

Cultivating Compassion:

How can healthcare professionals be empowered to deliver compassionate care?

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“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Maya Angelou

“Take the time to walk a mile in his
moccasins” Mary T Lathrap



- **Table discussion 1**

a) introduce yourselves

b) if you were defining compassion to a new learner in the NHS – what would that be?

Please write your definition on a post-it.

c) share an example of an experience of compassionate care with each other

CASE

- An 89 year old lady is admitted to hospital following a fall.
- She is known to have dementia but usually lives alone, mobilises independently around her house and is supported by carers in daily activities of living.
- She is diagnosed with delirium and a pelvic fracture.
- After two days in the acute medical admissions unit she is moved to the elderly care unit in the same hospital.
- That afternoon, her daughter visits her on this ward.

CASE

When her daughter arrives on the ward she finds her mother in a four bedded bay.

- There are bed rails on the bed
- Her mother is crying and clearly distressed
- Her mother is uncovered below the waist
- Her tray is out of reach and there is cold and partially eaten food on it
- There is porridge on the front of her nightdress
- There are three tablets under the bed
- There is no staff member in the bay, only other patients and relatives

- **Table discussion 2**

Thinking about this case.....

- Which aspects of the case outlined fail to meet your own definition of compassion?
- Outline 1-3 root causes that led this to happen.
- Suggest 1-3 actions that might empower staff to prevent this happening?

Identify someone to feedback your thoughts to the whole group [3 mins]

Summary and questions

Thank you!