



## INSPIRING CULTURAL CHANGE THROUGH LEADERSHIP AND TRAINING

### Heart of Leadership

#### Progress Report – OCTOBER 2014

##### Programmes

###### 1. COMPANIONS IN COMPASSION

3 Companions in Compassion course now rolled out and completed.

**Attendance** – 24 staff from 4 Trusts

Calder stones - 8

Lancashire Care – 2

Cheshire and Wirral – 12

Mersey care – 2

From three of these trusts we have had attendees who are involved in learning and development teams. All Companions have been encouraged to enrol as care makers and to link to the national 6C and Compassion in Practice networks. A meeting is planned for December to facilitate a session to enable them share their stories and how they can be supported to move this forward in their Trusts.

###### 2. SOUL OF LEADERSHIP

2 Soul of Leadership courses have now been rolled out and completed.

Both events ran at Cheshire and Wirral Trust.

**Attendance** – 19 band 5 staff have attended over the two events

Courses now planned for roll out:-

21-24 October – Mersey care

28-31 October – Manchester Mental Health and Social Care Trust

11-14 November – Calder stones NHS Partnership Foundation Trust

25-28 November – Lancashire Care Foundation Trust

2-5 December – Pennine Care

9 – 12 December – Greater Manchester West

There is one other course which was postponed in August due to problems with staff release. This is being re arranged for early in 2015 and will be hosted by Cheshire and Wirral

### 3. IMPACT/FEEDBACK OF THE PROGRAMMES TO DATE

Course evaluation is consistently positive and quite overwhelming. These courses are resonating deeply with all of those who attend. All of the facilitators have been amazed with the comments from participants, and their determination to carry this agenda forwards. **I would encourage you all to read these.**

**Some examples of comments across the courses already evaluated:-**

#### **Benefits for service users**

- A more grounded centred person caring for them
- More awareness of myself should help me recognise when they are struggling
- Re enforce our creative care – service users at the heart of what we do – evidence to use compassionate care over rigid rules

#### **General comments on the courses impact**

- Will encourage colleagues to attend this course, will reflect on my own practice pre and post course; re enforce importance of 6 Cs
- Extremely valuable training to re centre staff to values
- I feel we need to make positive changes to make sure staff are compassionate towards themselves – giving space and time in the workplace
- I will endeavour to promote the 6 Cs with junior/untrained staff
- Drive compassion into our area of nursing and enforce change to enhance practice with a soul centred approach
- The course has given me more confidence to raise concerns and not just accept what is expected of me
- Service users will hopefully be able to identify compassion in all healthcare staff even in stressful times
- I will be able to support staff in developing compassion. I have learnt how to lead effectively from the focus upon the compassion agenda

#### **Suggestions for improvements**

- It could not be improved! It needs more recognition as to how and why this course is so important for nurses
- I believe this course is the best it can be – no improvement needed!

### **Additional comments – what participants thought important**

- “ Gaining a deeper understanding of myself, becoming deeply inspired, connecting with the world and human beings around me to give me a deeper understanding of the true meaning of the delivery of compassion ”
- “ The emotional – leading from the heart content”
- “ Informed change agent facilitators”
- “All embracing of compassion, emotional intelligence, link heart mind and gut. Implications for practice – consider transitional skills to take into life and practice”
- “Becoming more self-aware. Challenged to develop emotionally”
- “Fascinating and inspirational subject. Reminded me why I became a nurse”

Cheshire and Wirral are now **actively** planning for next year and Compassion is very high profile, with a date in December identified to get all their Companions and soul of leadership participants together. Course materials have been shared with their L&D team, and it envisaged other Trusts may follow this model locally

A measurement tool called **the Insight Inventory** has been completed by all participants on the Soul of Leadership courses, giving benchmark information that could be re tested to aim to measure impact of work undertaken as a result of the programme

Heart of Leadership **Twitter site** now operational and utilising 6 c and other sites to spread best practice and encourage networking

A closed Facebook group established to give support and encouragement as well as provide networking opportunity for participants of all programmes. This will enhance the northwest momentum as well as supporting local initiatives by the sharing of ideas and initiatives

Currently working up the idea for fringe event at RCN Congress 2015 in Bournemouth – will submit through branch as proposal this week at AGM

Companions from CWP came to introduce themselves and talk with participants on their Soul of Leadership course and Mersyecare, LCFT and Calder stones Companions are going to do this when their programmes run

### **4. CONSIDERATIONS FOR FUTURE**

By early in New Year programme will be completed. Considerations will be given to the following:-

**Sustainability-** it is essential this initiative is sustained as it forms the essence of nursing and care. Great passion and desire has been inspired amongst all delegates to date. Needs planning, support and embedding through variety of methods – further and modified programmes, action learning sets, use of electronic infrastructures and medium, collecting and analysis of stories, embedding compassion in metrics, policy, procedure, caring for self-etc.

**Building on Momentum** – developing the Northwest community of Compassion that is beginning to take shape. Staff are full of enthusiasm following the programmes and we need to harness this and support

**Building upon work commenced on metrics and measurement** – the Inventory provides one approach but other measures and metrics can be developed. The capture and presentation of our stories as compassionate practitioners are central to our metrics – there is an opportunity to look at this and refine and develop across the northwest

**Sharing, networking and exempling best practice** – we need to shout more loudly about the excellent work we do and have a mechanism for co coordinating and promoting the work done across the Northwest and ensure it is celebrated locally and nationally ( March event )

**Programmes and support for unqualified direct care staff** – all feedback so far suggests the unqualified workforce would benefit from exposure to programmes focussing upon compassion in care

**Embedding compassion in care through clinical supervision process-** build upon the work highlighted in project 2. Clinical supervision is an excellent arena to focus upon compassion in a structured focussed way

**Developing the Companion in Compassion role** – more clarity and specification with potential for development

In evaluation no great demand for a **validated programme**, but this option can still be explored in the future

## 5. Financial Position

HEART OF LEADERSHIP COSTING							
Description	Costs to CWP Apr'14 £'s	Costs to CWP May'14 £'s	Costs to CWP Jun'14 £'s	Costs to CWP Jul'14 £'s	Costs to CWP Aug'14 £'s	Costs to CWP Sep'14 £'s	Projected Costs to end of project
Ian Hall CWP Consultancy @ £425 per day	4250	4250	4250	2125	2125	3825	10200
Stephen Wright Consultancy £600 per day + Accommodation & Travel costs	0	0	1498.25	1161.9	1443.6	2633	7000
Jim Rocks Training Delivery @ £300 per event	0	0	600	300	300	300	1200
Facility Costs for Companions Pilot Calderstones 23-27 June	0	0	459	0	0	0	0
Facility Costs for Soul of Leadership Pilot CWP 28-31 July	0	0	0	777.6	0	0	0
CWP Admin 37.5hrs Band 3	81.8	81.8	81.8	0	81.8	81.8	409
£500 Programme allowance costs for each Trust (Materials & Facilities)	0	0	0	0	0	0	4500
Total Period Costs	4290.9	4290.9	6889.05	4364.5	3950.4	6758	23309
Cumulative Cost Totals (From April 14)	4291	8582	15471	19835	23786	30544	53853
Budget Remaining	55909	51618	44729	40365	36414	29656	6347

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