

Compassion In Practice: A Summary of the Implementation Plans



Developing our culture of compassionate care

Compassion in Practice Implementation Plans

- 6Cs Live! -



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

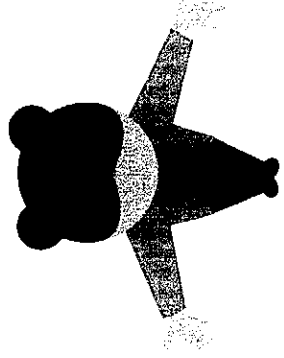
National Actions, Local Actions

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."

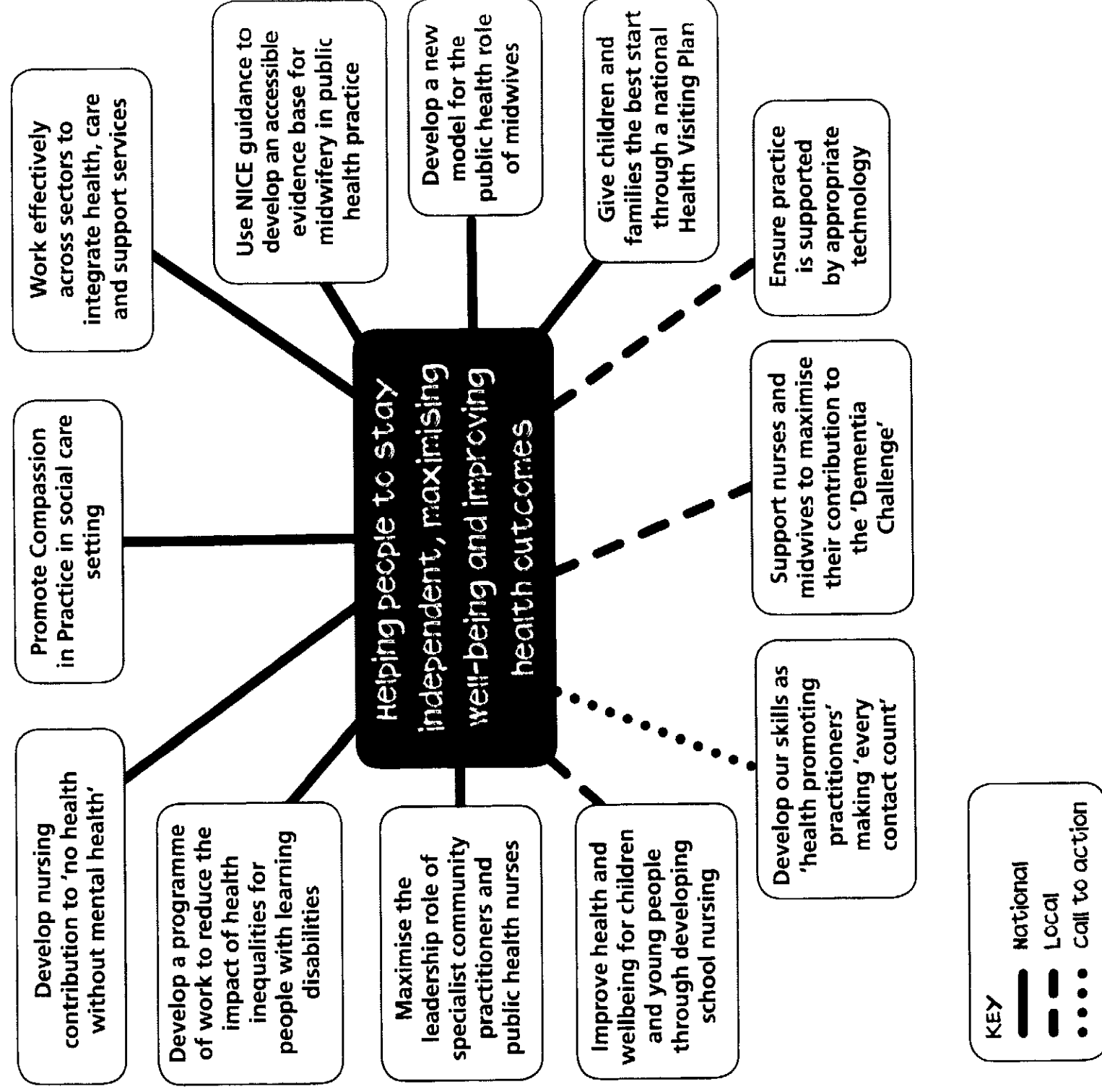
Viv Bennett, Director of Nursing
Department of Health and Lead Nurse, Public Health England

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.

