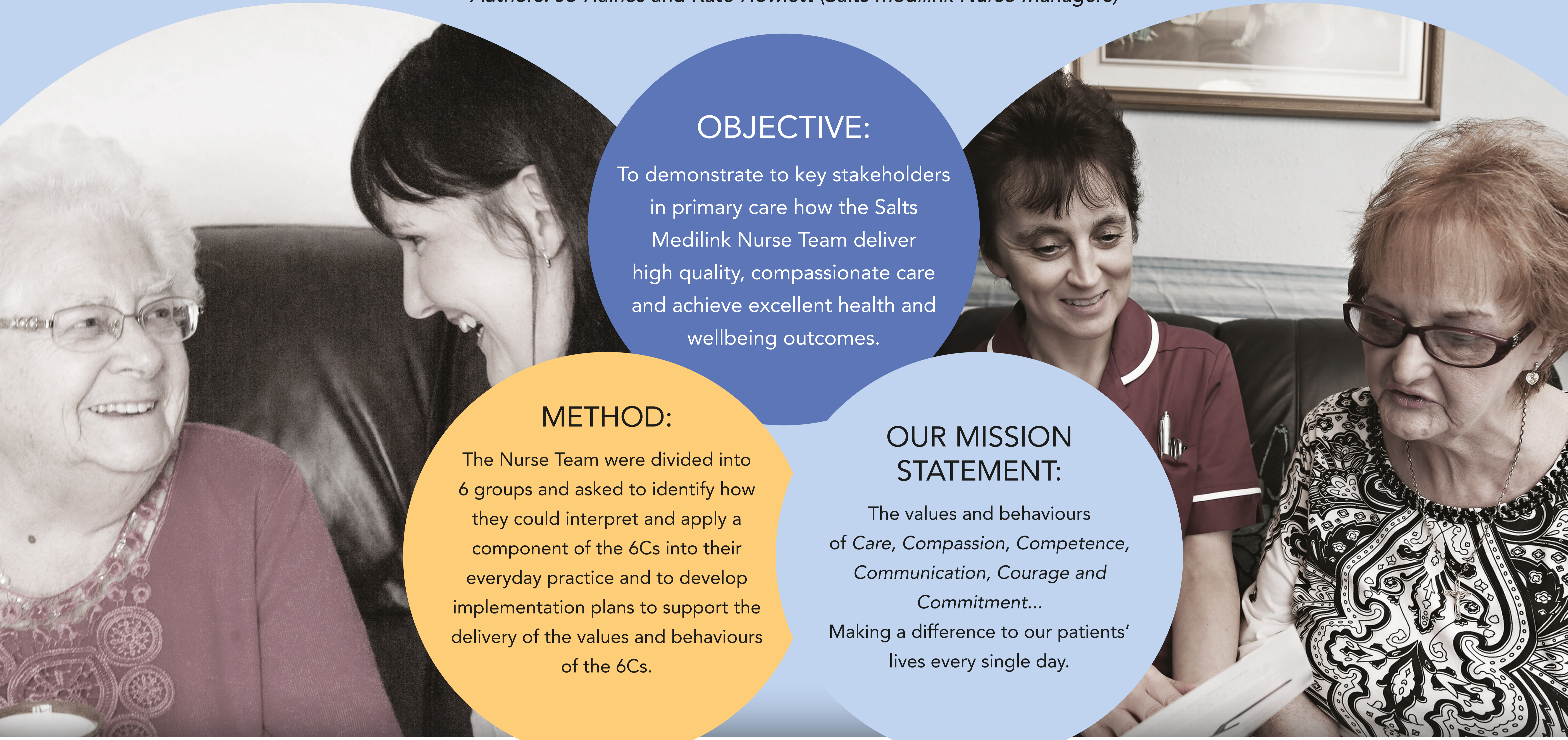


# PUTTING 'THE 6Cs' INTO PRACTICE

MAKING A DIFFERENCE TO OUR PATIENTS' LIVES EVERY SINGLE DAY

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## OBJECTIVE:

To demonstrate to key stakeholders in primary care how the Salts Medilink Nurse Team deliver high quality, compassionate care and achieve excellent health and wellbeing outcomes.

## METHOD:

The Nurse Team were divided into 6 groups and asked to identify how they could interpret and apply a component of the 6Cs into their everyday practice and to develop implementation plans to support the delivery of the values and behaviours of the 6Cs.

