Compassion in Practice: the amazing journey so far...

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The 6Cs Nursing and Midwifery Conference: 23 October 2014
Compassion in Practice: Supporting Policy

- Everyone Counts: Planning for Patients 2013/14
- Treating patients and service users with respect, dignity and compassion
- Francis Report and Hard Truths
- Winterbourne View
- The Keogh Review
- Don Berwick Report
- The Cavendish Review
- Clwyd-Hart Review

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6Cs - Values essential to compassionate care

**Care**
Care is our core business and that of our organisations; and the care we deliver helps the individual person and improves the health of the whole community.

Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their life.

**Compassion**
Compassion is how care is given through relationships based on empathy, respect and dignity.

It can also be described as intelligent kindness and is central to how people perceive their care.

**Competence**
Competence means all those in caring roles must have the ability to understand an individual's health and social needs.

It is also about having the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

**Communication**
Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say. It is essential for ‘No decision without me’.

Communication is the key to a good workplace with benefits for those in our care and staff alike.

**Courage**
Courage enables us to do the right thing for the people we care for, to speak up when we have concerns.

It means we have the personal strength and vision to innovate and to embrace new ways of working.

**Commitment**
A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients.

We need to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead.
6 Action Areas

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

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
A network of carers’ nurse champions across all nurse specialties.

A common purpose framework for the integration of care and local services.

Guidance for putting in place public health services for children and young people.

Action Area 1
Helping people stay independent, maximising wellbeing and improving health outcomes.
Issued guidance requiring commissioners to show how they will assess the quality of care experienced by vulnerable groups of patients.

Developed links with the Friends and Family Test Team to use available and additional insight and feedback of the 6Cs in action.

Implementation of the Friends and Family Test across A&E, in-patient and maternity services, with more than 1m responses.
Recruited a cohort of Trusts to publish and discuss quality metrics and outcomes at each Board meeting.

Identifying outcomes and measures of the 6Cs which are meaningful to patients, carers and the public drawn from clinical staff, patient stories and focus groups.

Established an acute expert reference group to make recommendations to the CNO & Regional Nurses.
Bringing issues to the fore around black and minority ethnic diversity, equality and opportunity

Measuring how organisational culture (such as the Cultural Barometer) impacts on compassionate care and leadership

A leadership programme for ward managers, team leaders and nursing directors based on the 6Cs

A network for nurse leaders in commissioning, which focuses on building leadership and capability to commission for compassion
Pilots on safe staffing for mental health and learning disability environments

Worked with NICE to publish National Quality Board guidance on safe and effective staffing and held events to share this

Reviewed how/if values are currently assessed in recruitment by employers and HEIs and what/if any tools/methodologies have been effective

Completed a Nursing and Midwifery Council review on the 6Cs in undergraduate nursing and midwifery curriculum standards
Conducted research with a number of Trusts to identify good practice in embedding the staff pledges from the NHS Constitution.

Literature review into the links between staff and patient experience.

“Our work surrounding the 6Cs is ongoing and we are mapping good practice to the 6Cs.”
6Cs: values essential to compassionate care

6Cs Live! The Engine of Compassion in Practice supporting nurses, midwives and care staff by:

- Offering a range of ways to get involved, connect with each other and share the improvements they are delivering 6Cs
- Helping to deliver the six areas of action by signposting to evidence-based tools, techniques and best practice
- Providing a virtual 6Cs Live! communication hub
- Empowering those delivering 6Cs to innovate, to embrace new ways of working and to speak up when they have concerns

6Cs Live is here to help: you need to tell us what we can do to support you, and how we encourage you to fulfil your vision in delivering 6Cs.
The 6Cs Live! Communications Hub

• It’s your hub – use it.
• Make your 6Cs Live! pledge
• Join the 6Cs Live! online network

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6Cs in Action: Celebrating Excellence – people making a difference

Reducing seclusion in a low-secure unit ward: Harry Tupsy, Ward Manager, Low Secure Unit

Supporting a family to spend precious time at home with their baby boy as he received end of life care: Becky Davis, Community Children’s Nurse and the Gloucestershire Community Children’s Nursing Team

Sharing the ‘real’ Holby City: a multi-disciplinary team in the North

Over to you...
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“An amazing and inspirational body of healthcare professionals who are proud to make a difference.”

Jane Cummings, Chief Nursing Officer England
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Thank you