

Becoming a compassionate organisation

Dr Chris Absolon
Somerset CCG GP end of life lead

26.7.2016





Compassion in healthcare

- New emphasis on compassion in healthcare following Mid Staffs and Winterbourne View investigations
- ‘Compassion refers to a deep awareness of the suffering of another, coupled with the wish to relieve it’
Chochinov J, Dignity and the essence of medicine, BMJ 2007
- ‘Experiencing compassion makes people better able to show compassion to others, leading to a virtuous spiral’
Paquita C de Zulueta, Developing compassionate leadership in health care, Journal of Healthcare Leadership 2016

What is a compassionate organisation?

- An organisation that formally adopts the values of compassionate community and puts these into practice within as well as without the organisation
- Compassionate Communities are communities that publicly encourage, facilitate, support and celebrate care for one another during life's most testing moments and experiences, especially those pertaining to life-threatening and life-limiting illness, chronic disability, frail ageing and dementia, grief and bereavement, and the trials and burdens of long term care.

Alan Kellehear Compassionate City Charter 2014

What is a compassionate organisation?

Key steps

- Creation of compassionate policies
- Network of volunteers to support colleagues
- Group who can offer practical help

Somerset CCG

- Hosts the Somerset end of life and palliative care programme group, with wide ranging representation including from the CCG, 3 hospices, 3 acute trusts, the community trust, the out of hours service and ambulance service.
- The programme group made a commitment in July 2015 to work towards Somerset becoming a Compassionate Community.
- Plan to start with the CCG becoming a Compassionate Organisation
 - * 148 employees
 - * 5 Directorates

Somerset CCG values

- 5 key values including:
- Being people, patient and carer centred:
 - * We will listen and respond to our colleagues and take account of their views and opinions and encourage an environment where colleagues feel safe to raise concerns
 - * We will listen to the views of our patients, the public and stakeholders in order to understand their views
 - * **We will model compassionate care in practice as an organisation as well as in the commissioning of services for the people of Somerset**

What we did

- Initial approach to Director of Human Resources and Director of Quality and Patient Safety
- Discussed at the CCG Staff Forum
- Agreed start with 1 of the 5 Directorates
- Emailed invitation to our Directorate to come to an initial workshop to explore how to support colleagues
- Workshop in February led by Julian and Gina

Workshop

- 10 people including me great response
- Gentle, informal, main focus on listening, on being prepared to say something
- People shared their own experiences
- We are allowed to get it wrong - the motivation is kindness, aim is to be attentive & compassionate
- Being a kind neighbour - no professional or formal counselling skills needed
- Aware of limitations
- Provide support to each other

Workshop outcomes

- Group formed 'Compassionate friends network'
- Poster to be produced
- Agreed to meet regularly to support each other

Wynford House Compassionate Network

Compassionate Communities are communities that publicly encourage, facilitate, support and celebrate care for one another during life's most testing moments.