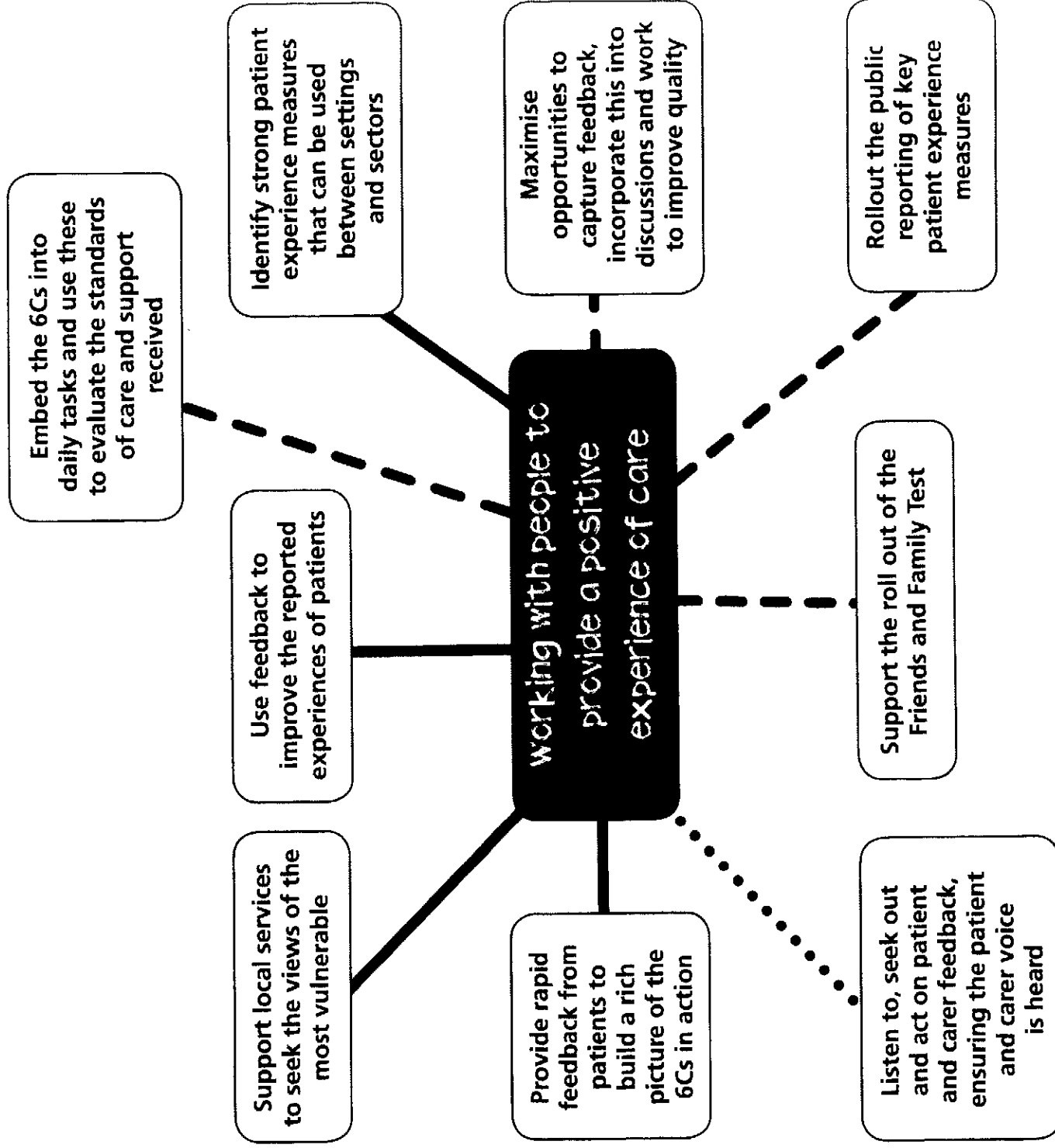
Action Area 1: Helping people to stay independent, maximising well-being and improving health outcomes

