Compassion In Practice:
A Summary of the Implementation Plans

Developing our culture of compassionate care
About this document:
Over the last three months nurses, midwives and care staff, as well as stakeholders at national and organisational level, have developed implementation plans to support the delivery of the values and behaviours of the 6Cs. A summary of these plans is provided in this document.

Overview
Compassion in Practice was launched in December 2012 at the Chief Nursing Officer’s Conference.

The values and behaviours of Compassion in Practice are: Care, Compassion, Competence, Communication, Courage and Commitment; the 6Cs.

As well as the clear focus on the 6Cs, Compassion in Practice sets out six areas of action to concentrate our effort and create impact for our patients and the people we support. These six areas of action will be delivered together as one programme to achieve the values and behaviours of the 6Cs.

Six Action Areas
The six action areas are:

• Action Area 1: Helping people to stay independent, maximising well-being and improving health outcomes

• Action Area 2: Working with people to provide a positive experience of care

• Action Area 3: Delivering high quality care and measuring impact

• Action Area 4: Building and strengthening leadership

• Action Area 5: Ensuring we have the right staff, with the right skills, in the right place

• Action Area 6: Supporting positive staff experience

National Actions, Local Actions and a Call to Action
The six action areas have implementation plans with National Actions, Local Actions and a Call to Action. These are:

1. National Actions: A range of initiatives led by national bodies and regulators such as NHS Commissioning Board, Department of Health, Health Education England, Care Quality Commission, Nursing and Midwifery Council, National Trust Development Agency and Monitor. These are supported by key stakeholders such as Unison, NHS Employers, the Royal College of Nursing and the Royal College of Midwives.

2. Local Actions: A range of initiatives led by local organisations and supported by national bodies. These will create the environment, provide leadership and give the highest priority to achieving the culture of compassionate care.

3. Call to Action: This is a call to take action for every nurse, midwife and member of care staff to implement the 6Cs.

Further information
This document gives only a summary of each of the action areas and associated activity. You can view the full implementation plans on the NHS Commissioning Board website www.commissioningboard.nhs.uk/nursingvision.

Contact us
Your views are extremely important to us as we begin to implement these plans and make this vision a reality. If you would like to contribute your ideas and suggestions, you can find our contact details in the getting involved section of this document.
“As Chief Nursing Officer for England, I want to make sure we give our patients the very best care with compassion and clinical skill, ensure pride in our professions and build respect. The response from staff since my appointment has confirmed that nurses, midwives and care staff feel the same. The actions set out in this vision and strategy, which have been developed with you, will change the way we work, transform the care of our patients and ensure we deliver our culture of compassionate care.”

Jane Cummings, Chief Nursing Officer for England
NHS Commissioning Board

“As the lead nurse for public health in England, it has been a privilege to develop this vision and strategy with so many of you. Nurses, midwives, and care staff share in your ambition to support people to have the best possible health outcomes. Making the 6Cs real across all our services and taking actions to make every contact count for health and wellbeing, will make a difference to individual people and to the public’s health.”

Viv Bennett, Director of Nursing
Department of Health and Lead Nurse, Public Health England

**Joint Pledge:**

The CNO and senior nurses from all our national organisations have made a collective pledge as part of NHS Change Day on 13 March 2013. Our pledge is to work with nurses, midwives and care staff across England to implement and embed Compassion in Practice for everyone in our care, every day.
Action Area 1: Helping people to stay independent, maximising well-being and improving health outcomes

This area looks at how every person involved in providing care and support can help people manage their health and wellbeing more effectively. It ensures individual needs are identified and that appropriate support is in place. This action area makes every contact count wherever care and support is delivered.
Action Area 2: Working with people to provide a positive experience of care

This area of action looks at how people perceive the standard of care they receive. It studies reported and unreported experiences and gathers and uses direct patient feedback to drive continuous improvement in the quality of care and support provided.

- Support local services to seek the views of the most vulnerable
- Provide rapid feedback from patients to build a rich picture of the 6Cs in action
- Listen to, seek out and act on patient and carer feedback, ensuring the patient and carer voice is heard
- Embed the 6Cs into daily tasks and use these to evaluate the standards of care and support received
- Identify strong patient experience measures that can be used between settings and sectors
- Use feedback to improve the reported experiences of patients
- Support the roll out of the Friends and Family Test
- Maximise opportunities to capture feedback, incorporate this into discussions and work to improve quality
- Rollout the public reporting of key patient experience measures
Action Area 3: Delivering high quality care and measuring impact

This area focuses on how we measure compassionate care and ensures we understand what data are a good indicator of the quality of care delivered. We do this by working with patients, staff and independent bodies to determine a set of clear measures for all care and support settings.

