

Compassionate Friends Network

On behalf of Somerset CCG

Gina King

BACKGROUND

Somerset CCG is a caring and supportive organisation that creates an environment that openly supports people at their most vulnerable times.

The organisation recognises that the loyalty and willingness to work is paid back many times in the long term by the gratitude of people being treated well at all times but especially at times of great stress.

These internal processes not only improve quality of life for all workers – they also enhance company and workplace loyalty and support.

Developing and promoting a happy, compassionate and positive workforce can deliver a number of measurable benefits, including:

- ▶ Reducing the risk of mental health problems
- ▶ Building closer bonds between team members
- ▶ Improving the mood and atmosphere within an organisation
- ▶ Increased commitment to work
- ▶ Reduced rates of absenteeism
- ▶ Increased employee wellbeing and productivity
- ▶ Improved customer service delivery
- ▶ Decreased employee disputes
- ▶ Reduced staff turnover

Dr Chris Absolon, GP patient safety lead for End of Life and Palliative Care Consultant Julian Abel agreed to support the organisation to develop a programme for implementing the venture based on the Evaluation Logic Model

Evaluation Logic Model: Somerset CCG to become a Compassionate Organisation			
Liverpool CCG	Aims and Objectives:	Increasing capacity in a local organisation.	
OBJECTIVE	ACTIVITIES (Overarching Plan)	PROCESSES (Output) & Measures	OUTCOMES (Impact) & Measures
Somerset CCG to become a compassionate organisation by May 2016	1. Adoption of compassionate workplace policy	Policy put to Senior Management Team	Sign off, adoption and information given to staff of compassionate policy
	2. Trained staff who act as emotional support to workplace colleagues	Number of staff volunteering to be emotional support Number of staff trained on communication skills	Number and percentage of staff in 3 months who were carers or bereaved Number of contacts with trained staff
	3. Bank of volunteers who are prepared to help people who are carers for a loved one and bereavement	Volunteer support bank commitment and database Types of support needed Support provided (number of times volunteers do actions) Duration of support/referral	Number and types of support given. Feedback from supported staff

The Evaluation Logic Model, includes the following elements:

- ▶ Creation of compassionate policies built on existing HR policies and include allowing people to have time off for funeral planning and attendance, time to take loved ones to hospital appointments and understanding that during stressful times, work place performance may be affected.
- ▶ Asking staff to volunteer to be a 'Compassionate Friend' providing emotional support and to be a listening ear, to anyone in need of supporting in Wynford House, irrelevant of the organisation they work for.
- ▶ Creating a volunteer 'bank' of people who are prepared to do tasks, such as giving lifts, covering colleagues at work, collecting children from school, helping with shopping etc

Initial work was developed in the Quality, Safety and Governance Directorate

- ▶ Nine members of staff volunteered to create a 'Compassionate Friends Network' with each volunteer offering confidential and informal support for colleagues who are experiencing an emotional crisis.
- ▶ They designed a poster which has been put in all staff areas such as café areas, bathrooms and communal corridors and a Compassionate Friends Network directory which shows a photo of the 'friend' and a little bit about them and their experiences with emotional life challenges and is available on the staff section of the intranet
- ▶ Presented the 'Compassionate Friends Network' progress to CCG Leadership, staff forum and at Directorate meetings across the CCG
- ▶ Human Resources are now working with Dr Chris Absolon to develop a compassionate policy to reflect the support that is available from the organisation