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

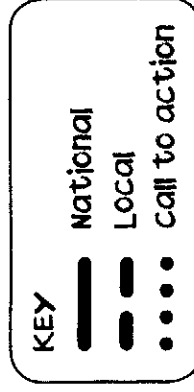
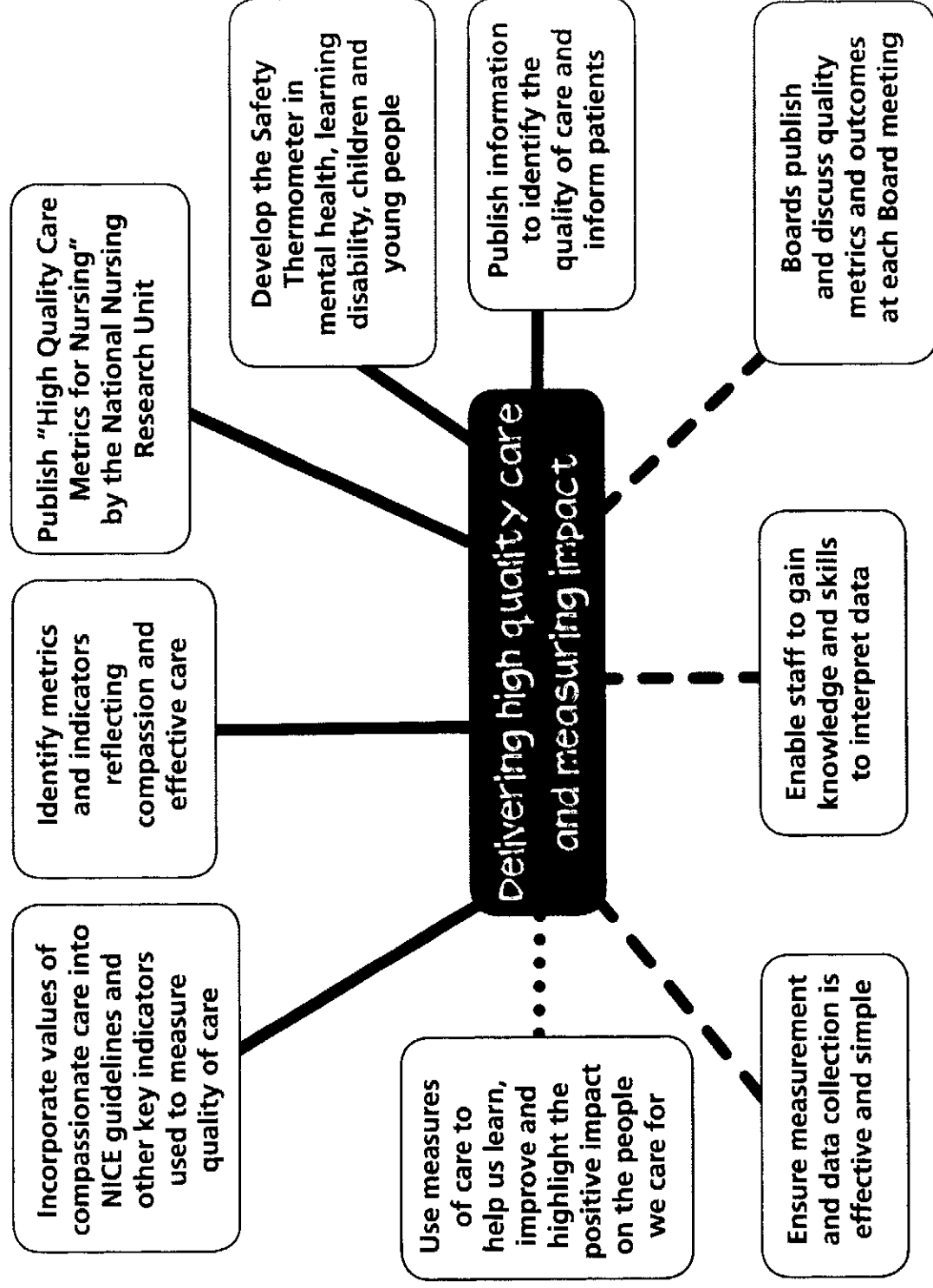
This area of action looks at how people perceive the standard of care they receive. It studies reported and unreported experiences and gathers and uses direct patient feedback to drive continuous improvement in the quality of care and support provided.



