Developing the Culture of Compassionate Care – Creating a Vision for Nurses, Midwives and Care-Givers

Care is our business

This is how the Northern Devon Healthcare NHS Trust will deliver the Chief Nursing Officer for England's Six Cs Vision

Demonstrate Compassion

Commitment

Senior clinical nurses and the Director of Nursing are committed to energising staff around our aim to deliver compassionate, evidence based, safe, harm free, individualised care.

Delivering the CNO Vision the NDHT way

Competence

Our aim is to have a capable, competent and skilled workforce delivering best practice, and evidence based care of a high standard.

Communication

Nurses will speak and write in a clear manner, which everyone will understand.

As nurses, we know and take ownership of nursing leaderships' key messages and objectives.

Compassion

Caring about patients is as important as caring for patients. How staff look and talk to people is as important as what they say.

We support our colleagues and take time to celebrate success.

Respons

THEOTIE OTTE

Our codes guide our values:

Courage

Nurses are encouraged and

supported to be bold.

innovative, creative and to speak up when

concerned.

Care

Each time people

access our services, we

expect them to have a

positive, caring

experience. This should

be our aim at all times.

- We will make the care of people our first concern, treating them as individuals and respecting their dignity
- We will work with others to protect and promote the health and wellbeing of those in our care, their families, carers and wider community
- We deliver a high standard of care and best practice at all times
- We will be open and act honestly with integrity; and uphold the reputation of the nursing profession

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How will we deliver this?

Nurses and midwives are committed to leading these developments

Helping people to stay independent, maximizing wellbeing and improving health outcomes

- Patient involvement in care planning, treatment and discharge
- · Person-centered individualised care
- Focused areas of work around dementia, learning disability and end of life care
- Health promotion
- Independent living

Working with people to provide a positive experience of care

Patient feedback through:

- · Patient surveys
- Online real-time feedback, i.e. patient opinion
- Matrons walkrounds
- · Managing complaints and incidents
- · Mystery shopper
- Leaning from Patient Experience Group
- User (patient, carer) representation on groups
- National PLACE / Matrons Charter

Delivering high quality care and measuring impact

Workstreams

- Patient Safety Programme; deteriorating patient, documentation, bedside handover, falls, pressure ulcers / CAUTI / Hand Hygiene
- Caring for our vulnerable patients; Dementia, Learning Disability, Safeguarding Adults
- Infection Control responsibility to remind
- Nutrition
- · RU OK?, Comfort rounding and enhanced observation
- Electronic Health Record (EHR)
- Innovative new technologies

Building and strengthening leadership

- Visible presence of executive and senior teams through patient safety walkrounds, matrons walkrounds, out of hours visits and Chief Executive open forums
- Leadership development opportunities
- Recruitment and retention strategy
- Infection Control responsibility to remind

Ensuring we have the right staff, with the right skills, in the right place

- We have a commitment to recruit the right people in the right way recruiting to Trust values
- E Roster
- Skills passport and competency assessments
- Mandatory and essential training
- Essential patient safety review day
- · Specialist targeted training
- Value based Job Descriptions

Supporting positive staff experience

- Matrons walkrounds
- Supervision and appraisals
- Leadership development and management courses
- Ward managers forums
- Patient safety walkrounds

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