

The importance of shaping language as a constructive tool in health care.

Introducing examples of co-production in action:

Core Values Framework (CR204)

Language Principles Framework – RCPsych in Wales

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Outline

- **The development of the framework of values in RCPsych (CR204)**
Core Values for Psychiatrists
- **Explore the connection between values and language in healthcare.**
- **Introduce RCPsych in Wales - *Guidelines on the use of language***

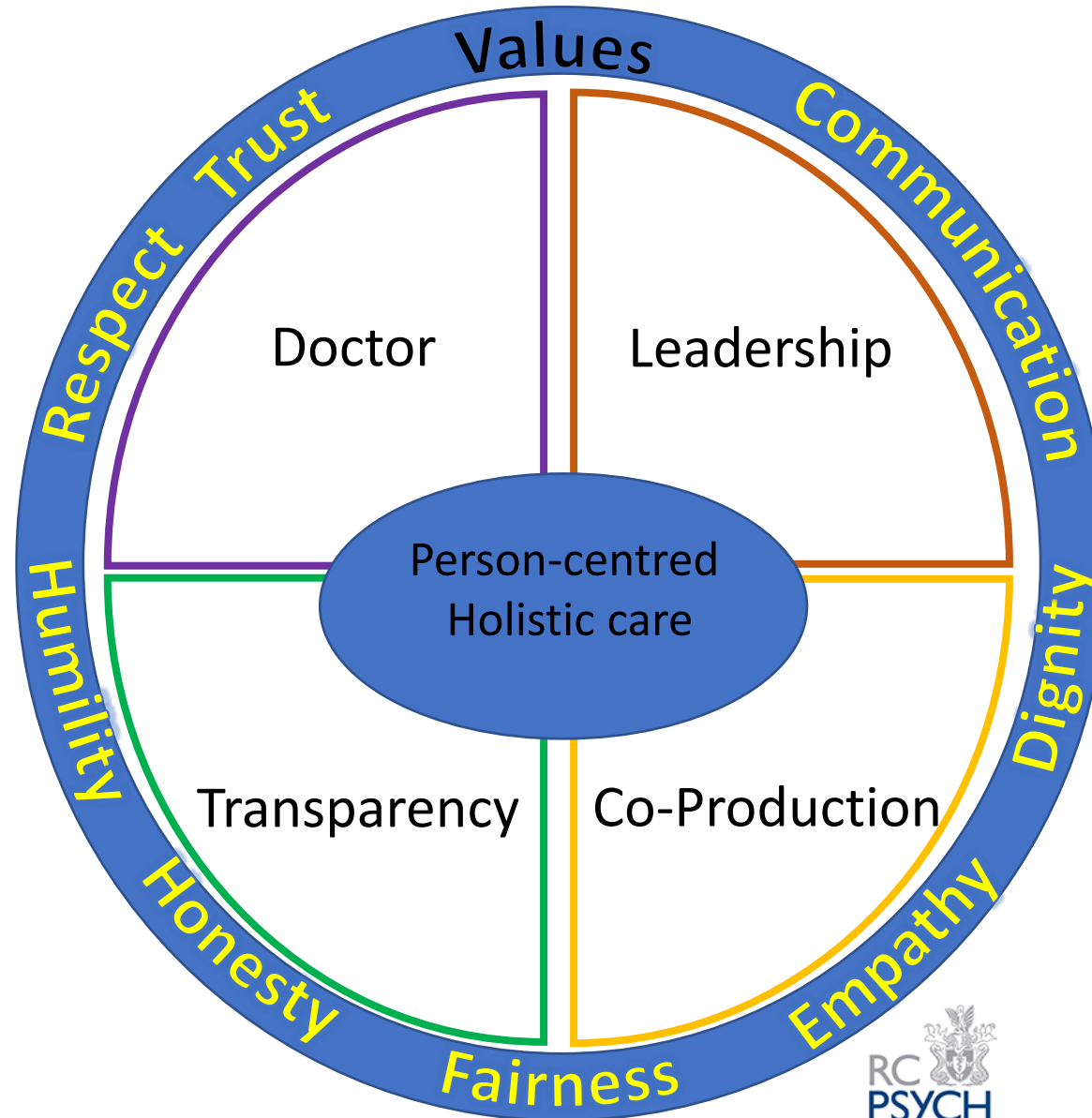
Development

Core Values for Psychiatrists (CR204)

The Core Values Framework provides:

- a framework of shared values for making balanced decisions in person-centred clinical practice
- a springboard to shape the appropriate use of respectful language in health care

The Core Values Framework



- Duties of a doctor
- Efficiency & effectiveness
- Evidence & values-based
- Highest ethical & professional standards
- Long-term engagement
- Prudent healthcare
- Resilience
- Unique professional blend
- Whole system

- Accountability
- Boundaries
- Challenging stigma
- Confidentiality
- Equal access (service parity)
- Equality & diversity
- Governance
- Safe practice

- Commitment
- Continuous professional development
- Excellence
- Integrity
- Liaison
- Management
- Mentoring
- Multidisciplinary
- Public mental health
- Research, innovation & training
- Sustainability

- Advocacy
- Attentive listening
- Care pathway continuity
- Choice & consent
- Compassion
- Empowerment & hope
- Explanation
- Holistic
- Maximise recovery potential
- Partnership
- Responsibility
- Timeliness



The Power of Language

Words convey negative or positive values:

- *negative words*: condescending, isolating, discriminating
- *positive words*: dignity, empathy, hope

Quality of communication

- **'Doing with, not doing to' clinical approach**
- **advanced communication skills training**

The Montgomery Judgment

“It is nevertheless necessary to impose legal obligations, so that even doctors who have less skill or inclination for communication, or who are hurried, are obliged to pause and engage in the discussion which the law requires.”

