

Care Makers – champions of Compassion in Practice

Care Makers are health and social care staff (student and qualified) who act as ambassadors for the 6Cs and lead by example. They are selected for demonstrating a commitment to spreading the word about Compassion in Practice across the NHS.



“ A patient became distressed and upset at being moved to a long term mental health unit. She wanted a hug, which calmed her down. I actively listened to her fears and anxieties and gave her reassurance. I spent a lot of time talking with her and by the end of the conversation she felt more positive and relaxed about the move. She just wanted someone to talk with her about her anxieties and to be reassured. ”



“ I spent my coffee break with a gentleman who did not have any visitors that day. We played cards and had a chat, he won twice! ”



“ I provided a Christmas Party for our Home Care Service users who usually face social isolation. Many were at first reluctant and almost afraid to attend but they enjoyed themselves so much they have asked when the next event will be. We are now planning an Easter Tea Party. ”



“ Since becoming a Care Maker I have helped embed the 6Cs values with local trusts and universities. In practice I try to lead by example and inspire those around me. ”



“ I organised for the wife of an elderly patient to have lunch with her husband every day whilst he was in my care. It was important for them to share a meal together. ”



“ I regularly present on the 6Cs to CCGs and primary care to ensure we encourage the involvement of primary care staff in the development and delivery of innovative clinical care. ”



“ Care and compassion is what all nurses should be proud to achieve. It cannot be taught, it comes from deep within. I am proud to be a mature student nurse and always put myself in the patient’s shoes. Proud to deliver and promote dignity. ”



“ I spent many mornings with one patient helping her get dressed. I often found myself doing her hair and painting her nails. She told me I was the only one who made her feel like her old self. ”



“ I make sure that I always smile and say hello to people I pass in the trust and introduce myself #hellomynameis. Treating others as I would wish to be treated. ”



“ I am currently implementing an innovation towards diabetic care using my courage, commitment and communication to improve patient experience. This will result in a new policy in my trust. ”



“ I was feeding an elderly patient her dinner and she had pains in her back, so I started to rub it for her. The patient in the next bed was watching and listening (I didn’t know). Later that day the other patient asked if I could go with her to hold her hand whilst she had a drain put in her chest because she said I had shown such lovely care to the elderly lady. I felt very honoured. ”



“ As a nursing student and a Care Maker, whilst out in practice I was able to implement a notice board dedicated to the 6Cs. This enabled me to support other health professionals as well as nurses to understand and work towards the 6Cs. ”

