Compassion Indicators - Set 2

We are flexible and responsive: when the unexpected arises we find the balance between being compassionate and remaining organised.

We maintain a balance between spending time with patients and responding to the demands of protocols and policies, such as recording care.

We plan care with patients to involve family, friends, and other members of the community in supporting their care and recovery.

We get to know our patients and their life stories.

We recognise that doing what is right for people at a given time may sometimes be different from ‘doing the right thing’.

We are comfortable sharing difficult experiences with colleagues, knowing that we will not be judged for seeking support.

We notice, recognise and value each others’ compassionate behaviours.

We treat people as individuals, recognising their needs in relation to their situation.

We give patients or clients access to activities that are meaningful to them.

We are flexible and offer different care approaches if people behave differently from our expectations.

We welcome patients in a warm and friendly way.

I can contain my own emotions in order to inspire confidence and support others.

We have access to confidential space, where we can be supported by colleagues, to discuss challenging situations in practice.

I am compassionate towards myself: recognising when I am tired, threatened by a situation, or unable to practice safely.

Compassion is embedded at all levels of our organization, both in service provision and in the care of its workforce.