

Using Compassion Circles - Taking Care Giving Care Rounds in ABUHB

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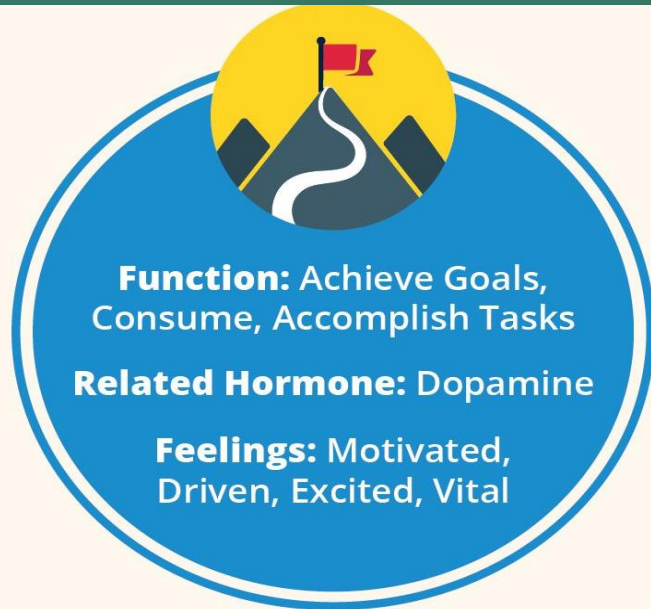
Aneurin Bevan University Health Board

Compassion Circles
Growing safety and
building trust and
co-operation


Andy Bradley, founder of Frameworks 4 Change and A Kinder Place
and designer of Compassion Circles



*How are you
caring for yourself
today?*



Although we might not realize it, many of us spend the majority of our time in threat and drive, which can lead to imbalanced emotions and distress. It can be important to notice if your soothing system is underdeveloped.



Compassion flows in three directions

Self to self

Self to other

Other to self

The Intention

- To offer safe space
- To grow self compassion
- To deepen understanding of inhibitors and enablers of compassion
- To take action which enables compassion to flow

The Experience

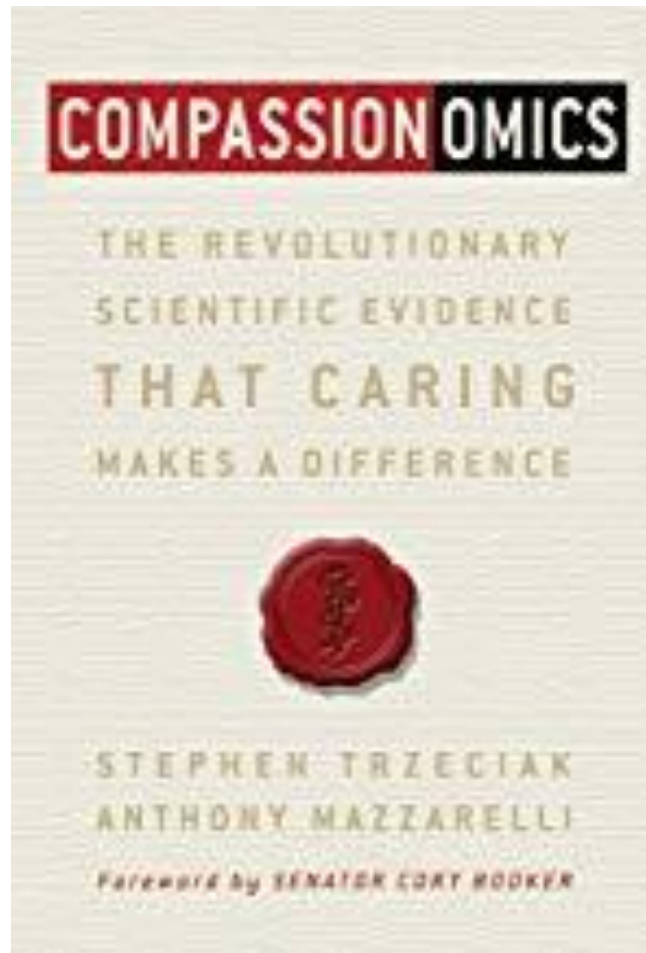
- Preparation of self
- Preparation of space
- Warm welcome
- Invitation to meet as equals – all human with both vulnerability and strength
- Invitation to celebrate differences
- Offer of space for contemplation
- Invitation to commit to action
- Appreciation of process and each other