The Poster

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

The Network Directory



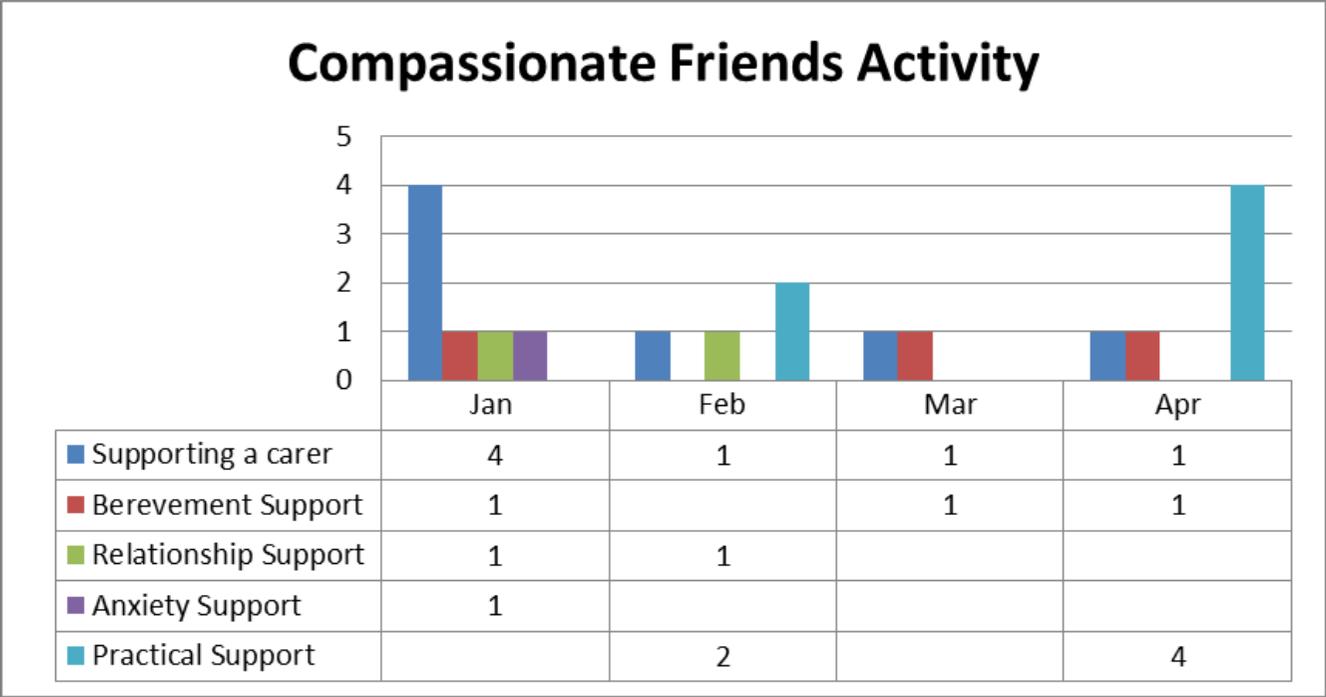
SOMERSET CLINICAL COMMISSIONING GROUP COMPASSIONATE NETWORK MEMBERSHIP

The Compassionate Friends Network is a volunteer 'bank' of individuals who work at Wynford House and want to listen, help and support any colleagues in the work place who are experiencing an emotional life challenge.

