



Simulation
at Guy's & St Thomas'
LONDON

**PERFORMING
MEDICINE**

| Circle of Care

A framework to help us think about, practise and demonstrate the high quality compassionate care to which we all aspire.

| Introduction

Circle of Care was created as a result of a collaboration between the Simulation and Interactive Learning Centre (SaIL) at Guy's and St Thomas' NHS Foundation Trust (GSTT), and Clod Ensemble's Performing Medicine programme.

When the Francis Inquiry into the Mid Staffordshire NHS Foundation Trust pointed to a “lack of care and compassion” in healthcare, many healthcare professionals felt unhappy with the implication that they were somehow lacking in care and compassion for their patients.¹

We conducted a series of interviews with staff at Guy's and St Thomas' to find out what the concept of care and compassion meant to them. We found that within healthcare, care and compassion was often spoken about as something that the healthcare professional must *give to* or *feel for* the patient, but rarely were other people within the working environment mentioned.

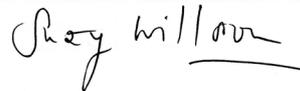
Circle of Care re-envisions compassionate healthcare by placing it in a broad social and interpersonal context, describing a multi-directional flow of care between healthcare professionals and their colleagues, patients

and carers. Crucially, healthcare professionals must also care for themselves.

While recognising that many of the challenges facing healthcare professionals are systemic and environmental – beyond the control of any individual or team – Circle of Care proposes a Skills Compass which can help navigate the obstacles getting in the way of the flow of care.

We are committed to helping healthcare professionals develop the skills on this compass by offering courses which draw on methods from simulation, Human Factors skills training, and techniques and ways of thinking that come from the arts.

Circle of Care can be used both as a model for Compassionate Human Factors in Healthcare within the context of Simulation; and as a framework for describing a powerful role for the arts within healthcare education. We hope that it will be a useful tool to help us think about, practise and demonstrate the high quality compassionate care to which we all aspire.



SUZY WILLSON
(DIRECTOR, CLOD ENSEMBLE /
PERFORMING MEDICINE)



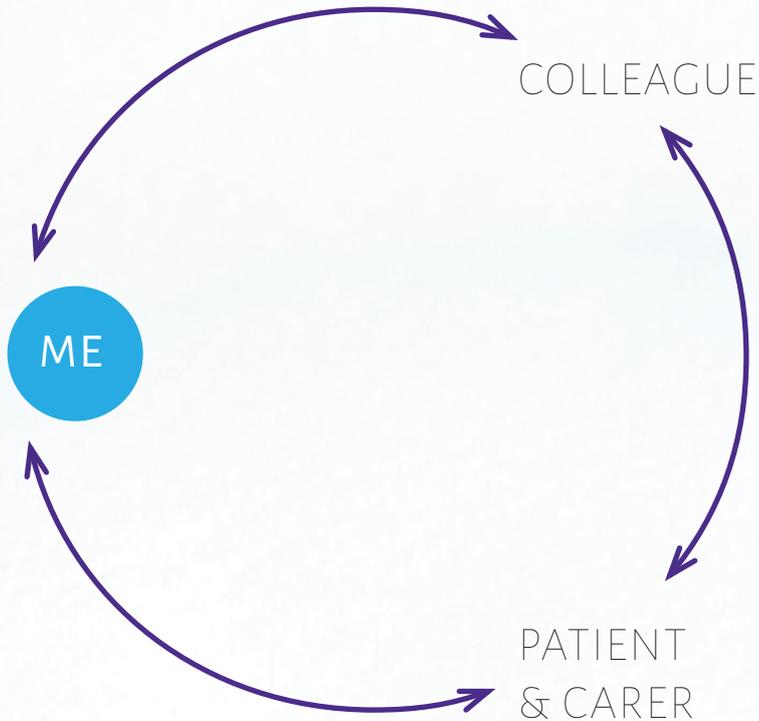
PETER JAYE
(DIRECTOR, SIMULATION & INTERACTIVE
LEARNING CENTRE, GSTT)

The word compassion means different things to different people.

Within healthcare, compassionate care is often conceptualised as a uni-directional transaction - something that the healthcare professional (shown in the diagrams as 'ME') must *feel* for the patient.



Sometimes it is described as a limited resource – as if the healthcare professional carries with them a 'bucket of compassion' that can become depleted. This, in turn, may lead to feelings of guilt when staff are unable to provide the quality of care they want to.