Guidelines on the use of language (RCPsych in Wales)

Context

- one of the core purposes of the RCPsych is to set standards and promote excellence, what does this look like when applied to the use of language?
- attitudes in society change, language adapts and evolves
- values and principles should remain consistent in providing person-centred care
- *RCPsych CR215 – Person-centred care: implications for training in psychiatry*

Person-centred care: implications for training in psychiatry (CR215)

‘Person-centred care focuses on the patient as a person, with ‘personhood’ being the superordinate principle. This forms the central message of this report and means that the language we use is of crucial importance’

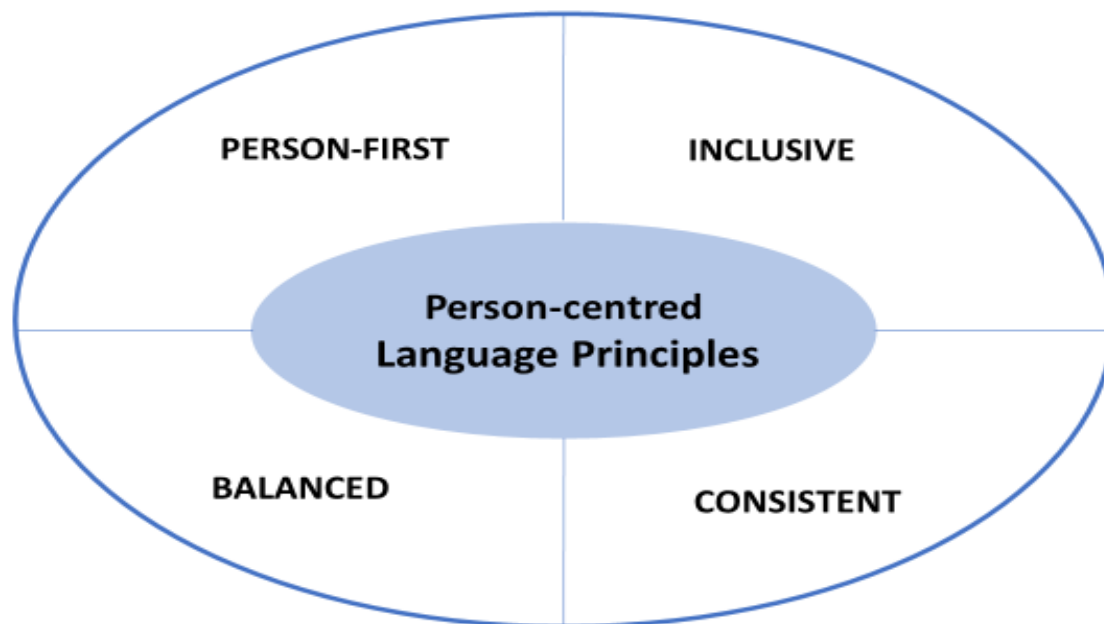
Aims

- **to raise awareness of the significant impact that language has on a therapeutic relationship**
- **to demonstrate values and behaviours that promote good practice through the use of language**
- **to outline principles which will contribute to shaping the language used across the RCPsych in Wales - to achieve clarity not complexity**

Considerations

- **use appropriate language**
- **cultural and contextual issues that arise with communication**
- **effective communication**
- **language interpretation difficulties**
- **individual faculties to further develop the principles**
- **consensus and consistency**

Language Principles Framework



- the principles are supported by a person-centred holistic approach to clinical practice and the Royal College of Psychiatrists Core Values
- the language principles are also valid across the health spectrum

Four Language Principles

- **person-first** – use empathetic language that respects the individual. Conditions or disabilities describe what a person has, not what a person is.
- **inclusive** – use language that removes barriers and inequalities since they can lead to direct or indirect discrimination.

- **balanced** – promote parity in language avoiding an ‘us-them’ mode of practice. Having identical values and where possible streamlining language within the context of health - not differentiated by physical health and mental health. Moving language away from a paternalistic mode of practice to one of partnership and shared-decision making. Adapting language to the most appropriate use in a given context will include a person’s preference. Recognise that language is dynamic.
- **consistent** – free from contradiction; ensuring best practice throughout the organisation and in clinical practice by using language that is clear, concise and non-discriminatory.

Summary – co-production in action

the *Core Values Framework* provides:

- a framework of shared values for making balanced decisions in clinical practice
- a springboard to shape the appropriate use of respectful language in health care

Guidelines on the use of language – RCPsych in Wales

- values and principles should remain consistent in providing person-centred care
- the *Language Principles Framework* - **person-first, inclusive, balanced, consistent** is supported by a person-centred holistic approach to clinical practice and the RCPsych Core Values; they are also valid across the health spectrum.

‘Words can make or break a therapeutic relationship or even a system’

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