Being compassionate in the busy hospital setting; aspiration, possibility, actuality?

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Leadership in Compassionate Care Programme (LCCP)
Aim of Presentation:

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i am hoping for world peace but would like something shiny as well
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Aims of workshop:

**Consider** compassionate ways of working for patients, relatives and staff in hospital settings

**Consider** aspiration, possibility and actuality
Your examples of excellent compassionate care practice to Patients / Relatives / Staff from Individuals / Team / Organisation
Aim of LCCP programme

Embed compassionate care as an integral aspect of all nursing practice and education in NHS Lothian and Edinburgh Napier University.
Four strands of LCCP

• Embedding the principles of Compassionate Care within the undergraduate curricula
• Supporting newly qualified nurses during their first year in practice
• Establishing NHS centres of excellence in Compassionate Care (Beacon Wards, Development Sites, Development Units)
• Supporting development of leadership skills in Compassionate Care (The Leadership strand).
Theoretical approaches adopted

Action research approach

Relationship centred care

Appreciative enquiry
Practice development activities

• Beliefs & values clarification groups
• Image work
• Stories: Patients, Relatives & Staff
• Emotional touch points
• Observation: informal / formal
Practice development activities

• Action Learning
• Focus groups using RCN Dignity Resources
• Role modelling
• Development of positive care practices
• Facilitating practice development projects
Patients:
Compassion in action
A staff nurse asked a patient who had cognitive impairment what he would like for lunch. She gave him 3 choices, He did not respond. She went over to the trolley and put a little bit of everything on the plate, some tasters she called it, and went on to try to give him some lunch. He did not really respond to any of the food but she had tried hard to offer a range of options. (Observation)
Sharing and discussing the evidence with staff
Developing positive caring practices
Offering choice at mealtimes is a priority on this ward. We are creative about how we do this. For example, for those patients who are unable to tell us what their choice is we offer taster plates where they can sample the range of food on offer, to help them to make a decision.
What does this make you think about?

How does this make you feel?
Relatives
Compassion in action
RECOGNISING MUM WAS NOT HERSELF

Shock
Unhappy
Confused
Worried
SPEAKING WITH NURSES

Annoyed

Awkward

Misunderstood
VISITING TIME
Caring for Mum

Not doing it

Happy

Good

Important
“I feel the work that we undertook with this relative helped to prevent the build up of conflict and negativity and allowed us all to support the patient positively”

Primary Nurse
What does this make you think about?

How does this make you feel?
Staff
Compassion in action
Caring conversations
Ways of reflecting
Action Learning
Permission to participate
Autonomy to act
Individual / Team / Organisational approaches
Benefits vs. costs
It may sound a bit bland....but **useful** – very useful, eye opening, satisfying & energising
‘It was good to have a structured opportunity to discuss issues which were personal to us and gain feedback and help to resolve them. I have learned how to be involved in action learning – this was new’

‘I have used this with staff and patients in getting them to come up with conclusions and support them’
What does this make you think about?

How does this make you feel?
What is required to be compassionate in busy hospital settings ......

- Leadership: (Focus, Energy, Bravery, Experience & Integrity)
- Facilitation
- Support at all levels of the organisation
- Active sharing of the learning and development