Instead of thinking of compassionate care as a uni-directional transaction, imagine a multi-directional flow between me, my colleague, the patient and their carer.

Research shows a strong link between the experience and wellbeing of healthcare professionals with the self-reported experience of patients. Where staff report high levels of wellbeing, patient care and outcomes are improved.²

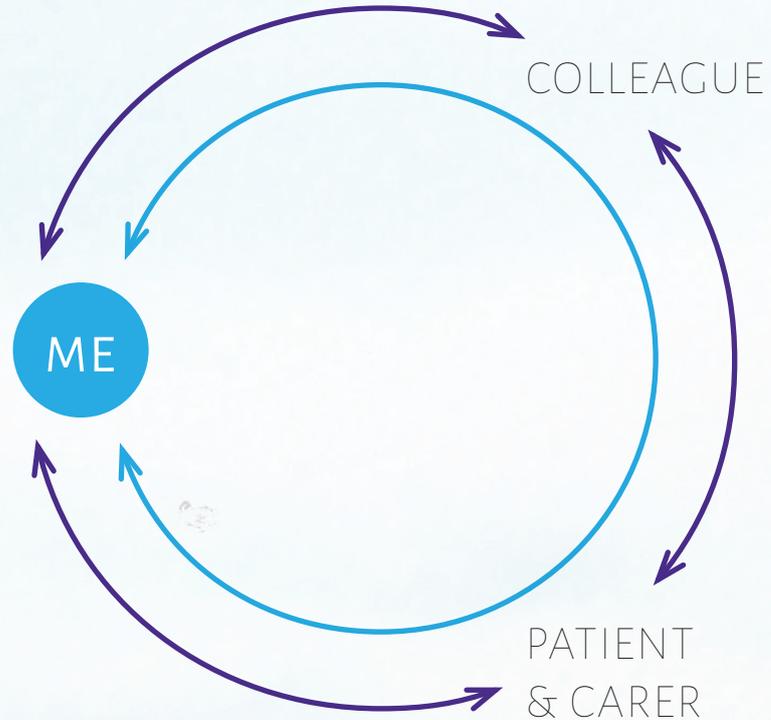
If I feel supported by colleagues, I am more likely to provide high quality care.

A key to staff wellbeing is self-care.

Working in healthcare environments is physically, mentally and emotionally demanding. Often healthcare professionals are so focused on looking after their patients that they forget to look after themselves. This might manifest as working long hours and missing breaks and meals, which makes it more difficult to manage stress and puts the healthcare professional at risk of burn out.

The inner circle shown in the diagram represents a flow of self-care which supports and strengthens the outer circle.

If I look after myself, I am more able to do my job effectively.

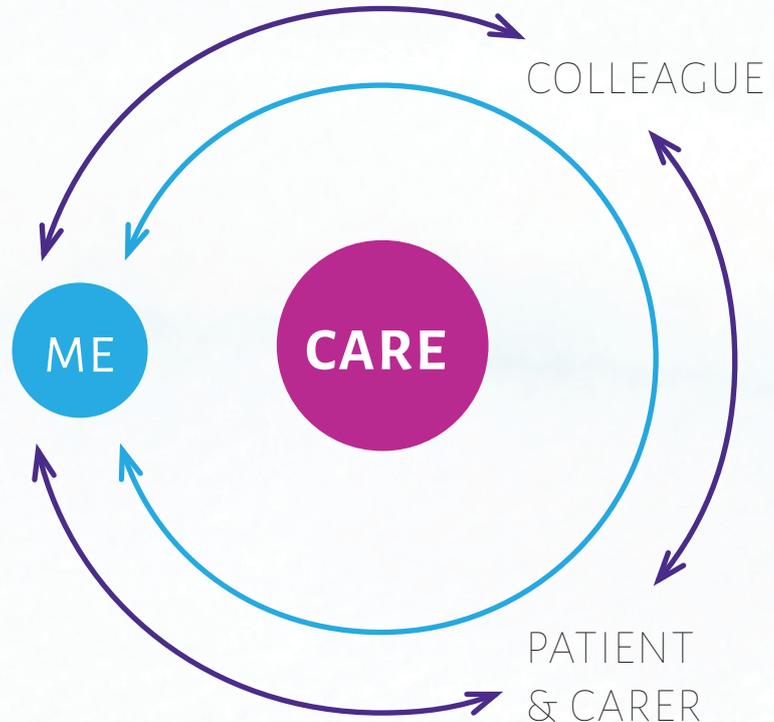


As care is a shared core value for healthcare professionals, it is shown in the diagram as a central hub.

