



Promoting Compassionate & Relational Care in Mental Health

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Compassionate Care

At its most fundamental level, compassionate care is about putting relationships back into the heart of care again

The Importance Of Therapeutic Relationships

- ▶ Arlene & Gunderson 1990: “Results showed that patients who were able to form better therapeutic alliances within the first 6 months of treatment achieve better outcomes”
- ▶ Krupnick et al 1996: “Therapeutic alliance was found to have a significant effect on clinical outcome for both psychotherapy and pharmacotherapy”

The Importance Of Therapeutic Relationships

- ▶ McCabe & Priebe 2008: “The therapeutic relationship is a reliable predictor of patient outcome. There is increasing evidence that the therapeutic relationship predicts outcome across various psychiatric settings.”
- ▶ Sweeney et al 2018: “a body of therapeutic alliance literature suggests that therapeutic relationships between staff and service users create positive outcomes”

The Ingredients For More Compassionate Care

- ▶ RCPsych ModelS of Care Report
 - ▶ **Continuity of care** is fundamental BUT not necessarily total restructure
 - ▶ Borders between teams to become more porous
 - ▶ Organise hubs across teams
 - ▶ Staff follow the patient
 - ▶ “We need patient-centred services, not service-centred patients”

The Ingredients For More Compassionate Care

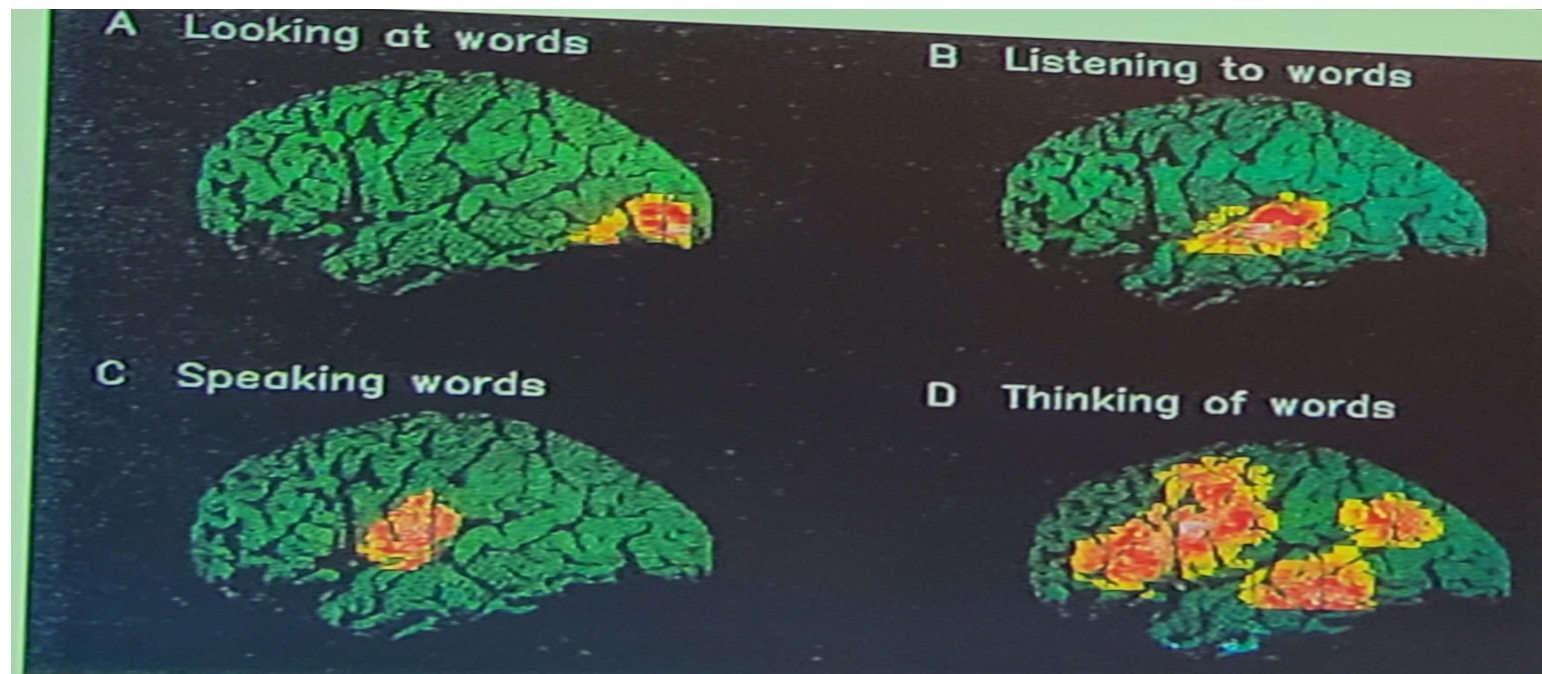
- ▶ Training for staff to improve relational skills...
 - ▶ ***“Words are our surgical tools” Gwen Adshed***
 - ▶ Learning to make sure the patient FEELS HEARD (not just about extracting information!)
 - ▶ Focus on creating a SAFE SPACE to tell their unique story
 - ▶ Making sure EVERY VOICE IS HEARD
 - ▶ Giving the patient and their network a SENSE OF CONTROL & AGENCY
 - ▶ Clinicians' ability to do all of these things is HIGHLY VARIABLE

