

Compassion Awareness Education - A Collaborative Venture!



Care
Compassion
Understanding



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BACKGROUND

Following the Francis Report on the Mid Stafford Trust, the NHS is committed to building a culture of safe, compassionate care. Nine hospices were commissioned by Health Education Kent, Surrey and Sussex to design and deliver compassion awareness education sessions.

SESSIONS COVERED:

- The characteristics of compassionate care
- The importance of compassion in practice
- Examples of compassionate care
- Recognising compassion fatigue
- Ways to manage stress in the workplace

BOOSTING CONFIDENCE IN COMPASSION

Over 1400 participants from a cook to a consultant psychologist attended last year and reported a substantial increase in their levels of confidence.

Self reported high levels of confidence before and after the session



WHAT PEOPLE SAID

“Since training I mentally make more time to listen and engage (irrespective of other time pressures) and I am now more conscious of creating time for clients (irrespective of paperwork and other pressures)”.

Social Worker

“More aware of need to discuss and notice the signs of compassion fatigue in myself and colleagues and how to cope with it”.

Health Care Assistant

“Address someone by their preferred name, little things mean a lot to residents in my care”.

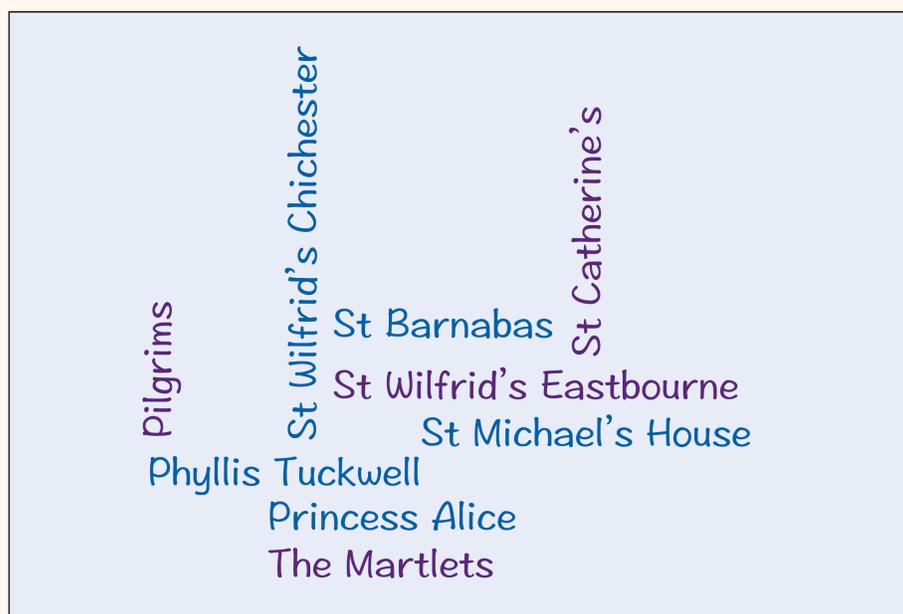
Registered Nurse

“Sometimes it’s the little things that make a difference”.

GP Trainee

CONCLUSION

Hospice educators, with their expertise in facilitating learning, collaborated to encourage health and social care staff to consider and reflect upon compassionate practice. The use of an action plan within the education sessions supported participants to engage more deeply with the concepts of compassionate care and how to foster it in themselves and others.



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