

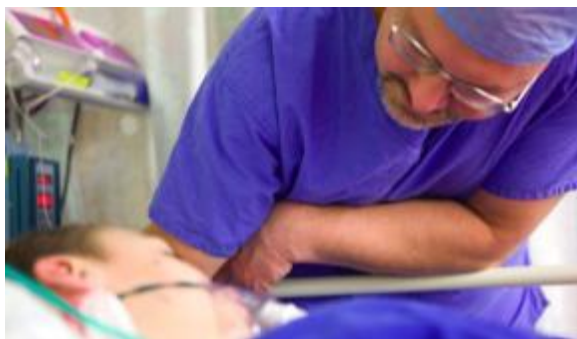
# Introducing the 6Cs

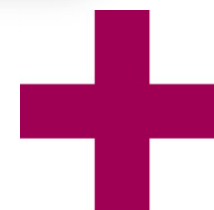
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Date



# The 6Cs - a set of values for all health and social care staff





# 6Cs - Values essential to compassionate care

## ✓ Care

Care is our core business and that of our organisations; and the care we deliver helps the individual person and improves the health of the whole community.

Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their life.

## ✓ Compassion

Compassion is how care is given through relationships based on empathy, respect and dignity.

It can also be described as intelligent kindness and is central to how people perceive their care.

## ✓ Competence

Competence means all those in caring roles must have the ability to understand an individual's health and social needs.

It is also about having the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

## ✓ Communication

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say. It is essential for 'No decision without me'.

Communication is the key to a good workplace with benefits for those in our care and staff alike.

## ✓ Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns.

It means we have the personal strength and vision to innovate and to embrace new ways of working.

## ✓ Commitment

A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients.

We need to take action to make this vision and strategy a reality for all and meet the health and social care challenges ahead.

# Compassion in Practice Supporting Policy

- The NHS Constitution for England (2013)
- Francis Report
- Hard Truths
- Winterbourne View
- The Keogh Review
- Don Berwick Report
- The Cavendish Review
- Clwyd-Hart Review



# Action Areas



# 6Cs - Values essential to compassionate care

**6Cs Live! The Engine of Compassion in Practice supporting nurses, midwives and care staff by:**

- Offering a range of ways to get involved, connect with each other and share the improvements they are delivering 6Cs
- Helping to deliver the six areas of action by signposting to evidence-based tools, techniques and best practice
- Providing a virtual 6Cs Live! communication hub
- Empowering those delivering 6Cs to innovate, to embrace new ways of working and to speak up when they have concerns.

6Cs Live is here to help: you need to tell us what we can do to support you, and how we encourage you to fulfil your vision in delivering 6Cs.

# The 6Cs Live! Communications Hub

Sign up now | Login | Unsubscribe | My support | Help



6Cs Live! Communities

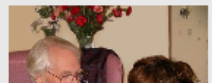
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Compassion in Practice - six areas of action



Implementation plans for the 6Cs six areas of action

6Cs Live! Weeks of Action



6Cs Live! Latest News



Latest 6Cs Live! News

Created by , 8th July 2014

Hello and welcome to the latest 6Cs Live! e-bulletin. Compassion in Practice 6Cs Live! week of action starts Monday 21st July Join our Compassion in Practice 6Cs Live! week of action, hosted by the national Nursing Support team at NHS England starting on Monday 21st July. There are a range of oppor... [Read more](#)  
[Login](#) to add your own comment

View all

6Cs Live! Pledges of Support

004285

Story of the Month - August 2014

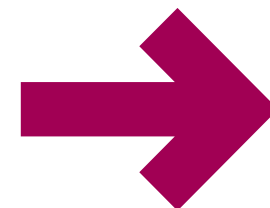


Latest 6Cs Live! Network Activity - Sign up to connect with network members



6Cs Live! commented on muhammad-faisal saud's note

- It's your hub – use it.
- 6Cs Live! Latest News
- Make your 6Cs Live! pledge
- Join the 6Cs Live! online network





# 6Cs in Action: Celebrating Excellence – people making a difference



Reducing seclusion in a low-secure unit ward: Harry Tupsy, Ward Manager, Low Secure Unit



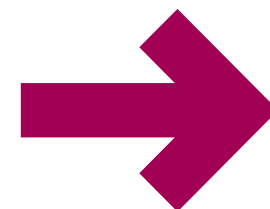
Supporting a family to spend precious time at home with their baby boy as he received end of life care: Becky Davis, Community Children's Nurse and the Gloucestershire Community Children's Nursing Team

Sharing the 'real' Holby City: a multi-disciplinary team in the North



**Over to you...**

Tell us about your 6Cs story by emailing [alison.tilley2@nhs.net](mailto:alison.tilley2@nhs.net)

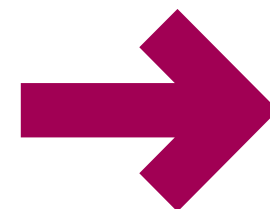


# Meet the Care Makers



“An amazing and inspirational body of healthcare professionals who are proud to make a difference.”

*Jane Cummings,  
Chief Nursing Officer England*



# Get involved

Follow us on Twitter

@6CsLive

@JaneMcCummings

@JulietBeal

@HilaryGarratt

@Marie\_Batey



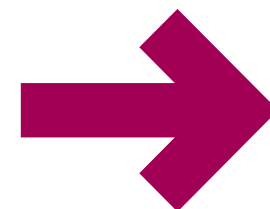
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**[www.6cs.england.nhs.uk](http://www.6cs.england.nhs.uk)**





# The 6Cs are for everyone



# What people say about the 6Cs

