

Caring and Compassionate Practice

POINTS OF REFERENCE

Complaints and Ombudsman's Reports
The WHICH Hospital Companion
NHS Code of Conduct for Healthcare Support Workers
NHS Knowledge and Skills Framework
NHS Lanarkshire Organisational Values
NHS Lanarkshire Senior Charge Nurse/Team Leader
Performance Objectives
NMC and HPC Professional Guidance
QAA Benchmark Statements

Developments/Initiatives:

- ❖ Essential Shared Capabilities
- ❖ Napier University and NHS Lothian Compassionate Care Project
- ❖ RCN Dignity Campaign
- ❖ Department of Health Essence of Care Programme
- ❖ The Kings Fund Point Programme
- ❖ CQI Dignity and Respect (in development)
- ❖ Patients' Rights Bill (Mutuality Agenda)
- ❖ Chaplaincy Codes of Practice

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INTRODUCTION

As a Nurse, Midwife, Allied Health Professional or Support Worker what you do and how you do it has a big impact on the quality of health care for people. Establishing effective relationships with people is absolutely essential to their sense of well-being and their attainment of the best possible health and clinical outcomes. It is this that makes the relationship ‘therapeutic’ that is, the relationship itself is a positive and proactive contribution to health and well-being. The best approach is therefore a simple one emphasising that an effective relationship begins with listening to the person and is based on mutuality, understanding and respect.

The basis of a good therapeutic relationship starts with being clear about people’s expectations. This paper outlines these expectations, that is, it states clearly what people expect from Nurses, Midwives, Allied Health Professionals and their Support Workers in NHS Lanarkshire (NMAHPs).

The list of people’s expectations are accompanied by statements that set the minimum practice standards for how NMAHPs must work on a day to day basis. Although straightforward, the expectations and statements have been drawn from a range of sources (see Reference List) and are based on the following model (Figure 1).

This paper (*commissioned by the NMAHP Practice Development Board in 2008*) is pertinent to all, regardless of seniority, and should also be used to underpin how we interact with one another.

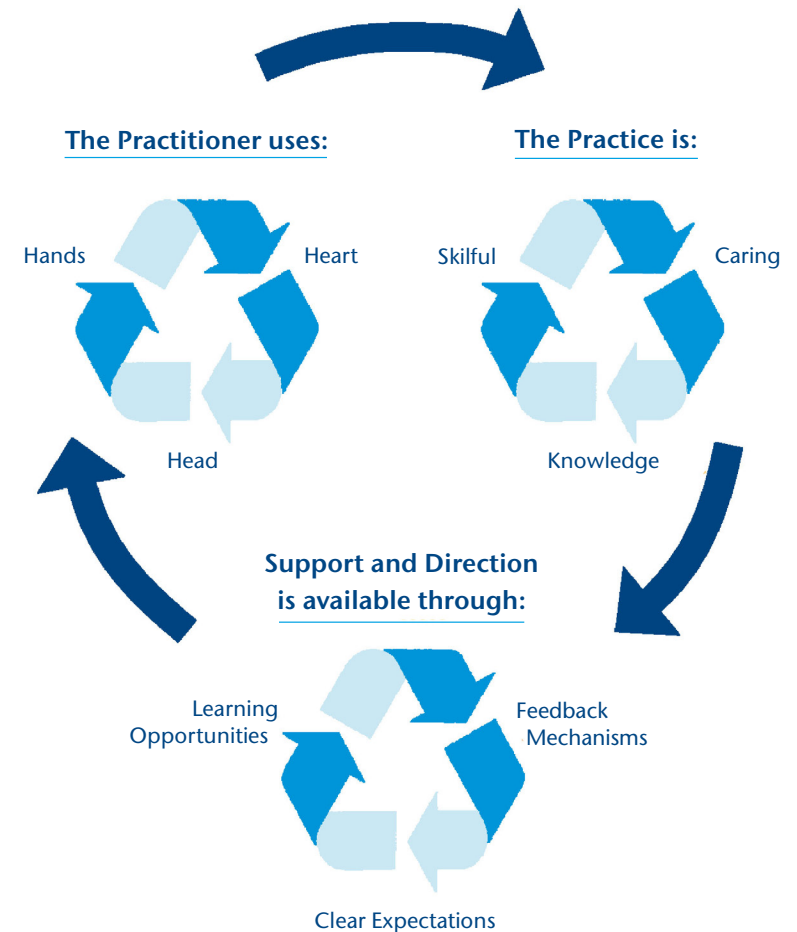
*Dr Marie Cerinus
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Expectations	Practice Standards
To Be Respected	NMAHPs must always respect people as individuals being sensitive to their social and cultural network. They must be alert to vulnerability, acting always in the most appropriate manner to meet needs. Regardless of race, sex, sexuality, age, religious belief or disability NMAHPs must provide caring services to the best of their ability. They must respond appropriately in every situation, thinking and caring about feelings in all diverse situations. They must always be polite and courteous and must not take personally any offence caused by illness or disability including fear, confusion, anger or frustration.
To Receive Kindness	NMAHPs must make sure the people they serve matter all the time, that people are the point of NMAHP practice not an interruption to it.

