

Fostering a person-centred culture at St Columba's Hospice Care

St Columba's
Hospice Care



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Introduction

This poster presents the work undertaken at St Columba's Hospice Care since 2022 to explore and cultivate a person-centred culture within our organisation.

Workplace culture determines the experience of staff and patients and in workplaces that are person-centred, care will be the best it can be, and staff will feel valued and enabled to innovate.⁽¹⁾

Person-centredness and person-centred care are at the heart of government health and social care policy in Scotland.

'What will make Scotland a world leader will be the combined effect of millions of individual care encounters that are consistently person-centred, clinically effective and safe, for every person, all the time...' (Scottish Government, 2010, p 1).⁽²⁾

In adopting a multi-model approach, we hope to harness the best that each model has to offer to promote a culture of care that is both compassionate and sustainable.

A multi-model approach

Resilience Based Clinical Supervision (RBCS) is a restorative form of reflective discussion that encourages and supports team members with the psychological and emotional aspects of their role. We identified that in palliative care it was not solely clinical staff that would benefit from this support and offered the opportunity for reflective discussion and facilitator training to teams hospice-wide.

Creating Caring Cultures (CCC) is a program developed by the Foundation of Nursing Studies which is aimed at nurses leading clinical teams in health and social care. We adapted this programme and commenced this work with our Facilities Team leaders in 2023. This programme helped attendees to develop knowledge, skills and confidence in leading and facilitating their teams towards person-centred cultures of care and built a lasting and strong relationship between participants. The group continues to meet regularly for reflective sessions.



"I wanted to be part of a team and now feel that I am, it's good to have open and honest conversations" (CCC participant)

Lantern Model is a person-centred practice programme developed by St Christopher's Hospice, in London, to explore the role of the registered nurse working within palliative care. As participants on this programme, our aim is to increase the voice of our inpatient unit nurses engaging with them in supportive reflective practice to recognise their value, their contributions and their future vision of person-centred practice.

References

Culture is...
**Everything,
Everywhere,
All at once...**

Progress so far

Resilience Based Clinical Supervision

- * RBCS groups set up
- * RBCS facilitator training



Creating Caring Cultures Programme

- * Facilities Team Leaders
- * Senior Leadership Team
- * Café Volunteers
- * Reception Volunteers
- * Fundraising Team
- * Shop Managers



Lantern Model

- * Inpatient unit Nurses 1-to-1 discussions focused on:
 - What matters to me? (values and beliefs)
 - What does person-centred care look like?
 - What makes good teamwork?



And what else?

Person Centred Learning Framework

- Communication Workshops
- Bespoke Mandatory Training
- Hospice Connections Sessions

"The group felt like a safe space where I could speak honestly and openly about how I was feeling without judgement or fear of how others might view me" (RBCS participant)

"It's helped me in dealing with challenging situations with patients" (RBCS participant)

What really matters



"How we care for our patients – even on a really dark day I can feel proud of the care we give." –Registered Nurse, Lantern model

Looking ahead

Fostering a person-centred culture is not a project we can get to the end of, or write a report on and say, 'job done'. It is a continuous movement of lived experience that changes from day to day. If we provide the right environment for our teams to learn from practice, celebrate success and make brave decisions then we are opening our organisations to the potential of a true person-centred culture.

The use of diverse models to work with different teams and at different levels of need and understanding has helped us to start to embed a person-centred culture in a bespoke and responsive way.

Acknowledgements

Thank you to Gemma Stacey for her work in developing the RBCS programme and the Foundation of Nursing Studies for their work in providing both RBCS and CCC to organisations to inspire and improve their cultures.

We are grateful to Hospice UK for including us on their journey with the delivery of RBCS training to hospices across the UK. It has been a pleasure to work with our colleagues at St Christopher's Hospice in London on the Lantern Model's approach to empowering nurses in palliative care.

www.fons.org
<https://www.hospiceuk.org/>
<https://www.stchristophers.org.uk/lanternmodel>

Contact Information

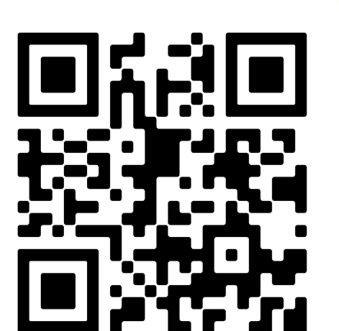
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(1) Scottish Government (2010) The Healthcare Quality Strategy for NHS Scotland. Retrieved from: tinyurl.com/ScotGov-strategy (Last accessed 26th August 2024)

(2) <https://www.fons.org/programmes-development-opportunities/person-centred-cultures-programme/>



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