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.

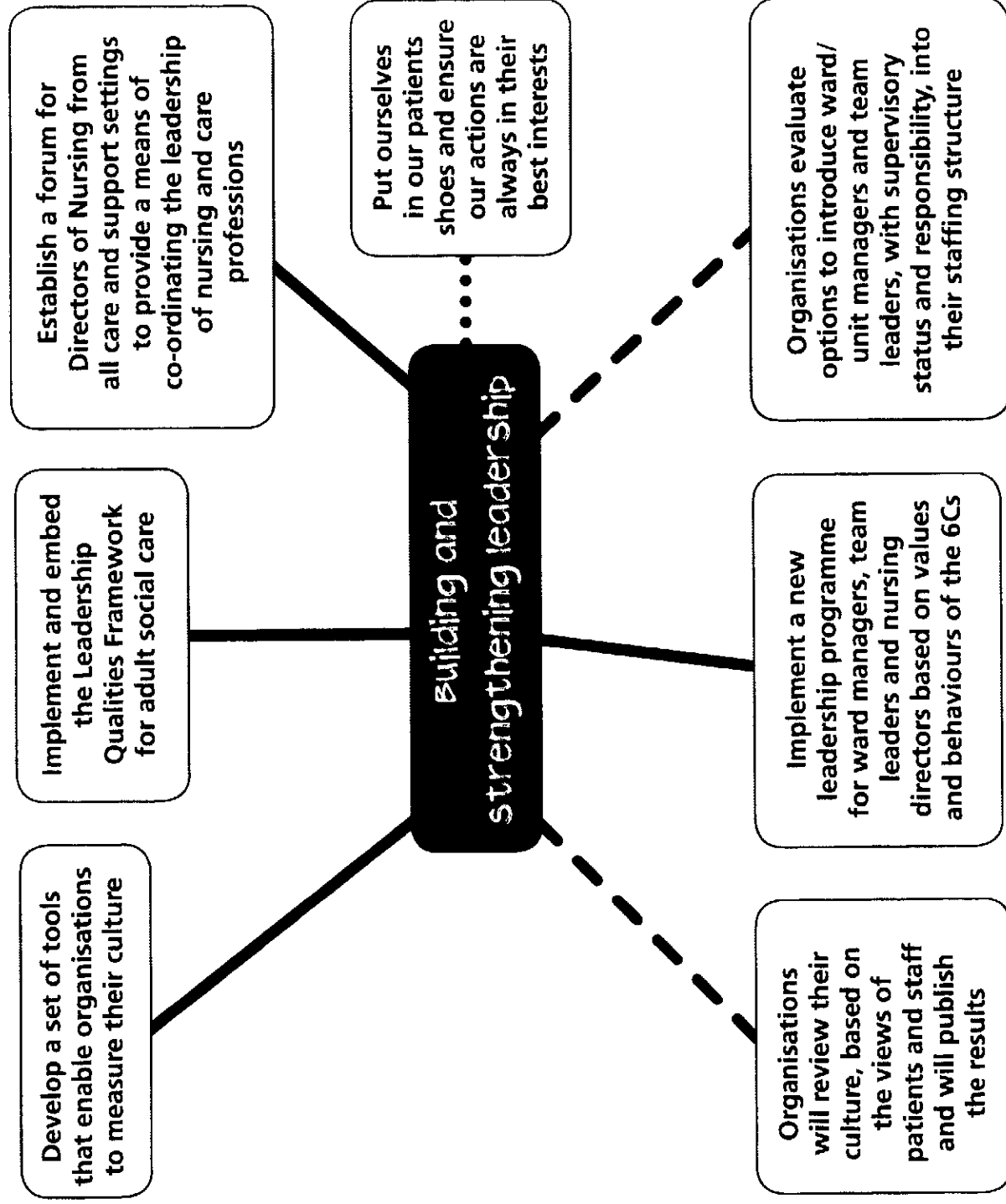


Action Area 4: Building and strengthening leadership

This area strengthens leadership at every level of health and social care.

