



Humanising care

The Challenges and Opportunities A nurse's perspective



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Humanisation Project and RHN

Background:

- Journey started with the Exec team, Board and trustees in 2015-2016 who all underwent the training by The Beech Centre
- Training now incorporated into induction and leadership training – RHN champions trained to facilitate this
- Plan for the future on how to involve families and relatives in our humanised approach.



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But what is Humanisation?

‘To be concerned with humanisation is to uphold a particular view or value of what it means to be human, and furthermore to find ways to act on this concern. Such a concern also needs to be practically translated into the more experiential issues of what practices can make people *feel* more human’

Galvin and Todres 2013, p 10/11



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SENSE MAKING

Understanding what's happening; making sense of your experience of illness and your treatment and recovery. Care that helps you make sense



(Lost; hard to make sense of the events in your care; not understanding what's happening and why
LOSS OF MEANING)

INSIDERNESS

Takes account of your feelings, interested in your mood, how things are for you on the inside (e.g. feeling uncertain or scared)



(As if you as a person are invisible; labeled, just an object without thoughts or feelings
OBJECTIFICATION)

AGENCY

Having a say and a sense of control in your healthcare; free to make choices; asked for your opinion in making decisions



(Passive recipient of healthcare; no say in decisions; feeling done to; others decide and you have no control over what happens
PASSIVITY)

PERSONAL JOURNEY

Finding continuity; connecting your past, with who you are now and future hopes. More than a snapshot in time



(Events and experiences are unfamiliar. No continuity or connection of care and planning to who you are as a person. 'Stuck'.
LOSS OF PERSONAL JOURNEY)

UNIQUENESS

Treated as an individual, a person with your own particular likes, dislikes, fears and priorities



(Categorised into a group, not treated as an individual; treated with a 'one size fits all' care plan or pathway or process
HOMOGENISATION)

TOGETHERNESS

Feeling connected to other people who share your experiences and interests; a sense of community and belonging



(Isolated and alone with your experience. No one to share what you are feeling and experiencing
ISOLATION)

SENSE OF PLACE

Comfortable, relaxed, at ease. Feeling that things are familiar, feeling 'at home' and at peace in the environment, surroundings and culture

(Displaced; feeling uncomfortable and alien. Feeling out of place, or in an alien context that doesn't fit with you

DISLOCATION)

EMBODIMENT

The way our body feels from within. Intuitive, holistic ways of knowing
Communication in bodily, non-verbal ways. For example attending to what makes us feel well, motivated, energised, connected



(The whole focus on bio-medical symptoms and external measurement. Neglects the person inside
REDUCTIONIST VIEW OF THE BODY)

Personal experience of the training

- Weekly sessions with people from every aspect of our team – Physio, OT, RNs, HCAs, Administrator, Cleaner
- Highlighted what we are already doing well which was encouraging
- Ironically it initially made me feel raw. Why?



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Theory to practice

Feeling human

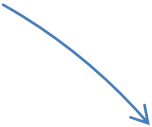
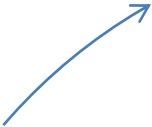
Stories and experiences in your role

Service improvement initiatives



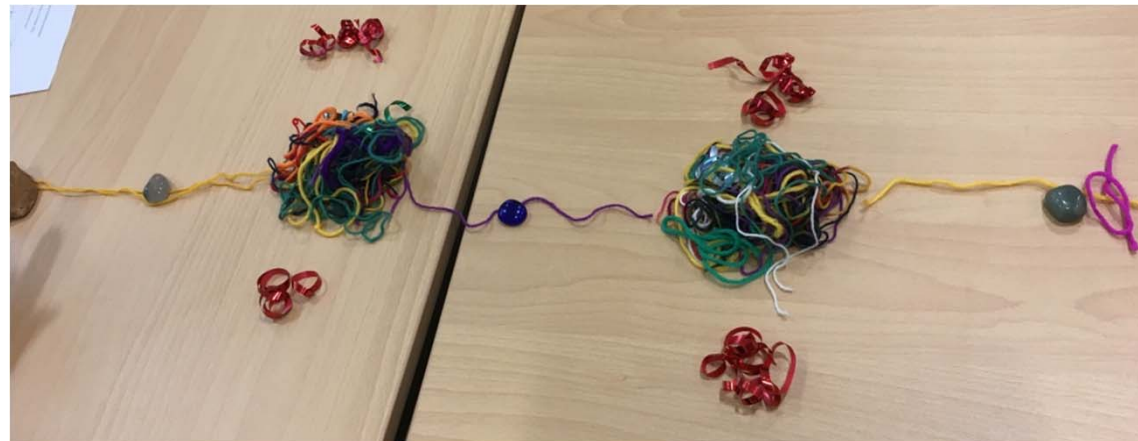
Introducing the dimensions

Observations and awareness



A Day in the life...

- Creativity! What our days look like to us



Impact on practice

- Some of our projects
- The challenges
- The joys



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Our Tree on JEC



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Seeing the person not the patient



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Impact on practice

Challenges:

- Too much to do, not enough time!!
- Getting staff motivated
- Continuity vs safety of ward
- Task orientated
- Other priorities and projects eg CQC inspection
- History/perception of previous change initiatives
- Some silo working, institutionalisation etc
- Workforce diversity, lack of continuity in staff...



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Impact on practice

The joys:

- Person centered care plans
- Personalised environment
- Patient of the day
- Going above and beyond
- Incorporating into handovers
- The reason we got into nursing in the first place
- Moments that make all the heartache worth it



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Changing Culture

The impact of the training on the rest of the team who didn't undergo the training:

- Embedding and sustaining
- More Workshops required
- Consistency in those who attend training
- Raising awareness of the good that we already do
- Keeping the conversations going
- Recognising that change is hard and it can take time/perseverance



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Questions?

We hope you have enjoyed hearing about how this project is influencing what we do and how we do it



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