Incorporate values of compassionate care into NICE guidelines and other key indicators used to measure quality of care

Identify metrics and indicators reflecting compassion and effective care

Publish “High Quality Care Metrics for Nursing” by the National Nursing Research Unit

Develop the Safety Thermometer in mental health, learning disability, children and young people

Publish information to identify the quality of care and inform patients

Boards publish and discuss quality metrics and outcomes at each Board meeting

Use measures of care to help us learn, improve and highlight the positive impact on the people we care for

Ensure measurement and data collection is effective and simple

Enable staff to gain knowledge and skills to interpret data

KEY
- National
- Local
- Call to action
**Action Area 4: Building and strengthening leadership**

This area strengthens leadership at every level of health and social care. Every person involved in the delivery of care needs to contribute to creating the right environment and providing clear leadership to patients, carers, staff and colleagues. This ensures safe, high quality care and a positive experience for patients and staff.

- Develop a set of tools that enable organisations to measure their culture
- Implement and embed the Leadership Qualities Framework for adult social care
- Establish a forum for Directors of Nursing from all care and support settings to provide a means of co-ordinating the leadership of nursing and care professions
- Organisations will review their culture, based on the views of patients and staff and will publish the results
- Implement a new leadership programme for ward managers, team leaders and nursing directors based on values and behaviours of the 6Cs
- Organisations evaluate options to introduce ward/unit managers and team leaders, with supervisory status and responsibility, into their staffing structure
- Put ourselves in our patients shoes and ensure our actions are always in their best interests
**Action Area 5: Ensuring we have the right staff, with the right skills, in the right place**

This area of work ensures we build highly effective teams, providing assurance to patients and the public that staffing levels will enable the delivery of safe, high quality care and support at all times. It ensures the right number of staff in a team, making use of the optimum and appropriate skill mix.

- Develop evidence based staffing levels for mental health, community, learning disability services and care and support
- Embed the 6Cs in all nursing and midwifery university education and training
- Establish effective recruitment, induction and training of support workers based on the 6Cs
- Ensure each patient is allocated to a named key nurse or midwife responsible for co-ordinating their care
- Providers to review Supervisory status for ward managers and team leaders
- Deploy staff effectively and efficiently; identify the impact this has on quality of care and the experience of people in our care
- Boards sign off and publish evidence based staffing levels at least every 6 months, linked to quality of care and patient experience
- Incorporate values and behaviours of Compassion in Practice into recruitment and appraisal systems

**KEY**
- National
- Local
- Call to action
**Action Area 6: Supporting Positive Staff Experience**

This area focuses on nurses, midwives and care staff ensuring they are supported in the emotional labour of caring. This means enabling staff involvement in decision making; promoting healthy and safe work environments; creating worthwhile and rewarding jobs; supporting each other; being accountable and being prepared to embrace innovative working and new technology.

- **Strengthen delivery of the NHS Constitution Pledges to Staff**
- **Commit to working with local employers to improve experience in the workplace**
- **Establish a national scheme to recognise excellence in the implementation of the 6Cs**
- **Plan to support care staff in the workplace**
- **Demonstrate the link between positive staff experience and the standard of care experienced by patients**
- **Collect, share and further review evidence based good practice for clinical placements of students, preceptorship and supervision**
- **Strengthen staff awareness and practice of escalating clinical concerns appropriately**
- **Review the image of nursing work and develop actions to raise the profile of nursing**
- **Ensure contracts with local care providers include a requirement for delivering high quality appraisals for staff**
Next Steps

The work begins now to transform the care, advice and support that people receive from us. Individual actions by us all will collectively deliver this large scale change and have the greatest impact for our patients and the people we care for.

The implementation plans are known as the 6Cs Live! Look out for the logo, get involved and make a difference to the patients and people you care for. Each and every one of us can make a difference. ‘Care is our Business.’
Getting involved...

There are various ways you can get involved in 6Cs Live!

Follow us on Twitter
@6CsLive
@nhscb
@JaneMCummings
@VivJBennett
@JulietBeal

Follow Hashtag
#6Cs
#Caremakers

Sign up to 6Cs Live:
• Join thousands of nurses, midwives and care staff in our active online community
• Access the tools and resources to help drive improvements
• Share examples of good practice and success
http://www.commissioningboard.nhs.uk/nursingvision

To see the latest information about the implementation of the Vision and Strategy for Nurses, Midwives and Care Staff visit www.commissioningboard.nhs.uk/nursingvision

You can email us at: cno.nhs@nhs.net
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