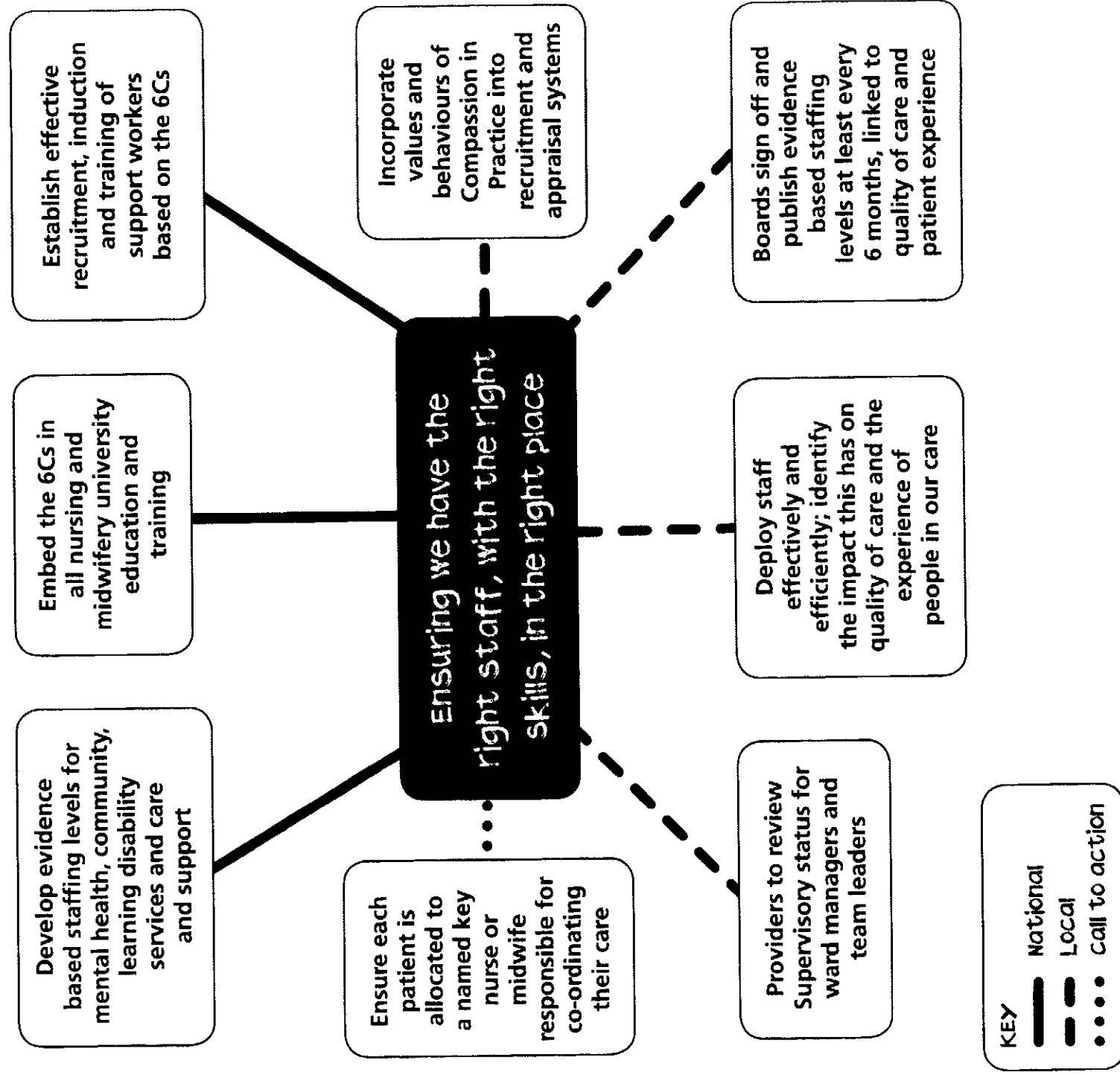
Every person involved in the delivery of care needs to contribute to creating the right environment and providing clear leadership to patients, carers, staff and colleagues.