The implementation of Compassion circles/Taking Care Giving Care rounds in ABUHB

Benna Waites, Joint Head of Psychology, Counselling and Arts
Therapies

Aneurin Bevan University Health Board, Gwent

Compassion in health care




- Decreased length of stay.
- Compassion from anaesthetists vs sedatives – 50% lower requirement for opiates post surgery.
- Patients randomly assigned to compassionate palliative care survived 30% longer
- Post-operative nurse compassion associated with 50% lower pain ratings; pain management – compassion group 47% less pain in relevant brain areas of pain



Staff experience is key

“Why do we hear about a lack of compassion for patients but so little about the people who serve them?”

Bradley 2016



The solution lies in our people and the system conditions in which they work

Joy at work?

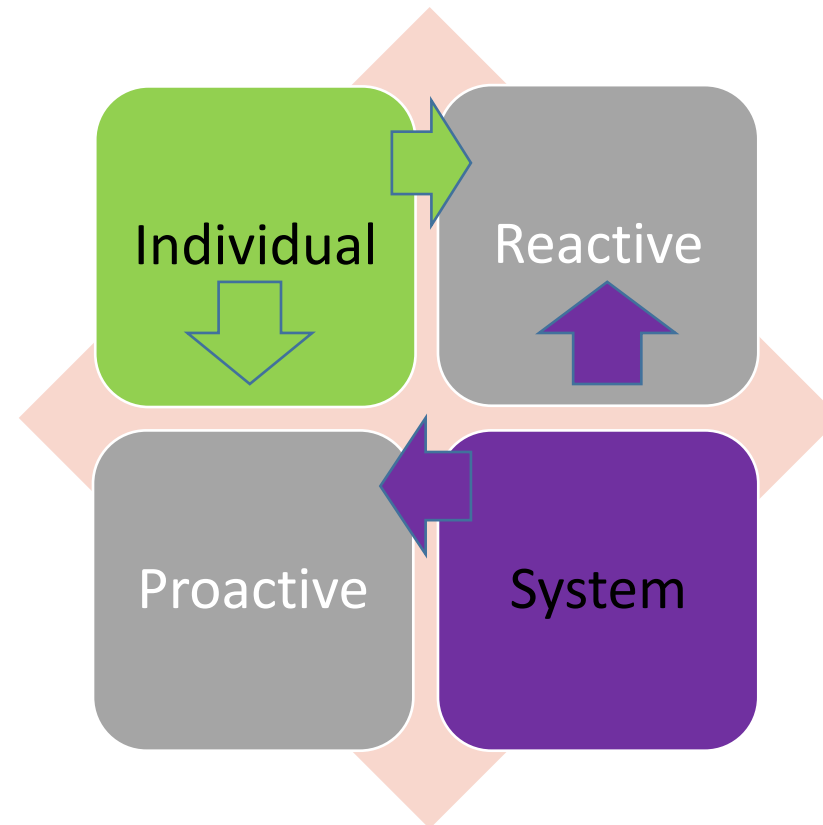
IHI white paper (2017)

“Some of the most high-leverage changes an organization can undertake since a focus on joy in work simultaneously impacts so many goals embedded within the triple aim”

Quadruple aim – A Healthier Wales (2018)

- Improved population health
- Reduced per capita cost
- Improved patient outcomes and experience
- Motivated and sustainable workforce

A New Wellbeing Strategy



THE SYSTEM



Reactive	Proactive
Organisation Health Reviews (HSE)	Creating safe and psychologically healthy working environments (Psychological Safety Training)
Solution focused consultation for managers	Bespoke team building
Focused team work, formulation and development	Focus on recruitment (values & relationally based)
Specific Post Serious Incident Debriefing	Policy, Strategy & influence at Exec level
	Schwartz Rounds
	Taking Care Giving care Rounds (Compassion Circles)
	Leadership & management Innovation & Development
	Wellbeing research
	Physical Wellbeing promotion (Regular themed wellbeing events & initiatives)
	Monthly drop in clinic for leaders & managers
	Keeping the 'employee experience of work' on the organisational agenda

