

Our Culture of Compassionate Care – Creating a Vision for Nurses, Midwives and Care Staff

Our shared purpose is to maximise our contribution to high quality, compassionate care and to achieve excellent health and well-being outcomes

Our values and behaviours are at the heart of the vision and all we do ...



Care

Care is our core business and that of our organisations and the care we deliver helps the individual person and improved the health of the whole community. Caring defines us and our work. People 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 and the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence

Communications

Communications is central to successful caring relationships and to effective team working. Listening is as important as what we say and do and essential for "no decision about me without me". Communication is the key to a good workplace with benefits for staff and patients alike

Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to 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 and to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead

Collaboration underpins these values and behaviours in the NHS, in public health and in social care

Making this happen needs us all to commit to action and nurses and midwives to take the lead in these 6 areas

Helping people to stay independent, maximising well-being and improving health outcomes

National Actions:

- Policy and programmes for:
 - Making every contact count
 - Maximising the leadership role of SCPHN
 - The public health role of midwives
 - Health Visitor and school nursing plans
 - Dementia challenge
 - No health without Mental Health
- Developing accessible evidence based on NICE guidance
- Actively engaging across sectors, leading work effectively, integrating health, care and support

Local Actions:

- Make 'every contact count'
- Support nurses and midwives to maximise their contributions to the 'Dementia Challenge'
- Ensure practice is supported by appropriate technology

Call to Action:

- Develop skills as 'health promoting practitioners' making every contact count

Working with people to provide a positive experience of care

National Actions:

- Provide rapid feedback from patients to build a rich picture of the 6Cs in action
- Support local services to seek the views of the most vulnerable
- Use feedback to improve the reported experiences of patients
- Identify strong patient experience measures that can be used between settings and sectors

Local Actions:

- Support the roll out of the Family and Friends test
- Rollout of the public reporting of pressure ulcers, falls, patient and staff experience, Safety Thermometer

Call to Action:

- Actively listen to, seek out and act on patient and carer feedback identifying any themes or issues and ensuring the patient and carer voice is heard

Delivering high quality care and measuring impact

National Actions:

- Publish 'High Quality Care Metrics for Nursing' by the National Nursing Research Unit
- Indication of metrics and indicators, which reflect compassion and effective care
- Rollout of Safety Thermometer
- NHS North of England will complete their review of pressure ulcers and falls and make recommendations

Local Actions:

- Publish & discuss quality metrics and outcomes at each Board meeting
- Enable staff to gain knowledge and skills to interpret data
- Ensure measurement and data collection is effective and simple

Call to Action:

- Support the measurement of care to learn, improve and highlight the positive impact on the people cared for

Building and strengthening leadership

National Actions:

- Develop a set of tools that enable organisations to measure their culture
- New leadership programme for ward managers, team leaders and nursing directors based on values and behaviours of the 6Cs
- SH will lead work to implement and embed the Leadership Qualities Framework for Adult Social Care and roll this out

Local Actions:

- Providers undertake a review of their organisational culture and publish the results
- Providers review options for introducing ward managers and team leaders' supervisory status into their staffing structure

Call to Action:

- See ourselves as leaders in the care setting and role model the 6Cs in our everyday care of patients

Ensuring we have the right staff, with the right skills in the right place

National Actions:

- 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
- Value based recruitment and appraisal
- Effective training, recruitment and induction of support workers

Local Action:

- Boards sign off and publish evidence based staffing levels at least every 6 months, linked to quality of care and patient experience
- Providers review options to deliver supervisory status

Call to Action:

- Develop staff effectively and efficiently, identify the impact this has on the quality of care and the experience of the people in our care

Supporting positive staff experience

National Actions:

- National scheme to recognise excellent implementation of 6Cs
- Plan to support care staff within the workplace
- Review implementation of the Cultural Barometer once pilots have taken place
- Evidence based good practice for clinical placements of students, preceptorship and supervision

Local Actions:

- Review the 'image of Nursing' work and develop actions
- Strategies to secure meaningful staff engagement
- Implement the Friends and Family test for staff
- Commissioners to ensure locality agreed targets to deliver high quality appraisals for this staff

Call to Action:

- Commit to working with local employers to improve experience in the work place

... we will focus on the areas that will have the biggest impact for all and particularly older people