Dignity & Compassion in Care
What is compassion

“A sensitivity to the suffering of self and others, with a deep commitment to try and relieve it “

The Dalai Lama (1995)
The 6 C’s

Commitment  Care  Compassion  Competence  Communication  Courage

Care is our business
People who use health and care services have the right to be treated with respect, dignity and compassion by staff who have the skills and time to care for them.

Vital to people that they are cared for and cared about
Compassion should be a part of all health and social care services.

This means making quality of care as important as quality of treatment.
Maintaining privacy during personal care

Being discreet about personal or sensitive issues

Not being patronising

Support to participate in social activities in the local community

Not ignoring or ‘talking over’ someone

Using a person’s preferred form of address

Consistency of care

Listening to and respecting a person’s views and wishes

Recognising what a person has to offer

Respecting each person’s unique life story

Maintaining privacy during personal care
How do I improve care, compassion and dignity?

- Have a zero tolerance of all forms of abuse.
- Treat people with the same respect you would want for yourself or a member of your family.
- Treat each person as an individual by offering a personalised service.
- Enable people to maintain the maximum possible level of independence, choice and control.
- Listen and support people to express their needs and wants.
How do I improve care, compassion and dignity?

• Respect people’s right to privacy.
• Ensure people feel able to complain without fear of retribution.
• Engage with family members and carers as care partners.
• Assist people to maintain confidence and a positive self-esteem.
• Act to alleviate people’s loneliness and isolation.
Helping staff to be more compassionate

We need to make sure that NHS and social care services recruit the right staff to provide compassionate care.

But staff need the right leadership, education, training and support to help them do their work as well as possible.
Respect, dignity and compassion to become mandatory for NHS training posts

New recruits will be expected to pass a “values-based” test from next year in a bid to embed respect, dignity and compassion in future workforces.

JUDITH WELIKALA 2014
CQC identified one of the factors that underpin poor care:
An attitude to care that is task based rather than person centred.
It describes task based care as being impersonal and not what people want. Instead they want to be treated with respect, dignity and compassion.

Kindness and compassion cost nothing.
Compassion in practice

Compassion in practice can be described as, ‘how care is given through relationships based on empathy, respect and dignity – it can be described as intelligent kindness and is central to how people perceive their care.’

Patients and families know when care is delivered with compassion, and when it is not
Developing a culture of compassion

Sometimes care teams can get in the habit of, or have routines that get in the way of, delivering compassionate care, there may be an acceptance of negative behaviours.

Encourage colleagues to observe each other and point out positive behaviours, and challenge negative behaviours constructively in a supportive way.
Developing a culture of compassion

Try having at the front of your mind the question, ‘Would I be happy to be cared for in this way?’ ‘Would it be good enough for one of my family members?’

If the answer to these questions is no – then really reflect on what you are doing, and change how you are doing it.
Towards a compassionate future

Everyone working in the health and care sector including policy makers, regulators, commissioners, care providers, clinical and professional staff working at the front line, need to think about how they as individuals and collectively as teams ensure we provide safe, effective and compassionate care.
Compassion fatigue

Described as secondary traumatic stress
Characterized by lessening of compassion over time

A pronounced change in a person's ability to feel empathy for patient, family and colleagues
Signs of compassion fatigue

Exhaustion
Reduced ability to feel sympathy and empathy
Anger and irritability
Increased use of alcohol and drugs
Dread of working with certain clients/patients
Diminished sense of enjoyment of career
Disruption to world view, heightened anxiety or irrational fears
Signs of compassion fatigue

Hypersensitivity or insensitivity to emotional material
Difficulty separating work life from personal life
Absenteeism – missing work, taking frequent sick days
Impaired ability to make decisions and care for clients/patients
Problems with intimacy and in personal relationships
Important to look after yourself

What do you do to relax after work?

What is important in your life?

Stress can be from work or home.
<table>
<thead>
<tr>
<th>Attributes</th>
<th>Self Compassion</th>
<th>Compassion to others</th>
<th>Compassion from others</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sensitivity</td>
<td>I notice when I am distressed</td>
<td>I would notice that the person was distressed</td>
<td>The person noticed when I was distressed</td>
</tr>
<tr>
<td>2. Sympathy</td>
<td>I have a sense of wishing to help myself when I am distressed</td>
<td>I would feel moved to help the person</td>
<td>I felt that the person was genuinely moved and wished to care for me.</td>
</tr>
<tr>
<td>3. Non-judgmental</td>
<td>I accept, rather than judge myself, when I am distressed.</td>
<td>I would accept the person in their distress</td>
<td>The person accepted rather than judged me.</td>
</tr>
<tr>
<td>4. Empathy</td>
<td>I am able to makes sense of my feelings</td>
<td>The person’s feelings would make sense to me</td>
<td>I felt that the person understood my feelings.</td>
</tr>
<tr>
<td>5. Distress Tolerance</td>
<td>I am able to tolerate my distress.</td>
<td>I would be able to tolerate being with the person</td>
<td>The person was able to tolerate my distress.</td>
</tr>
<tr>
<td>6. Well-being</td>
<td>I actively invest in my own well-being</td>
<td>The person’s well-being would be important to me.</td>
<td>The person was clearly concerned about my well-being.</td>
</tr>
</tbody>
</table>

Ref: Professor Paul Gilbert. The Compassionate Mind.
Stress Reduction Kit

Bang Head Here

Directions:
1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.