



LEARNING PACKAGE 1

The 6 C's: a culture of compassionate care

PART OF THE UNIVERSITY OF LEEDS & HEALTH EDUCATION
ENGLAND RESOURCE PACK



Health Education England



UNIVERSITY OF LEEDS

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WORKING THROUGH THESE MATERIALS

These materials have been written so that you can develop your understanding of key concepts, policies and approaches in medicine and healthcare. We estimate that they should take no more than an hour to complete, but you may wish to spend more time thinking about the content and working on the activities. Further reading and reference sources can be found on the last page of this pack should you wish to deepen your knowledge and understanding of the content. The reference sources and materials form part of a broader suite of content which, combined, cover subjects of relevance to anyone wishing to explore career options in medicine and / or healthcare. We've provided links to all of them in the references and further reading section of this pack.



Accessibility is our priority with these materials. We reference video-content that you can access via weblinks and QR codes. Where videos are located on Youtube, you can display suitable captions that have been created by the materials developers or auto-generated by Youtube. There's more information about how to do this [here](#). Where videos are not located on Youtube and have no other caption function you can access a transcription using the link located next to the video QR code.

We sometimes reference specific sections of videos, and our weblinks or QR codes reflect this. For this reason you might find that videos start part-way through rather than from the beginning. If you want to watch the whole of the video resource you can do this by using the link provided in the References and Further Reading section.



LEARNING OUTCOMES

By working through these materials you will:

- ✓ Be able to identify the component parts of the compassionate care approach utilised by the NHS.
- ✓ Understand how the NHS is currently structured.
- ✓ Appreciate elements of the compassionate care approach applied to specific healthcare professionals during their day to day activities.
- ✓ Appreciate elements of the compassionate care approach via a case study exploring the areas of: care, competence, communication, courage, commitment, and compassion.

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BACKGROUND

A culture of Compassionate Care was launched in 2012 for nurses, midwives and care staff and with this vision they outlined the importance of these values for all those involved in patient care from doctors, to porters, to allied health professionals and managers. The 6 values within this vision: care, compassion, competence, communication, courage and commitment will be used as a framework for exploring the delivery of care in the NHS.

People are at the centre of everything we do, working in healthcare has never been more challenging and staying connected to these values gives healthcare professionals the strength to keep doing this challenging work every day.



THE 6 C'S AS OUTLINED BY THE NHS

Overview of the NHS 6Cs



Scan the QR code or click the link below to access the resource.



 [Overview of the NHS 6Cs.](#)



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.

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Compassion

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



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 the strategy: 'No decision without me'.



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.


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TASK: EXPLORING COMPASSIONATE CARE

Look at the Compassion in Practice document, linked below, published by the Department of Health/NHS. In particular read the content linked to 'Vision' on page 11 and relate this to the video material, linked below, which discuss commitment and compassion.

 Department of Health/NHS (2012) [Compassion in Practice](#).

Commitment

This short clip is produced by Health Education East of England which is a patient story about the impact of a district nurse and her commitment to quality of care.



What could have happened to the patient if this district nurse did not follow up with the patient to see if the treatment was showing the results that were expected?

Collaboration underpins the NHS values and behaviours in the NHS, public health and social care. Why did the district nurse speak to a colleague about the patient, in other words what is the value of collaboration and teamworking?



Scan the QR code or click the link below to access the resource.

 [NHS Constitution Values: Commitment to Quality of Care](#).

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Compassion

In this Health Foundation video healthcare professionals working together at Aneurin Bevan University Health Board explain what compassion means to them in their day to day work. You will also hear from patients how the team's compassion and collaborative approach is important to them during their care. As you listen to video list the ways that the healthcare team demonstrate compassion.



Scan the QR code or click the link below to access the resource.

 [Compassion, dignity and respect in health care.](#)

Care

In this video you will hear from Community Nurses discussing the variety of their day to day work, their care for the patients and what impact that has for patients like Bill and Shirley.



Scan the QR code or click the link below to access the resource.

 [Nursing in the community.](#)

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HEALTHCARE PROFESSIONALS AND THEIR USE OF THE 6CS

Take a look at the video linked below. This role play shows an hospital elderly care doctor talking to a patient's relative about her end of life care. First of all, watch the video and make some notes identifying where the doctor demonstrates the 6Cs either through what they say or their actions. Use the table below to list how Celena demonstrates the 6 Cs.

Celena a hospital medical doctor talks to Dan about his grandmother's end of life care

6 C area	How Celena evidenced this
Care	
Compassion	
Competence	
Communication	
Courage	
Commitment	



Scan the QR code or click the link below to access the resource.



 [A doctor speaking with a relative.](#)

When you have viewed the above, and made some initial notes, watch it again and think about the approach to actively involving patients and carers outlined at the end of the video.

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REFERENCES AND FURTHER READING

Department of Health (2012) [Compassion in Practice: Nursing, Midwifery and Care Staff.](#)

Health Education England (2017) [NHS Values Booklet.](#)

Price-Dowd, C. (2017) [You can never be too care-full](#) NHS Leadership Academy.

Skills for Care. (2020) [6Cs in social care.](#) Leeds: Skills for Care.

OTHER LEARNING PACKAGES FOR YOU TO WORK THROUGH IN THIS SERIES INCLUDE:

- 1 [The 6 C's: a culture of compassionate care.](#)
- 2 [NHS structure.](#)
- 3 [Healthcare teams: Primary Care.](#)
- 4 [Healthcare teams: Secondary Care.](#)
- 5 [Healthcare teams: Doctors.](#)
- 6 [Good medical practice and regulated professions.](#)
- 7 [Values and attributes.](#)
- 8 [Capacity and consent.](#)
- 9 [Reflection.](#)

HAVE YOU FOUND THESE RESOURCES USEFUL?

Scan this QR code
to provide your feedback.