Expectations	Practice Standards
<p>To Be Cared for with Dignity</p>	<p>NMAHPs must treat people with respect especially recognising and addressing the need for modesty or privacy (<i>particularly those based on cultural traditions or beliefs for example</i>). They must be thoughtful to needs and feelings and never unnecessarily expose people to situations they may find embarrassing. They must handle personal and family information sensitively, acting always within the law and sharing only that which is necessary.</p>
<p>To See NMAHPs Make the Best Possible Effort</p>	<p>NMAHPs are responsible for promoting and protecting people’s interests, noticing when things aren’t just right and trying to resolve these. They must recognise and respond appropriately to emotional distress or discomfort at all times. They must do their best to attend to needs, working to time wherever possible.</p>
<p>To Experience Courtesy</p>	<p>NMAHPs must always be polite and work in partnership with people, always explaining what is happening and why (<i>even the most basic and routine procedures</i>) especially in the busiest of situations. They must be able to ‘signpost’ to other services whenever required to promote recovery, rehabilitation or further care.</p>

Figure 1

ESSENTIAL FEATURES OF EFFECTIVE RELATIONSHIPS



CARING AND COMPASSIONATE PRACTICE

What do people expect?

In all settings and at all times, people (patients, carers and public) expect from Nurses, Midwives, Allied Health Professionals and their Support Workers in NHS Lanarkshire: to be valued as a person; to feel and be safe; to see NMAHPs make the best possible effort; to be cared for with dignity; to experience courtesy; to be respected; and to feel kindness. Each of these is considered in the following pages.

How must NMAHPs respond to these expectations?

To respond effectively NMAHPs must work to clearly specified standards in their daily practice. The following pages describe these standards for every expectation.

How do I know if my practice is to standard and how can I address any learning required?

Using this paper alongside your KSF* outline for the Core Dimensions will help you to see if you are practising to standard. The KSF Personal Development Planning and Review Process will help in identifying any areas for learning and development related to these practice standards. Opportunities for learning and development are highlighted in the NMAHP Practice Development Centre website.

Remember, no matter how experienced you are, establishing and developing effective relationships requires continuous attention and associated learning.

As an NMAHP you must:

- ❖ do your best
- ❖ do no harm
- ❖ not delay recovery.

* NHS Knowledge and Skills Framework

STATEMENTS ON EXPECTATIONS AND STANDARDS OF PRACTICE FOR NMAHPs

Expectations	Practice Standards
To be valued as a person	NMAHPs must make people feel welcome at all times, introducing them to relevant others, orientating them to the care environment (<i>where appropriate</i>) addressing them in their chosen manner and respecting their sociocultural context. They must actively listen and hear, making use of the most appropriate verbal and non-verbal communication at all times.
To Feel and Be Safe	NMAHPs must know what they can and cannot do. They must also know how to do it, how to address any learning need and who to approach if they have a skill gap. NMAHPs must demonstrate knowledge and skills in providing high quality care across the whole journey of care. NMAHPs must also make sure the care environment is as clean, tidy and comfortable as possible and that they themselves are clean and tidy and approachable at all times.