This ensures safe, high quality care and a positive experience for patients and staff.



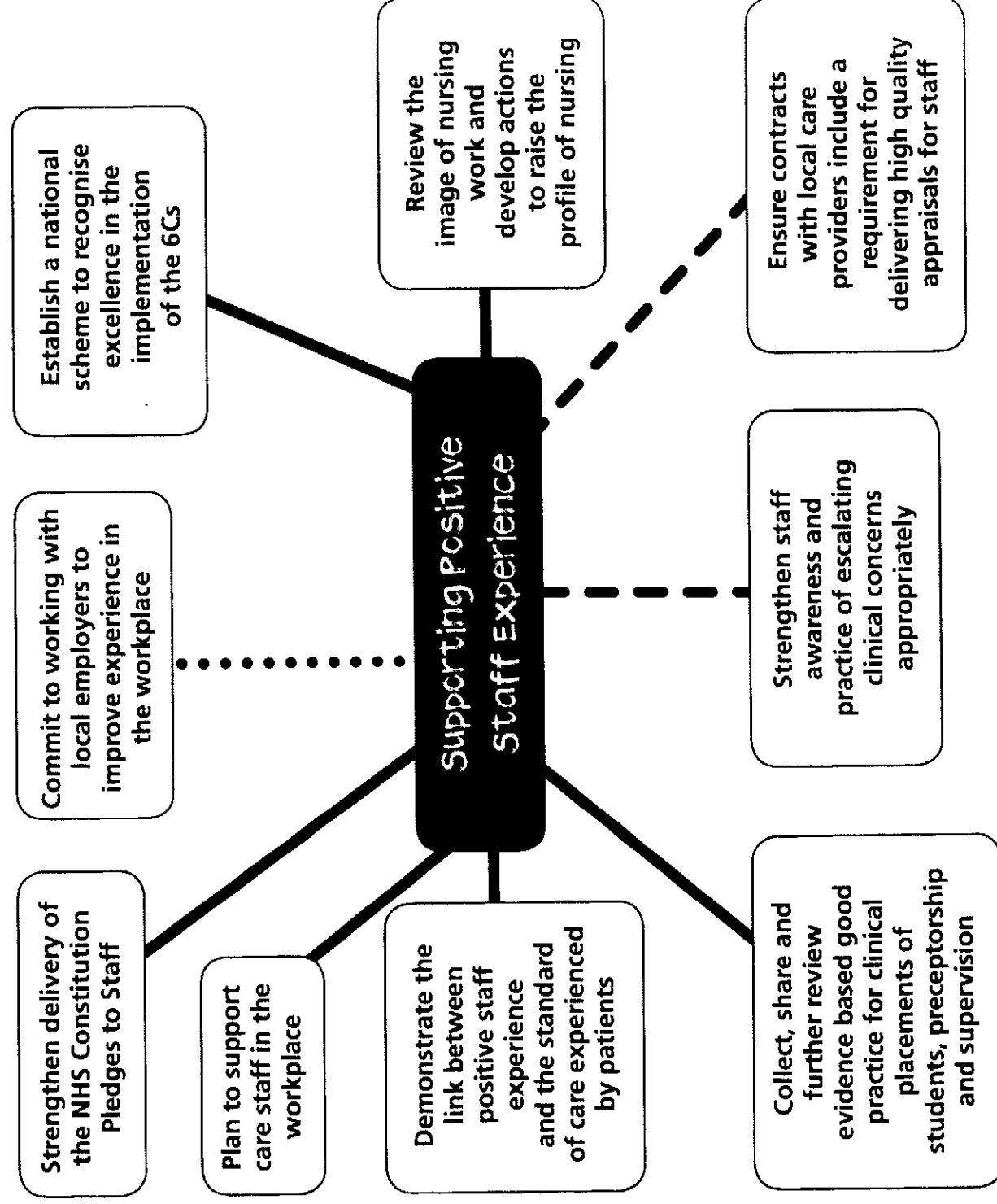
Action Area 5: Ensuring we have the right staff, with the right skills, in the right place

