

# The 6Cs: Towards establishing compassionate care and courageous leadership in the NHS

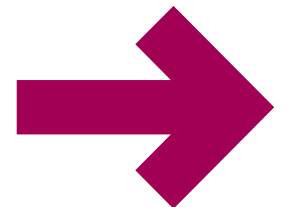
**Professor Laura Serrant**

**17 June 2015**

# Professional Practice

“Science and art of promoting health,  
preventing disease and prolonging life through  
organised efforts of society, organizations,  
public and private, communities and  
individuals “

(Wanless report 2004, p.3)

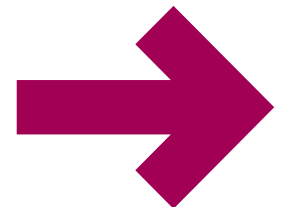


# Guiding Philosophy

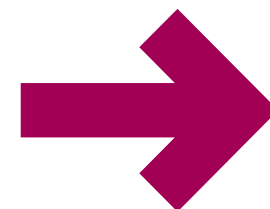
How we learn, experience and respond to health issues personally and professionally shapes the workforce we produce, the experiences of those we care for and ultimately the communities in which we live

Nursing must contribute as well as respond to social, political and strategic drivers in society

...where does Compassion in Practice strategy and 6Cs fit with this?....

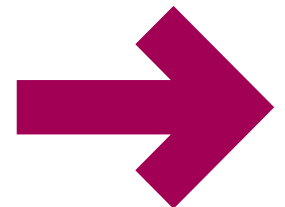


# “Mid Staffs”



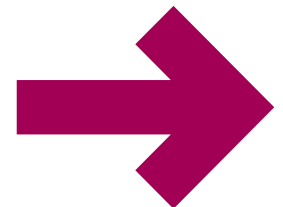
# Compassion in Practice

- Launched by Jane Cummings and Viv Bennett in 2012
- The 3 year **strategy** which outlines the Nursing and midwifery commitments to care improvement/quality.
- Has 6 action areas involving DH, PHE, NHS Employers and HEE
- Sets out **clear, measurable activities and actions** that nurses, midwives and other care providers will engage with to ensure **high quality compassionate care**



# Key Principles

- Health as a positive resource and life long process
- People we care for as active/informed partners in planning, delivery and evaluation of care
- Inter and intra disciplinary professional approach
- Striving for sustained and accountable improvements in nursing and midwifery practice, policy, education



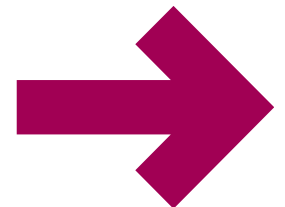
# Action Areas



# 6Cs

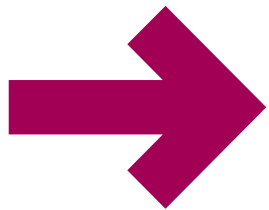
- 6Cs are the **values and behaviours** that underpin Compassion in Practice strategy
- Linked with notions of ‘intentional kindness’
- Developed into a **social movement**

*“A type of group action. Large, sometimes informal groupings of individuals and organisational which focus on specific political or social issues. They carry out, resist or undo social change”*





# 6Cs: Values essential to compassionate care



# Post-Francis era

**Compassion in Practice**  
Nursing, Midwifery and Care Staff  
Our Vision and Strategy



Care  
Compassion  
Competence  
Communication  
Courage  
Commitment

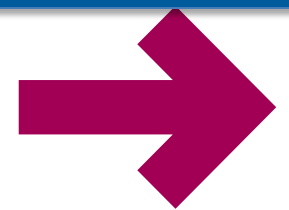
Compassion in Practice  
– One year on



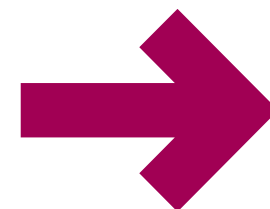
**Compassion in Practice**  
Two years on



