

# Compassion in Practice strategy and the 6Cs values

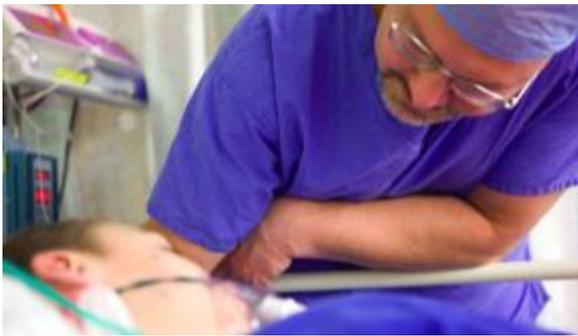
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# The vision for care staff



# Compassion in Practice strategy: underlining NHS policy in England

- The NHS Constitution for England (2013)
- Everyone Counts: Planning for Patients 2013/14
- Treating patients and service users with respect, dignity and compassion
- Francis Report and Hard Truths
- Winterbourne View
- The Keogh Review
- Don Berwick Report
- The Cavendish Review
- Clwyd-Hart Review



# The 6Cs: a set of values essential to compassionate care

## ✓ Care

Care is our core business and that of our organisations; and the care we deliver helps the individual person and improves the health of the whole community.

Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their life.

## ✓ Compassion

Compassion is how care is given through relationships based on empathy, respect and dignity.

It can also be described as intelligent kindness and is central to how people perceive their care.

## ✓ Competence

Competence means all those in caring roles must have the ability to understand an individual's health and social needs.

It is also about having the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

## ✓ Communication

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say. It is essential for 'No decision without me'.

Communication is the key to a good workplace with benefits for those in our care and staff alike.

## ✓ Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns.

It means we have the personal strength and vision to innovate and to embrace new ways of working.

## ✓ Commitment

A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients.

We need to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead.

# 6 Action Areas



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Implementation plans for the 6Cs six areas of action

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Created by , 8th July 2014

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*Jane Cummings,  
Chief Nursing Officer England*

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