However, it is not enough just to *feel* care, it needs to be demonstrated and embodied through actions and behaviours.

There are many obstacles that may block the flow of care and make us feel disconnected from this core value. Some of these are systemic or environmental, such as demands on time, organisational culture or paperwork.

How can I keep reactivating and reconnecting with this core value to enable the flow of care between me, my colleague, the patient and carer?



We have developed a compass of skills to help navigate or remove the obstacles in the way of providing the high quality, safe care we want to provide.

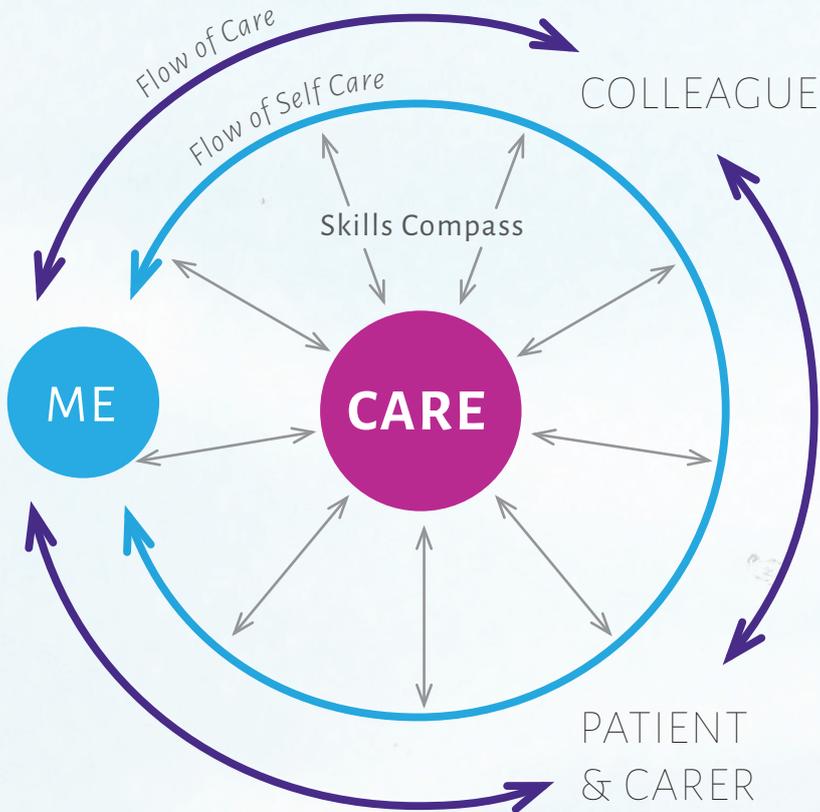
The core skills we have chosen to place on this Skills Compass are traditional individual Human Factors skills (often described as “Non-Technical Skills”) combined with techniques, practices and ways of thinking that come from the arts.

They are required in different combinations and at different levels of intensity, in different circumstances.

The Skills Compass

1. **Self Care:** Managing stress and coping with fatigue, developing strength, stamina and strategies for self-care before, during, and after work.
2. **Verbal Communication:** Understanding the importance of the language you use as well as the quality of voice, such as tone, volume and pitch, using two way and closed loop communication.
3. **Non-verbal Communication:** Encouraging awareness of how our own physicality impacts on others in the ways we move, look and touch.
4. **Spatial / Situational Awareness:** Appreciating how the way we use space and equipment effects the experience of others; learning how to gather and understand information and to anticipate events.
5. **Appreciation of the Person:** Understanding different perspectives, appreciating personal narratives and recognising unconscious bias.
6. **Learning from Success and Error:** Assessing our successes and strengthening the conditions that lead to them. Understanding errors, what causes them and assessing how to move on and learn from them.
7. **Decision Making:** Developing strategies to help us make decisions and prioritise.
8. **Leadership:** Modelling best practice, articulating a vision, providing direction and creating conditions for success.
9. **Teamwork:** Establishing shared values, facilitating team decision making and co-ordination, recognising the challenges facing other teams.