Experience matters



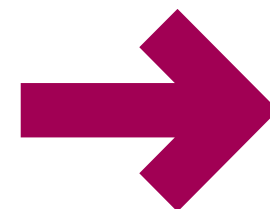
# Compassion 'in and for' Practice



Action Area	Product	Action Area	Product
2	Roll-out of Friends and Family Test (FFT) to acute, inpatients and maternity	1	Guidance to support commissioning of school nursing services to provide public health for children
2	6Cs integrated into new national contract and commissioning framework	1	Common purpose framework for the integration of care and local services
4	Care Culture Barometer	3	30 Trusts publishing open and honest care reports
4	Compassionate leadership research	3	Agreed set of open and honest reporting metrics
6	Established a network of Care Makers	5	Steering group to embed 6Cs in HE
6	Draw The Line toolkit	5	Developed a values-based recruitment framework



# 'Culture of Care' Barometer

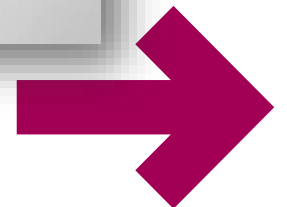




# Building and Strengthening Leadership

Leading with Compassion

November 2014

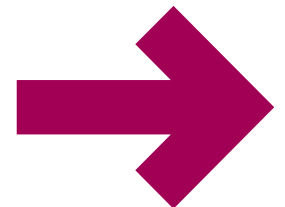


# Compassion in Practice strategy and 6Cs in Nursing

In essence, together they signify

**“a call to action”**

*“Maximising nurses’ and midwives’ contributions to high quality compassionate care and excellent health and wellbeing for people in their local communities”*



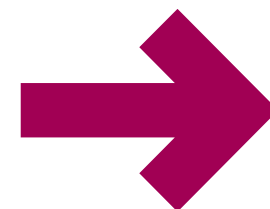




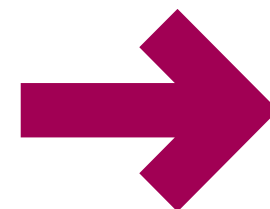
**DRAW THE LINE**

**RAISING CONCERNS**

**TOGETHER WE CAN MAKE A DIFFERENCE**







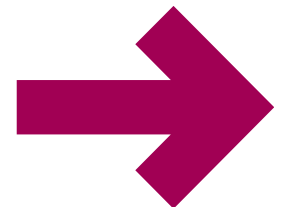
# Breaking 'bad'

- Continuously striving for NHS as an environment which engenders compassion for those who use NHS services and those who work for us

What does that look like?

How do we achieve it?

- The Art and Science of our professions find a meeting place in our 'professionalism'
- Values are part of our character, not simply bound in our duties. Compassion cannot thrive when there is a dissonance between the two