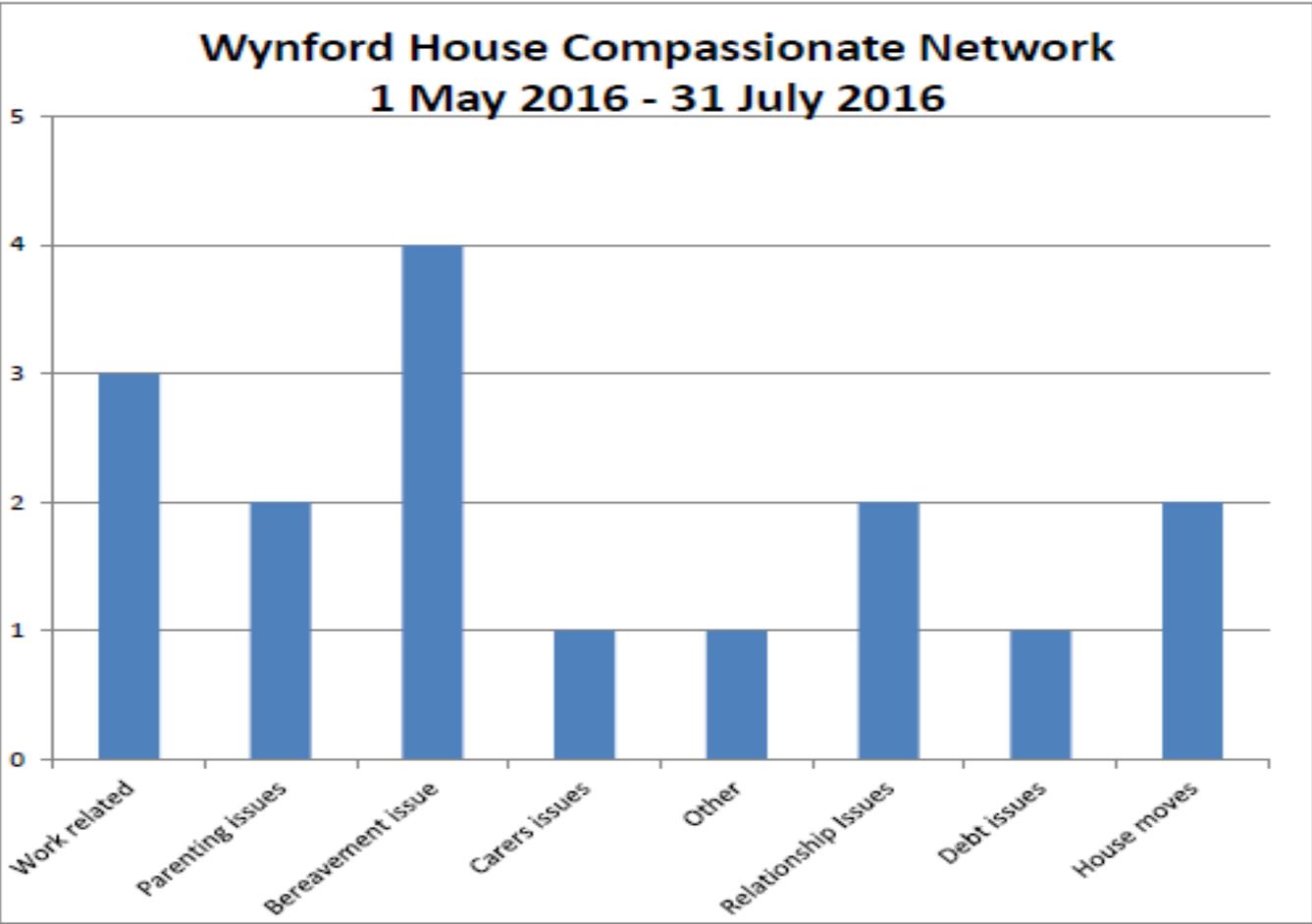
<p>ANNIE BARNARD</p>  <p>Anne.Barnard@somersetccg.nhs.uk Tel: 01935 384181</p>	<p>I have worked in the health and social service for many years.</p> <p>I have supported colleagues in the past and am a good listener. I am very happy to meet for a cuppa, chat or a walk.</p> <p>If I can help please feel free to contact me via email, phone or drop into my office.</p>
<p>DONNA YELL</p>  <p>Donna.yell@somersetccg.nhs.uk Tel: 01935 384123</p>	<p>I am a member of the Sherborne Vale Dog Training Agility Club with my 3 year old Cavapoo "Bailey".</p> <p>I enjoy most craft activities, sewing, crochet, paper craft but cannot draw or paint.</p> <p>I am a SANDS befriender, SANDS is the UK Stillbirth and Neonatal Death Charity, I am also a committee member for the local Yeovil SANDS called 'The Snowdrop Group' who also support people who experience miscarriage.</p>
<p>JILL DOWNEY</p>  <p>Jill.downey@somersetccg.nhs.uk Tel: 01935 385076</p>	<p>I have worked in the voluntary sector, local government, the civil service and the NHS. My career experience has included commissioning substance misuse services, safeguarding children, capacity building in the voluntary sector, and working with young people.</p> <p>Three personal things about myself:</p> <ul style="list-style-type: none"> I love volunteering and working with the community I love animals, especially horses and cats, who I find very therapeutic company! Exmoor is my favourite place in the world.
<p>LAUREN DAWSON</p>  <p>Lauren.dawson@somersetccg.nhs.uk Tel: 01935 385219</p>	<p>Continuing Healthcare Contracts Administrator – Began working here 07/01/2014</p> <ul style="list-style-type: none"> I am passionate about horses, motorbikes and all things sport/fitness/outdoors I love to organise and plan – I'm always planning events for friends - birthdays, get together with friends etc. because I love to be sociable I enjoy being independent and spontaneous, visiting new places and trying new things
<p>JULIE YEOMANS</p>  <p>Julie.yeomans@somersetccg.nhs.uk Tel: 01935 385184</p>	<p>I have worked for the NHS for eight years in an administrative capacity.</p> <p>I have personal experience of the death of both parents, the latter being my Mother, which involved a protracted safeguarding enquiry. I can also identify with how devastating the loss of a pet can be, particularly a dog.</p> <p>My interests include touring in "Trevor" - our converted VW Transporter, walking with my husband and dogs, gardening and DIY/renovating.</p>

In order to measure the success of the Compassionate Friends Network activity the volunteers keep a note of the number of support requests that come through with the type of support offered.

An example



Feedback from all staff has been very positive.



**For more information about the Somerset CCG Compassionate
Friends Network please contact**

**joanne.bird@somersetccg.nhs.uk
or telephone 01935 384083**