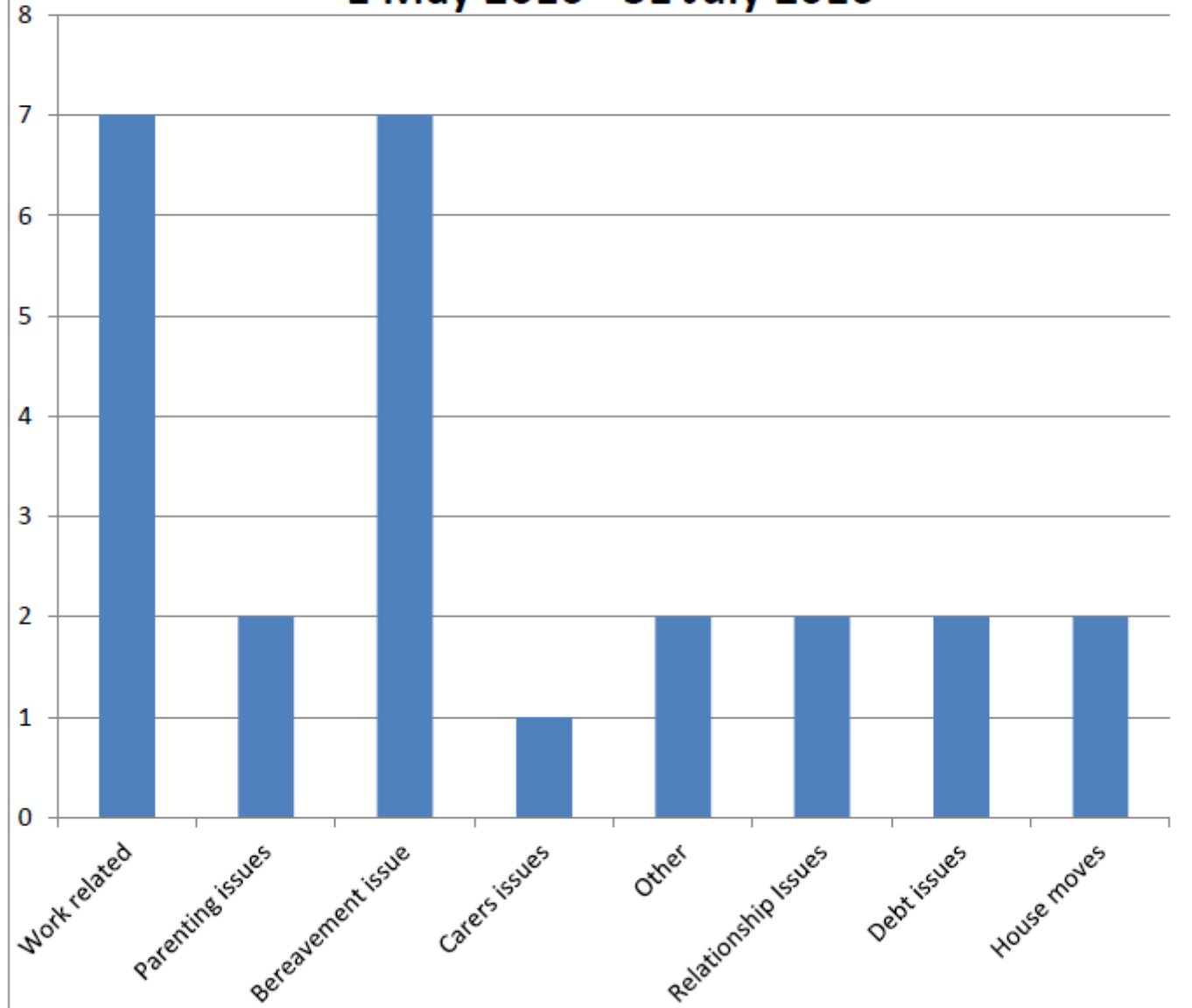
Our aim is to encourage a compassionate response to the suffering of others within Wynford House. To facilitate, support and celebrate care for one another during life's most testing moments and experiences, and in so doing create a community who are prepared to help each other in whatever way we can.

The Compassionate Network is a group of staff who have volunteered to be a confidential and informal listening ear for colleagues who are experiencing an emotional crisis.

We can be contacted in the first instance by email or phone.

Name	Email	Phone
Annie Barnard	Anne.Barnard@somersetccg.nhs.uk	01935 384181
Jo Bird	Joanne.bird@somersetccg.nhs.uk	01935 384083
Lauren Dawson	Lauren.dawson@somersetccg.nhs.uk	01935 385219
Jill Downey	Jill.Downey@somersetccg.nhs.uk	01935 385076
Jan Finn	Jan.Finn@somersetccg.nhs.uk	01935 385023
Jo Humphreys	Joanna.humphreys@somersetccg.nhs.uk	01935 385227
James Laing	James.laing@somersetccg.nhs.uk	Email only
Donna Yell	Donna.yell@somersetccg.nhs.uk	01935 384123
Julie Yeomans	Julie.Yeomans@somersetccg.nhs.uk	01935 385184

Wynford House Compassionate Network 1 May 2016 - 31 July 2016



What's next

- Presentation to Finance Directorate, then to rest of CCG
- Seek compassionate policy
- Gather team who could offer practical help
- Challenge other organisations in Somerset to join in this work.

Top tips

- Involve Julian and Gina!
- Find support from most senior people you can get especially need HR on board
- Start with an area that is most receptive