## OUR MISSION STATEMENT:

The values and behaviours of *Care, Compassion, Competence, Communication, Courage and Commitment...*  
Making a difference to our patients' lives every single day.

## 1 CARE

AS A TEAM OF SPECIALIST STOMA CARE NURSES OUR MAIN VALUE IS CARE

- We care for our patients, their families and anyone affected by their illness and having a stoma
- We involve ourselves with any other treatment our patients receive from other healthcare professionals to offer a seamless service
- We provide care that is patient centred, evidence based and safe
- We supply hospital or community based care that is documented timely, clearly and accurately
- We provide a high standard of care through education and support
- We provide care that is patient centred, evidence based and safe

## 2 COMPETENCE

WE REQUIRE COMPETENCE TO CARE FOR A GREAT MANY PEOPLE WITH A WIDE VARIETY OF HEALTH AND SOCIAL NEEDS

- We have a wide range of knowledge and clinical expertise, which allows us to provide an excellent service to our patients
- All Salts Medilink nurses possess a specialist stoma qualification and any learning/training needs are addressed at appraisal
- We attend the ASCN conference every year, where we/colleagues present to our peers and keep abreast of current research, publications and best practice
- We ensure we have the knowledge and skills to deliver high-quality and up-to-date, evidence based care
- We have access to the Salts Nurse Academy which offers ongoing specialist education at Degree and Masters level

## 3 COURAGE

WE MUST SHOW COURAGE IN A VARIETY OF SITUATIONS THROUGHOUT THE PATIENT CARE JOURNEY

- We act in the very best interests of the patient and are the patient's advocate
- We are impartial to the stoma care products we recommend
- We are accountable for the treatment and care we provide for each patient, working within the RCN and the NMC Code (2015)
- We make decisions within our speciality and seek advice if uncertain
- We practise ethical workings within our daily caseload

## 4 COMPASSION

COMPASSION IS FUNDAMENTAL TO THE CARE AND SUPPORT PROVIDED BY A SALTS MEDILINK SPECIALIST STOMA CARE NURSE

- We deliver individualised, holistic care that is empathic, sensitive, understanding and respectful
- We empower patients to regain control over their life through teaching and support
- We understand the complex pathway and difficult issues that patients must overcome to regain independence and quality of life
- We tailor every visit or consultation to suit individual needs
- We treat people with dignity and respect, creating an environment that allows privacy, enabling us to listen and respond as necessary

## 4 COMMUNICATION

COMMUNICATION IS PIVOTAL IN PROVIDING THE BEST SERVICE POSSIBLE FOR THE PATIENT. OTHER MEMBERS OF THE MDT, GPs AND COMMUNITY COLLEAGUES

- We are great listeners and give patients time to communicate their true feelings
- We use a range of literature to inform patients, all tailored to their needs
- We use interpreters and supporting translated literature for patients who don't have English as their first language
- We work in partnership with the patient at all stages of their care journey
- We make great use of our Salts Medilink Community Nurse Network as a valuable clinical resource
- We communicate the best standards of stoma care in teaching sessions to partners, carers, and other staff across the MDT
- We conduct regular meetings with the Salts Medilink Nursing Team and management to discuss relevant issues affecting stoma care

## 6 COMMITMENT

WE ARE COMMITTED TO LONG TERM PATIENT CENTERED CARE

- We give full support to our patients and colleagues
- We provide stoma care education to Health Care Professionals, enhanced by our accredited nursing academy courses
- We offer an excellent service in partnership with our hospital colleagues, ensuring a smooth pathway for each ostomist
- We update our knowledge by attending educational events and reviewing latest available products and information
- We work well as a team, maintaining standards according to the NMC
- We are committed to following Salts Medilink policies and procedures

## RESULTS:

The development of a leaflet which demonstrates the Nursing Team's vision and strategy for compassion in practice.



## CONCLUSION:

The Salts Medilink Nursing Team now have their own, bespoke compassion in practice values which underpin the values that are embedded within their philosophy.

With thanks to the Salts Medilink Nursing Team for their invaluable input with producing the leaflet.



## REFERENCES:

1. Department of Health (2012) Compassion in Practice. The Stationary Office, London.
2. Nursing and Midwifery Council (NMC) (2015) The Code: Professional Standards of Practice and Behaviour for nurses and midwives. London: NMC