

Sustaining Compassion Awareness Education -

Using an action plan to embed learning



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BACKGROUND

Following the Francis Report on the Mid Staffordshire Trust, the National Health Service (NHS) is committed to building a culture of safe, compassionate care.

In 2014, a group of nine hospices in South East England were commissioned by Health Education Kent Surrey Sussex (HEKSS) to develop and deliver compassion awareness education sessions to health and social care workers at all levels.

AIM

To raise and embed awareness of the need for compassion in all care settings and at all levels.

METHOD

A three hour education session on compassion awareness including:

- interactive workshops exploring the need for compassion
- reasons for compassion fatigue and ways to manage it
- participants asked to complete an action plan based on their learning¹
- one month on, participants asked how they had used their plans in practice.

1. Moon, J. 2004. 'Using reflective learning to improve the impact of short courses and workshops'. *The Journal of Continuing Education in the Health Professions*. 24 (1) pp. 4-11.

Map showing the nine hospices commissioned to develop and deliver compassion awareness education sessions



RESULTS

10% of participants responded to the survey and people said:

"Being mindful of my own wellbeing has enabled me to be more compassionate."

"I consciously remember the 'here and now' "

"I've definitely been more aware when introducing myself to clients as a result of the session."

"We've looked carefully at staffing levels and shifts, which we've since changed, so that carers have more time with residents."

"Using my commute as 'me' time has been a very simple and successful change for me."

"I mentally make more time to listen and engage to those around me."

"After the session we decided to maintain our 7 hour shifts to avoid compassion fatigue caused by longer 12 hour shifts."

MOVING FORWARD

The project has been commissioned for a further year

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