The birth of Taking Care Giving Care rounds

- Post-Francis seeking a way of approaching the challenges we could see around us that attended to the experience/impact of work
- Andy Bradley's Compassion Circles
- Change of name: Compassion Circles to TCGC
- Seen as sibling , complementary intervention to Schwartz rounds
- Publicised as a one off, portable commitment – ability to use in team away days, within training or as part of meetings (designed around team availability)
- First rounds run in 2015

'Taking care, giving care' rounds: An intervention to support compassionate care amongst healthcare staff

Sarah Flowers, Catherine Bradfield, Rachel Potter, Benna Waites, Adrian Neal, Jane Simmons & Natalie Stott



As part of their wellbeing strategy a health board in Wales introduced a brief structured intervention for staff which aims to improve compassion towards themselves, each other and their clients. Themes from facilitators, staff and team leaders are presented.

BOTH the Francis report (2015) and the Andrews report (2014) suggest that offering opportunities for staff to process the emotional impact of their work is likely to improve the quality of care provided. The psychological demand of work for professional carers is recognised as being sizeable (Ballan & Campling, 2014). However, the psycholog-

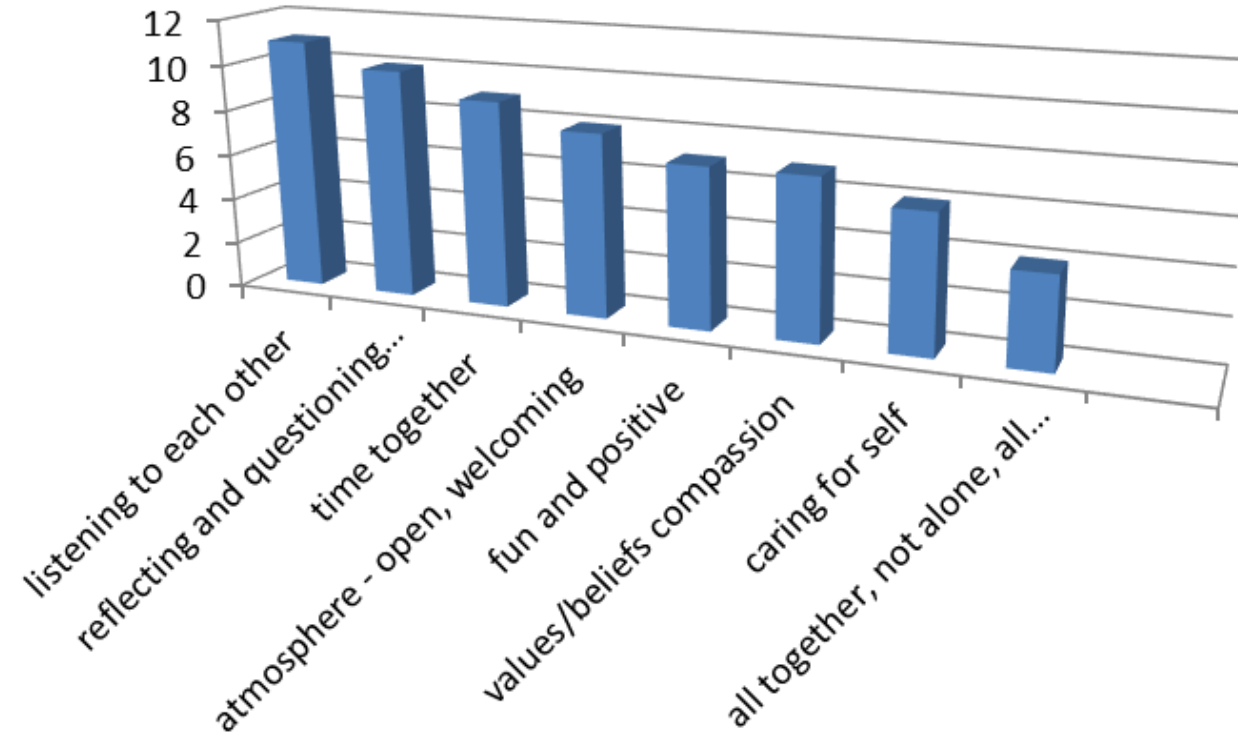
ical demands of such work, unlike the physical demands, are poorly operationalised within job descriptions.