The Ingredients For More Compassionate Care

- ▶ Training for staff to improve relational skills...
 - ▶ (Razzaque, Woods, Okoro 2012) 76 Clinicians given 2 questionnaires; Working Alliance Inventory & Freiburg Mindfulness Scale
 - ▶ Strong correlation between mindfulness scores and a strong therapeutic relationship ($p < 0.0001$)
 - ▶ A key factor in therapeutic relationships is the ability to be present “*Clinicians... main focus is on how to respond to clients’ utterances from one moment to the next*” (not using a “pre-planned map”)

The Ingredients For More Compassionate Care

- ▶ Training for staff to improve relational skills...



The Ingredients For More Compassionate Care

NO PROFESSIONAL DEVELOPMENT WITHOUT PERSONAL DEVELOPMENT

- ▶ Individual Level:
 - ▶ Regular Mindfulness Practice
 - ▶ Personal therapy
 - ▶ Regular coaching
 - ▶ Regular retreats

The Ingredients For More Compassionate Care

NO PROFESSIONAL DEVELOPMENT WITHOUT PERSONAL DEVELOPMENT

- ▶ Team Level:
 - ▶ Monthly team self-work sessions
 - ▶ Genogram exercises
 - ▶ Tree of life exercises
 - ▶ Memento exercises
 - ▶ Family of origin exercises
 - ▶ Etc. etc.

The Ingredients For More Compassionate Care

REFLECTIVE PRACTICE

- ▶ Team meetings not just about sharing “facts”
- ▶ An understanding that we all have our own perspectives
- ▶ An emphasis on opening up and sharing our subjective experiences
- ▶ Being prepared to be vulnerable
- ▶ Team to reflect on our own reflection
- ▶ What can we take back to & reflect on in front of the patient and their family?

REFLECTIVE PRACTICE

- * Brings teams together
- * Changes the culture
- * Improves retention



The Ingredients of Better Compassionate Care

- ▶ We need to measure compassionate care
- ▶ Strathclyde University CARE Scale...

The Ingredients of Better Compassionate Care

IN SUMMARY...

- ▶ Better continuity of care
- ▶ Training for all staff in relational skills
- ▶ No professional development without personal development
- ▶ Reflective practice for all teams
- ▶ Measuring patient experience

How Do We Deliver This?

- ▶ The current incentive structure often puts paperwork before patients. This needs to stop.
- ▶ There needs to be a national focus that incentivises Trusts the right way...
 - ▶ NHSE needs to incentivise commissioners
 - ▶ Commissioners need to incentivise Trusts
 - ▶ CQC needs to explicitly award Trusts that take this up the most

How Do We Deliver This?

- ▶ Research in this area needs further investment and prioritisation (e.g. compared to pharma research budgets)
- ▶ Highlighting model and showcasing advances in national and international conferences
- ▶ Collaborating and integrating with the work of RCPsych Leads & Faculties
- ▶ A professional Alliance for Relational and Compassionate Care (ARCC) to be established by DoH between RCPsych, BPS, RCN, BASW etc. as recommended by Ministerial Rapid Review on in-patient care

Putting Relationships Back Into The Heart Of Care



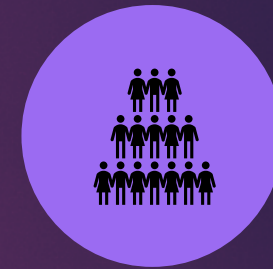
OUTCOMES
IMPROVE



STAFF
SATISFACTION
IMPROVES



PATIENT
SATISFACTION
IMPROVES



STAFF RETENTION
IMPROVES BY UP
TO 500%