

Dignity in Care programme

Continuing to change our culture by putting dignity and respect at the forefront of everything we do.

We've seen the following results:

- * **A change in ethos**, reflected in our commitment to patient safety and experience
- * **64%** increase in incident reporting
- * **Improvements to clinical quality strategy**, including introduction of a incident reporting system and a clinical audit tool
- * **62%** increase in safeguarding referrals since campaign began

The Daisy Accreditation mark shows Mastercall Healthcare has undertaken an award-winning accreditation scheme which ensures our staff deliver care with dignity and respect.



In April 2015, CQC introduced Regulation 10 (Dignity in Respect): our scheme provides evidence for and directs compliance with this regulation.

We're proud to be the first out-of-hospital provider to receive this accolade. The programme provides training to staff encouraging them to use patients' experiences to improve dignity and respect and fostering a culture of learning, reflection, openness and transparency.

For more information, please contact:
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