Implementing and Monitoring Progress against the

6Cs in Nursing

Care, Compassion, Competence, Communication, Courage and Commitment

Delivering ‘Compassion in Practice’ the CNO’s 3 Year Strategy For Nursing, Midwifery and Care Staff

Friday 22 November 2013         ICO Conference Centre London

Chairman and Speakers Include:

Colin Ovington
Director of Nursing & Midwifery
Mid Staffordshire NHS Foundation Trust

Dr Peter Carter OBE
Chief Executive
The Royal College of Nursing

Prof Juliet Beal
Director of Nursing: Quality Improvement and Care
NHS England
Chaired by Colin Ovington, Director of Nursing and Midwifery at Mid Staffordshire NHS Foundation Trust, this national conference focuses on delivering ‘Compassion in Practice’ the CNO’s 3 Year Strategy for Nursing, Midwifery and Care Staff which outlines the 6Cs for Nursing: Care, Compassion, Competence, Communication, Courage and Commitment. The conference, with an opening address from Sam Sherrington, Head of Nursing and Midwifery Strategy at NHS England, will look at how the 6C’s align with the recommendations from the Francis report, and will provide practical guidance for implementing the 6Cs and monitoring progress to ensure the delivery of high quality compassionate nursing care.

“I want the profession to work together, with honesty and openness, to rebuild the trust in our profession and make a positive difference to those we care for.” Jane Cummings Chief Nursing Officer for England  8.2.13

“We are transforming nursing, building and strengthening leadership at every level of the health and social care system. Through implementation of Compassion in Practice, this includes creating a system of accreditation for leaders in nursing, reviewing the role and function of Directors of Nursing, and appointing more former nurses as nonexecutive directors. A network of caremakers, who are students and newly qualified nurses and midwives, will promote the values of the “6Cs” and Compassion in Practice.”

Patients First and Foremost: the Initial Government Response to the Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry, Department of Health 28.3.13

“As Chief Nursing Officer for England, I want to make sure we give our patients the very best care with compassion and clinical skill, ensure pride in our professions and build respect... The actions set out in this vision and strategy, which have been developed with you, will change the way we work, transform the care of our patients and ensure we deliver our culture of compassionate care.”

Jane Cummings, Chief Nursing Officer for England NHS England
10.00 Chairman's Introduction

Colin Ovington  
Director of Nursing and Midwifery  
Mid Staffordshire NHS Foundation Trust

10.10 6Cs: National Update

Prof Juliet Beal  
Director of Nursing: Quality Improvement and Care  
NHS England

- The 6C’s: National developments and progress
- how the 6C’s outlined in ‘Compassion in Practice’ fit within the recommendations of the Francis report
- monitoring progress against the implementation plans and six action areas at ward and organisational level
- the 6Cs of leadership
- learning from Mid Staffordshire: key themes for nursing highlighted in the Francis report
- the national scheme to recognise excellence in the implementation of 6Cs

10.50 Compassion in Practice: ‘Barbara’s Story’ Ensuring the delivery of compassionate care

Prof Eileen Sills  
Chief Nurse  
Guy’s and St Thomas’ NHS Foundation Trust

- how to create a conversation and momentum in a large complex organisation around care and compassion
- engaging 12,500 staff in thinking and being able to put themselves in the shoes of a patient
- embracing staff commitment and passion to always focus on the ‘small things’: how this is evolving at Guy’s and St Thomas’

11.20 Question and answers, followed by coffee and exhibition

11.50 Achieving a culture of compassionate care

Flo Panel-Coates  
Director of Nursing  
Barking, Havering and Redbridge University Hospitals Trust

- how do you assess and improve compassionate care
- the "Cultural Barometer" explained
- responding to feedback and effectively addressing concerns

12.20 Courage in nursing: how do we empower nurses to speak up and be accountable for high quality care

Ruth Holt  
Director of Nursing & Quality Assurance  
South Tees Hospital NHS Foundation Trust

- ensuring openness, transparency and candour throughout the system about matters of concern
- nurse staffing levels and patient safety: should there be guaranteed staffing levels?
- supporting positive staff experience: our experience in South Tees

12.50 Question and answers, followed by lunch and exhibition

14.00 Developing and demonstrating nursing competence in both technical and non technical skills

Linda Nazarko OBE  
Consultant Nurse Admission Avoidance Unit and Service Lead IV therapy  
Ealing Hospital NHS Trust

- how do you develop and demonstrate competence
- assessing competence in non technical skills
- competency frameworks: examples in practice

14.25 Promoting leadership which constantly reinforces values and standards of care

Helen Young  
Director of Nursing and Midwifery  
Birmingham Women’s NHS Foundation Trust

- identifying nurses who want to undertake, or are capable of undertaking leadership roles and providing adequate training
- encouraging professional development in nursing leadership and management and incentivising high standards of performance
- engaging organisational support for nurses leaders

14.50 Ensuring we have the right staff, with the right skills in the right place: Nurse staffing and skillmix in practice

Jane MacDonald  
Assistant Director of Nursing Medical Neurosciences  
Salford Royal Hospital NHS Foundation Trust

- identifying nurses who want to undertake, or are capable of undertaking leadership roles and providing adequate training
- encouraging professional development in nursing leadership and management and incentivising high standards of performance
- ensuring ward managers operate in a supervisory capacity
- engaging organisational support for nurses leaders

15.15 Question and answers, followed by tea

15.45 Communicating, implementing and monitoring 6Cs on the wards

Carol Harris  
Interim Chief Nurse and Director of Quality Assurance with Carla Mobear  
Ward Manager  
Manchester Mental Health and Social Care Trust

- leading the 6Cs in action on the wards
- delivering a positive culture on the ward
- monitoring and demonstrating progress against the 6Cs from a Ward Managers perspective

16.15 Monitoring progress against the 6Cs at organisational level

Professor Mark Radford  
Chief Nursing Officer  
University Hospitals Coventry and Warwickshire NHS Trust

- monitoring progress against the 6Cs at organisational level
- benchmarking progress across the organisation and using quality care metrics
- communicating progress including the role of social media
- are we providing a positive experience of care for patients?

16.45 Question and answers, followed by close
Implementing and Monitoring Progress against the 6Cs in Nursing
Friday 22 November 2013, ICO Conference Centre, London

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Date
Friday 22 November 2013

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