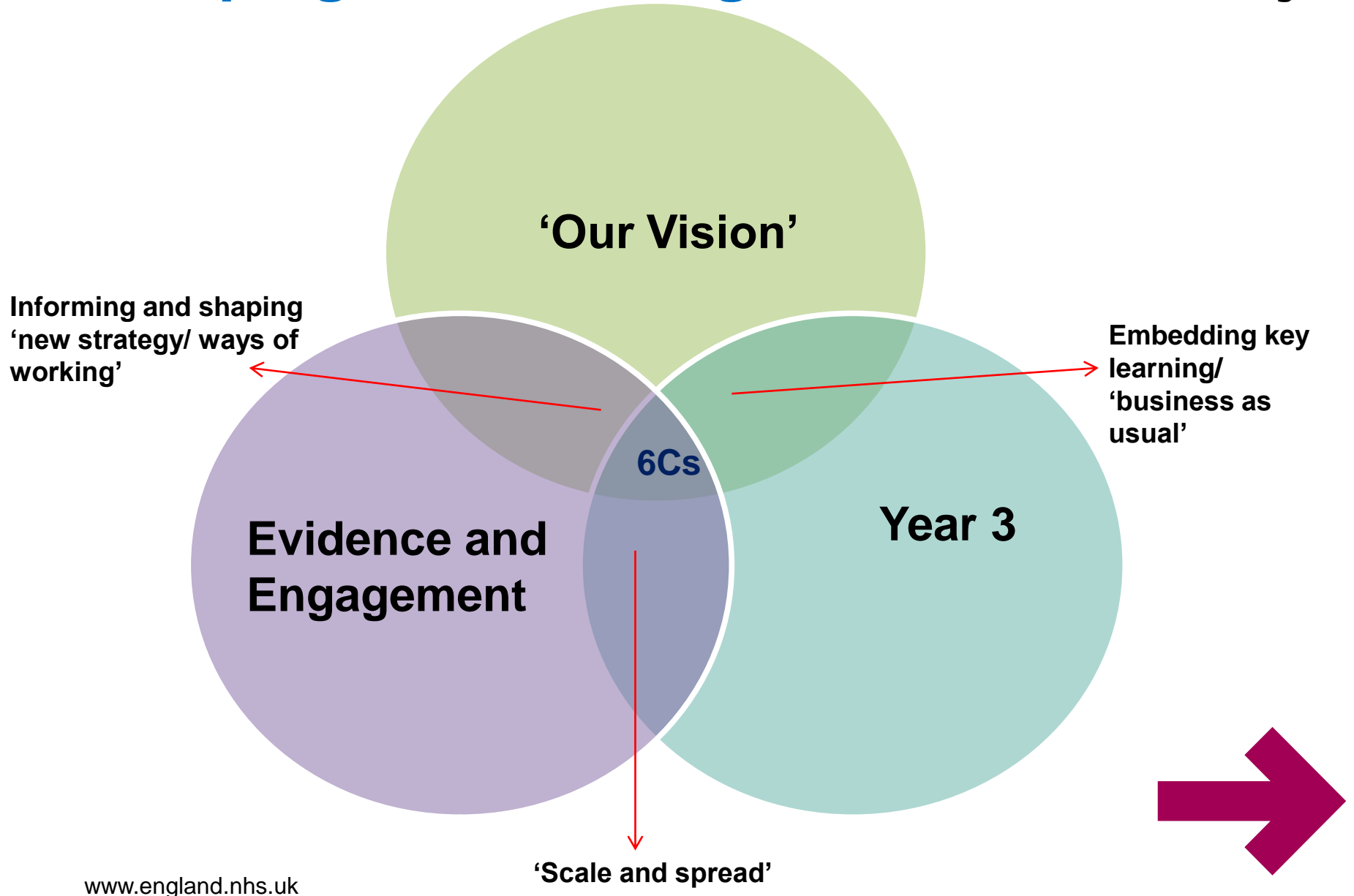


# Advancing professionalism....through 'social movement'

- Involves more than 'social media'.....whole system approach.....*Five Year Forward View*
- Contemporary healthcare education should include creativity, science and innovation
- As practitioners we should **contribute to and use** the science and art of our profession as a legitimate part of our role wherever we practice
- Professional currency and interprofessional credibility
- Local, national and international perspectives
- Health systems and policies should ensure that the environments in which *compassion in practice and for practitioners* may embed and flourish are in place



# Developing the next stage



# Future forward.....what next?

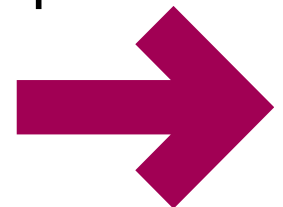
- Year 3 of strategy: Now it's time to reflect, discuss and plan

“How was/is it for you?”

- What does Compassion in Practice/6Cs/leadership look like where YOU are? How have YOU contributed?

“How could/should it be?”

- What should the plan to drive our values look like post 2015?

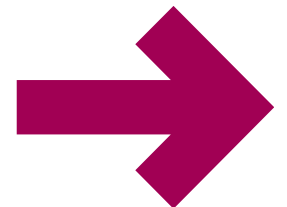


# Engaging to Transform

Further information or want to be involved?

#OurVision

[england.ourvision@nhs.net](mailto:england.ourvision@nhs.net)



# Dare to be Different

“I have an almost complete disregard of precedent, and a faith in the possibility of something better. It irritates me to be told how things have always been done. I defy the tyranny of precedent. I go for anything new that might improve the past..... I cannot afford the luxury of a closed mind”

— Clara Barton, *The Story Of My Childhood*

