

# Point of Care foundation Schwartz Awards Application 2019

## Best Schwartz Innovation

### Compassionate Care Symposium 2018

Submitted by Dr Sarah Jackson, Clinical lead Schwartz rounds RDE, March 2019

A collaborative cross organisational compassionate care conference delivered by The Royal Devon & Exeter NHS Foundation trust (RDE) Devon Partnership Trust (DPT) Schwartz steering group/Hospiscare Devon/The British Psychological Society (BPS)

Our Aim:

To bring staff together from all four organisations to encourage and celebrate compassionate care.

Background:

Full of enthusiasm, following a Point of Care Foundation Schwartz Annual conference, thoughts started churning amongst the Exeter Schwartz steering group. Could we deliver our own local Exeter based event focusing on compassionate care? This was an ambitious, innovative and energetic plan to engage staff across all four organisations as well as demonstrating commitment and support from the Schwartz administration and steering group.

We have been running Schwartz rounds successfully for 6 years. We are unique, being the only site in the country to run the rounds jointly between a mental health trust and acute medical trust. Hospiscare Devon had previously run a small scale compassionate care event in 2017. Our Clinical lead at RDE already had an established link with Hospiscare, being a trustee of the charity. We had our uncertainties? Would there be an appetite? Who would come? Would we find speakers willing to support us? How would this work practically across 4 organisations?

What did we do?

On November 27<sup>th</sup> RDE/DPT/Hospiscare/The British Psychological Society delivered an inaugural one day Compassionate Care Symposium.

150 delegates attended from all 4 organisations. Interest in our event surpassed our expectations and we were fully booked within a week with a waiting list. We had full support at the executive level from the medical directors of each organisation who each gave an opening introduction.

We organised for a local bookseller to bring along books to sell on a compassionate care theme and there were stalls from each organisation on health and wellbeing, chaplaincy, psychology and palliative care.

Key note speakers:

Tommy Whitelaw; who spoke honestly, passionately and openly about his experience caring for his late mother who died of dementia.

Barbara Wren: spoke about her experience setting up Schwartz rounds, mentoring sites setting up Schwartz rounds, the power of storytelling & the impact of Schwartz rounds at the organisational level.

Yasmin Drew & her patient Steve Bradshaw spoke about the importance of community care and support and highlighted the fundamentals of human connection including compassion.

Schwartz round:

'Small Acts of Kindness' this was an engaging and emotional round involving panel members from each organisation. Audience engagement and participation was excellent.

Workshops:

During the afternoon we ran 3 interactive workshops entitled;

Compassion in leadership

Can Compassion be taught?

Overcoming barriers to compassion

Delegate Feedback:

88% rated excellent/exceptional

98% engaging and relevant to my work

80% rated Schwartz round excellent/exceptional

Organisers inundated with positive feedback[GG1][GG2]

'wonderful-reignited my passion for work and the people I support'

'Variety of speakers demonstrated that compassionate care is everyone's responsibility and gift'

'A really honest time of listening, reflection and sharing'

'small acts of kindness needs to be run across the organisations. It's the foundation for developing corporate compassion'

What next?

Our event was filmed and this footage will be used for future teaching sessions for staff & students

'What Matters to Me' initiative launched at RDE

Enthusiasm about Schwartz rounds has snowballed across all four organisations at all levels

There is a huge appetite across all 4 organisations for another event