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.



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.



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.



Care is our business

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

@JaneMcCummings

@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

or write to: NHS Commissioning Board, Nursing Directorate,
Quarry House, Quarry Hill, Leeds, LS2 7UE

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ACTION AREA 6: SUPPORTING POSITIVE STAFF EXPERIENCE

SRO:

OBJECTIVE	NATIONAL ACTION	OWNER	TIME
Establish a national scheme to recognise excellence in the implementation of the 6Cs	Establish an "Excellence in Compassion in Practice" work group made up of care makers, executive nurses/frontline staff, NHS England's communication team, members of public/patients, representatives from the independent and voluntary sector, the CNOs office and agree terms of reference for this group	SRO	Jun-13
	Agree the way in which this objective links with the communications and engagement plan underpinning Compassion in Practice and design an annual schedule allied with the CNO conference in winter 2013	SRO	Sep-13
	Agree an annual schedule, award title, objectives, prizes and publicity, etc with the CNO's office and SROs	SRO	Nov-13
	Execute the plan, evaluate it and make recommendations for 2014/15	SRO	Apr-14
	Await the outcome of the Cavendish Review to determine and develop a full plan of action for this area of work	SRO	Dec-13
	Ensure that health care assistants standards of conduct and training are in line with Department of Health recommendations (Patients First and Foremost, March 2013)	SRO, HEE and NHS Employers	Mar-15
	Commission NHS Employers to map existing good practices in embedding the staff pledges from the NHS Constitution	SRO	Apr-14
	Work with NHS Employers to encourage provider Boards to access existing resources to support improved staff experience	SRO	Jun-14
Strengthen delivery of the NHS Constitution pledges to staff	Work with NHS Employers to encourage good practice in developing systems, policies and processes for health and social care staff, which are underpinned by the values in the NHS Constitution - recognising local good practice where this already exists	SRO	Dec-14
	Undertake a literature review of the link between staff and patient experience. Work with partners to test this in practice	NHS England, SRO	Mar-14
	Establish a working group to consider how best to source and critique the evidence surrounding practice placements, preceptorship and supervision working closely with NHS Employers	SRO	Aug-13
	Map the extent of a subsequent programme of work	SRO	Dec-13
Collect, share and further review evidence based good practice for clinical placements of students, preceptorship and supervision	Identify the necessary resources to fund the next steps, agree project milestones and key deliverables	SRO	Feb-14
	Refresh and reconvene the Image of Nursing Group, check progress against the recommendations and agree how to review and develop actions to address the outstanding work and to disseminate the findings	SRO	Jul-13
	Complete the Image of Nursing review and make recommendations to the National Compassion in Practice Working Group to implement the required actions nationally	SRO	Feb-14
	Agree the actions and how to take them forward - including synergies with other work streams	SRO	Aug-14
Improve the public and professional perception of nursing	Commence implementation of the Image of Nursing action plan either as a stand alone programme or integrated with another action area	SRO	Oct-14