

Developing a compassionate organisation: An Action Learning Set Approach Day 1: 5 December 2013 (future dates to be negotiated)

Venue: Health Services Management Centre, Park House, University of Birmingham



Led by Yvonne Sawbridge, HSMC and Dr Alistair Hewison, School of Health and Population Sciences

Recent events such as the failures at Mid Staffs and Winterbourne view have raised serious concerns about the delivery of compassionate care in the NHS

In the past, recommendations and action plans have not been the solution- as similar failings recur. Are there other solutions? Our work says yes!

Do you want to be part of a community of practice, developing an understanding of the complexities of care, and implementing different approaches?

Learn from existing practice e.g.

- The University of Birmingham's Health Services Management Centre (HSMC) and School of Health and Population Sciences action research project developing an approach to systematically support nurses, using a model based on the Samaritans organisational programme for supporting its volunteers. (Sawbridge and Hewison 2011)
- The Kings Fund is implementing the Schwartz Rounds as part of its Point of Care Programme (Goodrich 2011).
- A system of support known as "Restorative Supervision" has been introduced to Health Visiting services in the West Midlands with impressive results. (Wallbank 2010)

If you are interested in developing a way of supporting staff in your Trust to deliver compassionate care, learning from others in a supportive yet challenging way, then why not join our Action Learning Set?

The Action Learning Set will involve four one day events, held at Park House, University of Birmingham. Each day will begin with a review of the evidence base, and an update on progress with implementation of a particular model.

Target audience

This is aimed at individuals within an organisation who are actively planning to implement a new and different system of staff support - from Community Nurse Leaders; Ward or Directorate Managers; Medical and Nursing Directors or HR professionals. All are welcome!

☐

Please tick this box if you do **not** wish your contact details opposite to be used by HSMC to send out information on future events.

Developing a compassionate organisation:
An Action Learning Set Approach
Day 1: 5 December 2013

Surname: _____ Title: _____ Forename: _____

Position/Job Title: _____

Organisation: _____

Address: _____

Fax No: _____ Daytime Tel No: _____

Email: _____ Signed: _____

School of Social Policy

Health Services Management Centre

University of Birmingham
Park House
40 Edgbaston Park Road
Edgbaston
Birmingham B15 2RT

Telephone: 0121 414 7054

Fax: 0121 414 7051

For details of other seminars and
conferences organised by HSMC
please see our website:
www.birmingham.ac.uk/hsmc

Programme

Thursday 5th December 2013

9.00	Arrival and coffee
9.30	Introduction and presentation of the main research findings (Yvonne Sawbridge and Alistair Hewison) Each session will focus on one of the main models being implemented, and will be presented by the leading expert in this field. . Indicative content as follows: • Restorative Supervision Dr Sonya Wallbank • Schwartz rounds, TBC • Time to Care project Alistair Hewison and Yvonne Sawbridge plus participants TBC This will then be followed by a wider discussion sharing the expertise in the group; discussing ideas, early lessons and/or ambitions
12noon	Lunch
1.00	Facilitated action learning sets (6 in each group) – to focus on enabling individuals to absorb and learn from others and begin/continue to implement this learning in their own organisations, with continuing support from the group over the next 12 months. This community of practice will help to build the body of knowledge in this important area.
4.15	Summary and close
4.30	Departure

Impact

The measure of success will be whether the participants are successful in implementing models of support for staff whose work demands a high degree of emotional labour.

The Cost

£2000 per head for 4 events - this includes venue, lunch, refreshments, seminar and facilitated Action Learning sets. For further details, please contact Yvonne Sawbridge, Senior Fellow HSMC, on 0121 414 3205 or email y.sawbridge@bham.ac.uk. To reserve a place, please email Evelina Balandyte at e.balandyte@bham.ac.uk or complete the booking form and return to HSMC, Park House, 40 Edgbaston Park Road, Birmingham B15 2RT.

Booking can be made by invoice or via our online shop:

http://shop.bham.ac.uk/browse/extra_info.asp?compid=1&modid=2&deptid=34&catid=101&prodid=747

References

Abraham A (2011) *Care and Compassion*. Parliamentary Health Ombudsman Report.
Boorman S (2009) *NHS Health and Wellbeing*. Department of Health, London.
Goodrich J (2011) *Schwartz Center Rounds: Evaluation of UK Pilots*. Kings Fund London
Health Care Commission (2007) *Investigation into outbreaks of Clostridium Difficile at Maidstone and Tunbridge Wells*. HCC, London.
Sawbridge and Hewison (2011) *Time to care? Responding to concerns about poor nursing care*. HSMC Policy paper 12. Birmingham
Wallbank S and Preece E (2010) *Evaluation of clinical supervision given to Health Visitor and School Nurse leadership participants*. NHS West Midlands and Worcester University
Walshe K and Higgins J (2002) *The use and impact of inquiries in the NHS*. British Medical Journal 325(7369), 895-900.



Please Tick
as appropriate

I enclose a cheque for £..... made payable to The University of Birmingham
I wish to be invoiced for £..... and enclose an official purchase order

☐ or
☐

PAYMENT & BOOKING TERMS

Organisations may substitute an alternative participant at any time up to the commencement of the seminar. No charge will be made for cancellations received in writing up to 21 days before the start of the seminar. Later cancellations will be charged the full fee. We reserve the right to cancel an event and to alter the programme, speakers and venue should it be necessary, due to circumstances beyond our control.

We regret that we are unable to accept bookings unless they are accompanied by either a cheque or your organisation's official purchase order, and we do not accept provisional bookings.

Please return to:

Evelina Balandyte
Events & Projects Officer
Health Services Management Centre
The University of Birmingham
Park House
40 Edgbaston Park Road
Birmingham B15 2RT