The Priory delivers its high-quality care by living the values of the 7Cs – adding “consistency” to the chief nursing officer for England’s 6Cs recipe for great care. In the penultimate part of our series of articles on those Cs, we consider how the group ensures compassion is demonstrated among staff as well as for service users.

Living the values of the Nursing Cs

Collaboration is at the heart of working compassionately, says Belinda Garnett, clinical services manager of The Priory Group’s Chadwick Lodge medium secure and low secure services and locked personality disorder service in Buckinghamshire. Ms Garnett qualified as a mature student in 1996, having had a career as a biomedical scientist and company director. After nearly 20 years working in NHS trusts, the private sector and education in mental health nursing, she joined The Priory in April this year.

The nationwide portfolio of the Priory Group includes specialist mental health and learning disability inpatient and day care ranging from medium and low secure hospital care to community based settings. The group also includes Amore, which provides care homes for older people, and Craegmoor, a leading provider of services and supported living for people with complex and challenging needs including autism and Asperger’s syndrome.

“What convinced me to work for the group was the interview,” says Ms Garnett. “The team at Chadwick Lodge demonstrated the right values by involving service users at my interview and this made me really believe that this was the right company for me.” Ms Garnett adds that this was more than just a token gesture. “They have a real belief in service user involvement here,” she says.

“I couldn’t work for a company that didn’t innovate as far as service users are concerned. Since receiving an award in 2007 from NESTA and a grant in 2010 from the Department of Health to support my work with people who use mental health services, innovation has been a big part of my career. “There is a commitment here to respecting the dignity of service users, listening to their views and using their feedback to develop and improve services and educate students.” A good example of this, she says, is the senior management walk-around that happens on a weekly basis. “They speak with our service users about everything from the food and protected meal times through to staff attitudes. If there are any negative experiences we want to turn them into positive experiences,” she says.

The Priory believes it is their responsibility to educate students and shape the practice of the next generation of professionals. Ms Garnett recently visited Greenwich University with service users to help students understand how to embed the 6Cs into practice. “We show them what it’s like to be a service user in secure services and how important compassion is. Service users are also becoming more involved in the development of Priory staff as there are plans to involve them in workshops as part of the induction, education and training process.”

“Compassionate care is central to everything we do,” says Siân Wicks, director of corporate assurance and chief nursing officer. “Recently, the Group has been listening to our staff to hear what matters to them. We have also involved our service users in our quality account and every year there is a service users’ conference where service users lead the day, set the agenda and we hear how we can improve care. This year the conference is entitled: ‘Bridging the gap: The Pathway to Independence’.”

RECRUITING NOW
To find out more, please visit jobs.priorygroup.com/nt
www.amorecare.co.uk/working-for-amore

RMNs and RGNs

CONSISTENCY | CARE | COMPASSION | COURAGE | COMMITMENT | COMMUNICATION | COMPETENCE