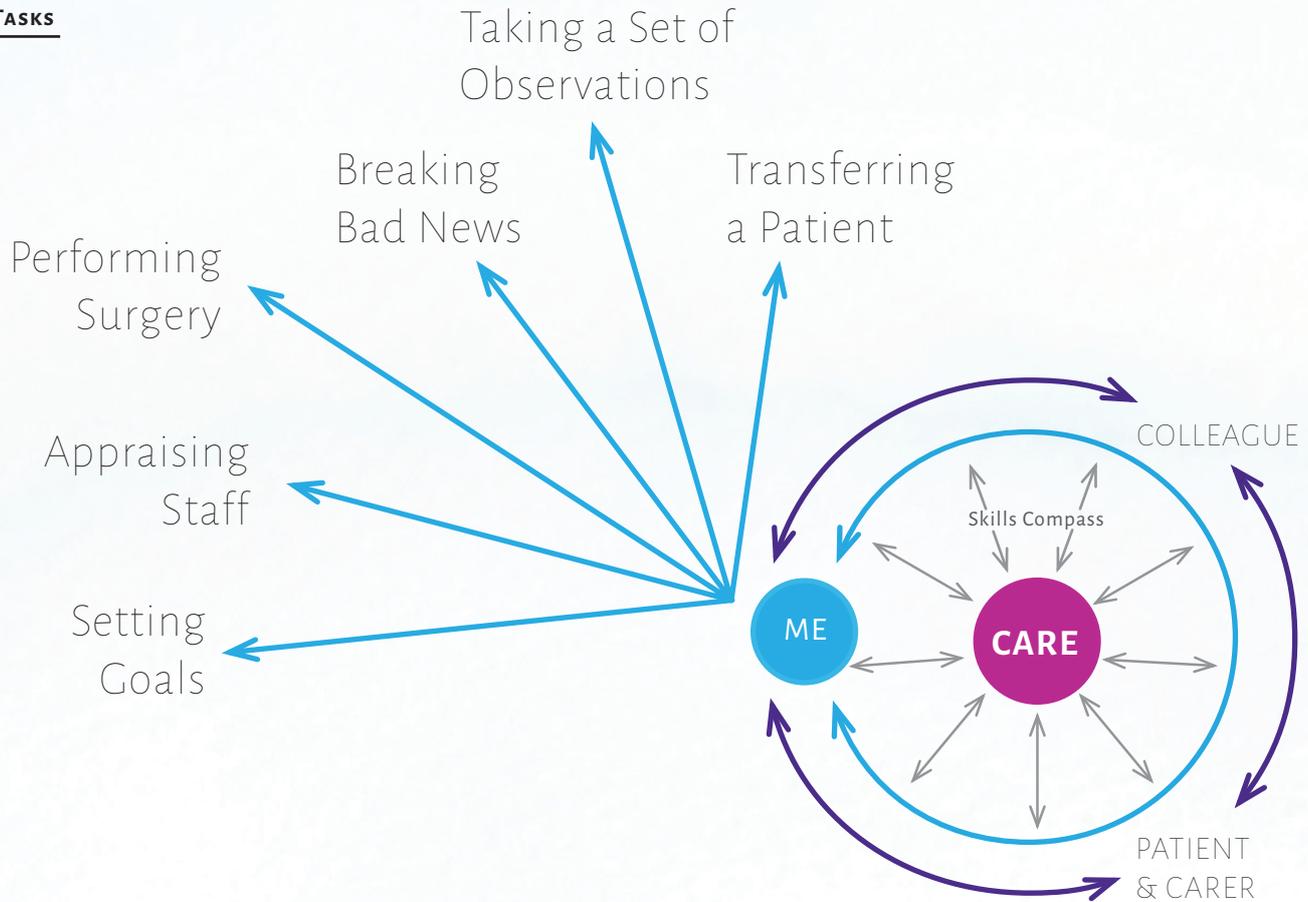


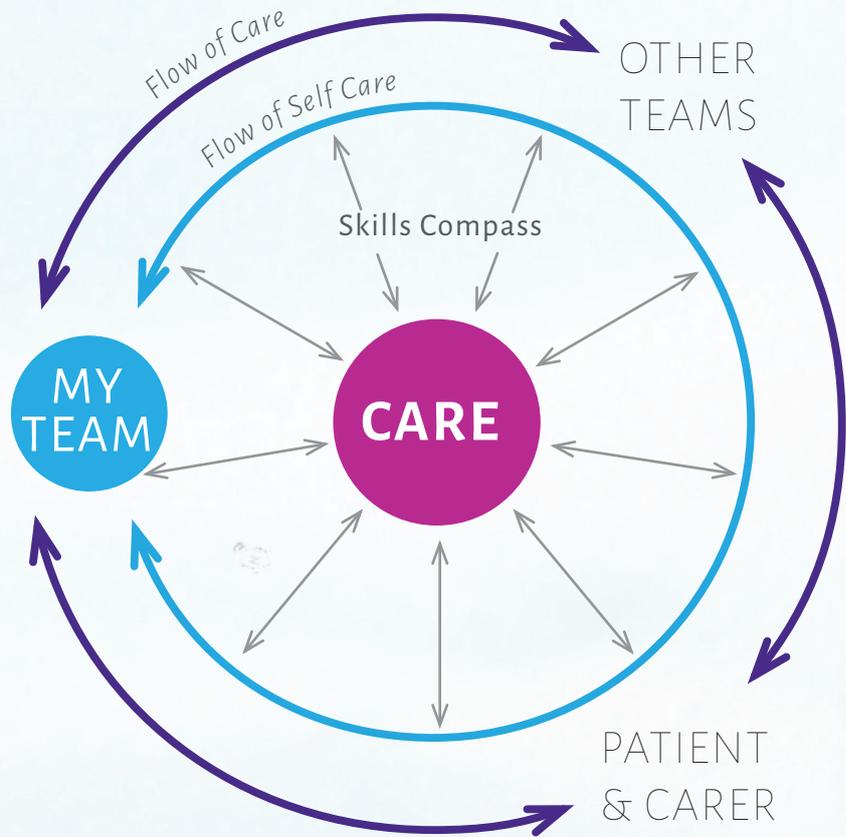
The Skills Compass makes the Circle of Care more robust, like the spokes of a wheel.

Once we have developed these core skills we can use them to navigate every task: e.g. transferring a patient; taking a set of observations; breaking bad news; performing surgery; appraising staff; setting goals.

All of the skills need continual refining, honing and practising.

TASKS





We can use the same model to think about how we work in teams, replacing 'Me' with 'My Team' and 'Colleague' with 'Other Teams'.

Developing the Skills on the Compass

SaLL Centre and Performing Medicine have worked together to create practical, interactive, highly engaging training courses based on the Circle of Care model.

These courses draw on methods and ideas from the arts, simulation and Human Factors skills training, and are delivered collaboratively by leading artists and experienced clinical educators.

As such, our training provides new perspectives and learning techniques, enabling healthcare professionals to rehearse these skills in a safe and supportive environment, translating the ideal of compassionate healthcare into sustainable behaviours.

Courses range from being inter-professional and focusing on a particular Compass Skill, to speciality courses that respond to particular challenges (e.g. managing critical situations) or that are designed to meet the needs of a particular group of healthcare professionals (e.g. those working in mental health settings).

See www.performingmedicine.com or www.sailcentres.kcl.ac.uk

We are dedicated to improving patient care by supporting the work of healthcare professionals.

If you would like to know more about our unique collaborative approach please get in touch.

www.performingmedicine.com
performingmedicine@clodensemble.com
[@PerformingMed1](https://twitter.com/PerformingMed1)

www.sailcentres.kcl.ac.uk
simulation@gstt.nhs.uk
[@huMANikin](https://twitter.com/huMANikin)

| Performing Medicine

Performing Medicine is an award-winning training programme for healthcare professionals and students, created by theatre company Clod Ensemble. Our pioneering approach is delivered by leading artists using techniques and ideas drawn from theatre, dance and the fine arts.

We create supportive, safe environments where participants can rehearse the skills and behaviours necessary to thrive as healthcare professionals. Through practical exercises and lateral learning techniques, we nurture the flexibility, adaptability and responsiveness required to provide high quality person-centred care.

| Simulation and Interactive Learning Centre

The Simulation and Interactive Learning Centre at Guy's and St Thomas' is leading the way in simulation based education. The team includes multi-professional facilitators that use State-of-the-Art facilities to deliver high quality education and training.