A powerful example of such an unacknowledged work demand is emotional labour (Brotheridge & Grandey, 2002). Emotional labour refers to the effort required by a worker to manage, and often suppress, emotions

Implementation journey

- Produced guidance notes to increase ease of facilitation
- Developed a steering group to support and monitor practice, publicise and to coordinate requests
- Published evaluation data
- Organised training to increase pool of facilitators
- Established a Community of Practice

Themes for what has been good about our time together?



How people have used experience from the rounds in their workplace
How can you sustain compassion in your service/on your ward?



“We are going to look at each other in the mornings and say hello.”



“We are a day unit so we don’t have a handover. We have been going home without the chance to discuss patients who we are worried about. We are going to have a board round at lunchtime.”



“I’m only the receptionist but if people are upset or frightened I get them a cup of tea. If they are crying I hold their hand. I hope that’s alright. Is that alright?”

Question	Average Score/ 5	Percentage that Somewhat or Completely Agreed
Today's round has increased my awareness of compassion towards patients	4.15	82.4%
Today's Round will help me work better with my colleagues	4.39	88.7%
Today's round has increased my awareness of compassion towards myself	4.33	85.2%
Reflecting on how I can better self-care was useful to me	4.33	85.9%
Today's round helped me think about ways I could embed compassion with the service I work in	4.26	86.4%
I would like to attend a TCGC round again	3.95	66.7%
I would recommend TCGC rounds to colleagues	4.19	77.7%

Outcome Measures

- We have recently collated feedback from over a year of TCGC rounds
- A bespoke feedback tool is collected after each round
- N = 142 people have completed one

Quotes following the round..



“This was something unique and different. It was about us as people”



“But I think that the exercise got the ball rolling, if you like. It started and opened up dialogue, you know... it kind of set the scene really that this is a safe place to work, and if you’ve got anything to say you can say it and it will be taken seriously.”

What have we noticed?



Staff like

Structure

Pace

Safety

Positivity

Practical and Profound



Facilitators like

Portability – lack of prep

Balancing individual and system
resilience

Overwhelmingly positive feedback

Benefits even when circumstances are
less than ideal

- “Name one thing that is going well in work and one thing that is going well outside work” ROUND
- “Imagine that you are unwell and needing care. What qualities would you look for in the health professional approaching you?” ROUND
- “How could you take better care of yourself?” PAIRS
- “What changes are you interested in making in the way that you care for yourself?” ROUND
- “What is most in the way of compassion in our service?” ROUND + PAIRS + ROUND
- “How can we promote/sustain compassionate care within our service?” PAIRS + ROUND
- “What have you appreciated about the contribution of the person you partnered up with in the exercises today?” PAIRS
- “What has been good about our time together today?” ROUND

Then this happened...



The Guardian picture essay

Inside a Welsh ICU during the coronavirus pandemic - photo essay

Consultant and photographer Nick Mason shares his experience and that of colleagues at the Royal Gwent hospital in Newport, offering a unique perspective documenting the impact of Covid-19 on the NHS frontline

Key components of compassion circle practice

- Listening with a quiet mind
- Asking questions that matter
- Appreciating from the heart

20 minute care space

- Charlie Jones, Lizzie Summers, Natalie Stott and colleagues in Bristol
- Shorter
- Structure

“[NAME] what is going on for you at the moment?”

With front line COVID staff who know each other

“What’s been difficult AND what’s been not as bad/better/good?” PAIRS

1st ROUND – difficult, invite further comments

2nd ROUND - positives

“How would you like to care for yourself over the winter?” PAIRS + ROUND

“And care for each other?” ROUND

Using pictures

- Naomi Swift ABUHB psychology
- Which picture most represents how you are feeling?



Using questions in other meetings

- One thing that's going well at work or outside work?
- Things are tough at the moment. How could you take care of yourself?

Thank you

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