Carolyn Cleveland

BSc (Hons) Cert Counselling, Specialism in loss, bereavement, and vulnerability, PTTLS. Lived experience of a patient safety incident.



Bio

Carolyn has a background in psychology and counselling, and conceived C&C Empathy Training from her direct experience of a patient safety incident and compassionate communication failures in the NHS complaints process and inquest system. Carolyn specialised in loss, bereavement and vulnerability and following the loss of a child herself, she found many of the systems did not grasp the emotional experience, motivations and needs, losing sight of empathic communication. This became a heavy burden for all involved with staff often not having the training and support to enable excellent engagement or even recognise what this may look like and how it can really impact on results.

At the core of Carolyn’s training sits an emotive and thought-provoking narrative, used to explore the complexities of emotionally focused outlooks and work. She works with many health care organisations, NHSE/I, civil servants, legal teams, charities and corporate organisations. She was also part of the National Coroner’s Officers Training Programme 2019.