Compassionate Person Centered Care and your Leadership Role.

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Workshop aim

To demonstrate how to use the Story Worlds Learning Resource to support learning in relation to:

Compassionate Person Centered Care and your Leadership Role.
Warm Up Exercise
# Themes of Compassionate Caring

<table>
<thead>
<tr>
<th>Theme</th>
<th>Description</th>
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<tr>
<td><strong>Caring Conversations</strong></td>
<td>Conversations that encourage the sharing of thoughts, feelings and opinions, where everyone has a voice and is listened to.</td>
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<td><strong>Flexible Person Centred Risk Taking</strong></td>
<td>Knowing when things need to be different and demonstrating confidence and creativity when challenging the ways things are done.</td>
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<td><strong>Knowing You, Knowing Me</strong></td>
<td>The presence of mutual trusting relationships which empower women, their families and staff to share opinions about what is important to them.</td>
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<td><strong>Involving, Valuing and Transparency</strong></td>
<td>An open engaging environment where women, their families and staff actively influence and participate in the way care is delivered.</td>
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<td><strong>Feedback</strong></td>
<td>Using feedback from women, families and colleagues, enabling sharing of experiences to shape care and make it better.</td>
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<td><strong>Creating Spaces that Work</strong></td>
<td>Acknowledging the importance of the environment and culture we work in to the provision of safe &amp; effective person centred care.</td>
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Learning outcome:

To apply the principles of compassionate person centered care, through the use of Story Worlds, to your leadership role".
Mairi and Jason’s Story:
Scene 9 (version 1).
An incident on the postnatal ward between Jason and Sue (one of the midwives) leaves him angry and threatening to complain. Sue phones Gail, the ward manager, to deal with the situation.
Let's now reflect on this scene:

Group discussion:
What are your thoughts and feelings as you watch this scene?
Do you empathise with the individuals here - does this type of thing happen in your area?

Note down on flip chart paper:
1. How does Gail's behaviour increase the conflict in this situation?
2. What is likely to happen next?
3. How could this situation have been handled differently by Sue and/or Gail to help this family's well-being going forward?

Group feedback ........
Mairi and Jason’s Story: Scene 9 (version 2).
An incident on the postnatal ward between Jason and Sue (one of the midwives) leaves him angry and threatening to complain. Sue phones Gail, the ward manager, to deal with the situation.
Group discussion:
What are your thoughts and feelings as you watch this scene?

Note down on flip chart paper:
1. How does Gail calm this situation with Jason?
2. Which leadership qualities does Gail display which will influence Jason and his family’s wellbeing.
3. Can you identify any Compassionate care Themes.

Group feedback .......
“Some people when they get a woman behaving in an unusual or aggressive way they front up to it. If she says ‘don’t you touch me’ their response is ‘who does she think she’s talking to? I’m trying to help her…””

(Hospital Midwife)
Making Judgements
Mairi and Jason’s Story:
Scene 9
Gail discusses with Sue the previous night’s incident involving Jason.
Let's now reflect on this scene:

Group discussion:
What are your thoughts and feelings as you watch this scene?

Note down on flip chart paper:
1. How does Gail encourage Sue to reflect on her experience the previous evening?
2. What stops Sue from hearing Gail’s feedback?
3. What would you, in your leadership role, have done differently?

Group feedback .......
Let's reflect on this session,

"How do you see the lessons from this exercise applying to your own area of practice?"
Reflective Log and Action Plan

At the end of each section of the resource learners are asked to complete a Reflection Log and Action Plan. This will complete the reflective learning process by focussing learners on their own learning and practice development.