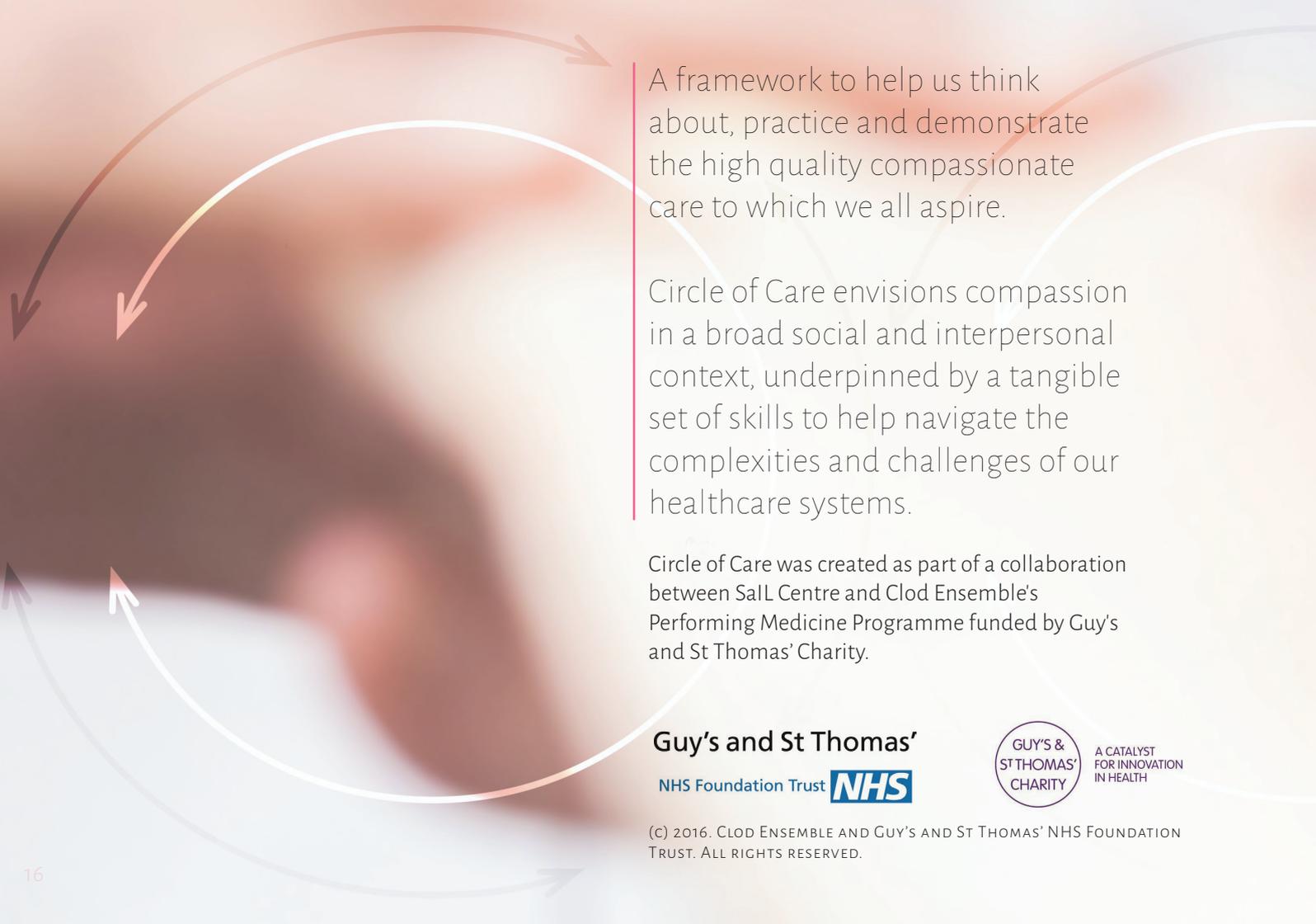
Health professionals can participate in clinical simulation programmes focussed on patient safety and Human Factors, as well as advanced clinical skills training.

REFERENCES

[1] FRANCIS, R. (2013) REPORT OF THE MID STAFFORDSHIRE NHS FOUNDATION TRUST PUBLIC INQUIRY. LONDON.

[2] BOORMAN, S. (2009). NHS HEALTH AND WELLBEING REVIEW. LONDON: DEPARTMENT OF HEALTH.

(C) 2016. CLOD ENSEMBLE AND GUY'S AND ST THOMAS' NHS FOUNDATION TRUST. ALL RIGHTS RESERVED.



A framework to help us think about, practice and demonstrate the high quality compassionate care to which we all aspire.

Circle of Care envisions compassion in a broad social and interpersonal context, underpinned by a tangible set of skills to help navigate the complexities and challenges of our healthcare systems.

Circle of Care was created as part of a collaboration between SaLL Centre and Clod Ensemble's Performing Medicine Programme funded by Guy's and St Thomas' Charity.

Guy's and St Thomas'

NHS Foundation Trust **NHS**



A CATALYST
FOR INNOVATION
IN HEALTH

(C) 2016. CLOD ENSEMBLE AND GUY'S AND ST THOMAS' NHS FOUNDATION TRUST. ALL RIGHTS RESERVED.