6 c’s – aims, website and Care Makers

Dr Ruth May
Chief Nurse NHS England Midlands and East

and

Care Makers
Compassion in Practice
Progress and Developments

Presented by Ruth May
Regional Chief Nurse
NHS England (Midlands & East)

October 2013
The Nursing Narrative
The Keogh Review

- A limited understanding of and failure to genuinely listen to patients and staff
- The lack of value and support being given to frontline clinicians, particularly junior nurses and doctors
- More work needed at some trusts on issues such as reducing incidents of pressure ulcers
- Essential standards for staffing
Developing the culture of compassionate care
Our values and behaviours are at the heart of the vision and all we do.

- Care
- Compassion
- Competence
- Communication
- Courage
- Commitment
Six Areas for Action

Helping people to stay independent, maximising well-being and improving health outcomes

Delivering high quality care and measuring impact

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

Working with people to provide a positive experience of care

Building and strengthening leadership

Supporting positive staff experience
The children’s community nursing team at Cambridgeshire Community Services NHS Trust has been announced as the winner of NHS England’s 6C’s Live! September Story of the Month

Catherine Ray, a senior sister at Solihull Hospital, has been picked as the first ever winner of NHS England’s 6C’s Live! And Nursing Times’ story of the month competition
THE 6 C’S
AN APPROACH TO CHANGE

ENGAGEMENT
RIGOROUS DELIVERY
IMPROVEMENT METHODOLOGY
LEADERSHIP
TRANSPARENT MEASUREMENT
SYSTEM DRIVERS
SPREAD OF INNOVATION

Northampton General Hospital
NHS Trust

A TREE STANDS STRONG NOT BY ITS FRUITS OR BRANCHES, BUT BY THE DEPTH OF ITS ROOTS

ANTHONY LICCIONE, 2013
What are Care Makers?

- We are looking for individuals who can be ambassadors for compassion in practice and who can demonstrate and advocate the 6C’s in their practice
- Care makers are ambassadors for the 6C’s
- The first cohort of 55 Care Makers were recruited prior to the CNO Conference in 2012 of newly qualified nurses, student nurses, midwives, and healthcare assistants
- Principles for creating this network include
  
  To inspire young people
  
  A shared purpose to transform the NHS Culture in Nursing, midwifery and care staff
  
  To be advocates for compassion in practice
How to become a Care Maker

• From mid-October applications can be downloaded from

• Applications should be submitted, including a reference from an appropriate senior
  representative, to caremakers@nhsemployers.org

• NHS Employers sift through applications into yes – queries to go to Region

• On a set day every month NHS Employers will send applications to regional nurses for
  review with partner organisations if agreed

• Applications will be assessed against the definitions of the 6C’s

• We need to recruit 350 in the next round; the national target is 1000 by the end of
  March 2014