannot help but feel how person receiving care must feel. It’s the powerful ability of the stories in the DVD to make real connections with students’ emotions that make it such a valuable learning resource.

Overall the DVD and reference notes provide a valuable resource to help nurses develop the key skills to speak out when care is not how it should be and develop the values, skills and knowledge to uphold and deliver high quality dignified care.”

Angela Christiansen Head of Adult Nursing Studies, Edgehill University

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