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## ***“Taking Care Giving Care” mini rounds***

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REPORT JUNE 2021

## Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>2</b>
1.1.	Background information.....	2
1.2.	Compassion in Research.....	2
1.3.	COVID-19 & TCGC .....	3
<b>2</b>	<b>Feedback Evaluation .....</b>	<b>4</b>
2.1.	Participant Feedback .....	4
	How many members of Swansea Bay UHB staff have taken part in the rounds so far? .....	4
	Who has taken part in the rounds? .....	4
	Age range of people attending the Mini rounds.....	6
	What has the feedback been from participants? .....	7
	Question Ratings Feedback .....	9
	Qualitative Feedback .....	11
2.2.	Facilitators' feedback .....	13
	Qualitative Feedback .....	14
	Summary for Facilitators feedback.....	15
<b>3</b>	<b>Final comments.....</b>	<b>15</b>
<b>4.</b>	<b>References.....</b>	

# 1 Introduction

## 1.1. Background information

Taking Care Giving Care (TCGC) mini rounds are an adapted and abbreviated 30-minute version of the original Taking Care Giving Care rounds that last one hour. They are both based on Compassion Circles originally developed by Andy Bradley. The original TCGC rounds have been used in Aneurin Bevan University Health Board as part of a wider organisational employee well-being strategy for the last 6 years.

During the TCGC mini rounds, similarly to the original TCGC rounds, the staff are invited to revisit their values and to spend time thinking about how they can take better care of themselves and care for others. The mini rounds are structured and fully facilitated sessions where the attention is being drawn to the three aspects of compassion. Following P. Gilbert's (2014) theory, compassion is described in the session as flowing in three ways: compassion to self, compassion to others and compassion from others.

The practices during the TCGC mini rounds are designed to re-focus the participant's attention and facilitate brief discussion about these three components of compassion. They also look at the ways that participants can connect with these values and each other.

The rounds can be delivered as a one off practice or can be repeated in the same or modified format for the same group of staff. The guidance for the follow-up rounds are currently being developed by Psychologists in SBUHB.

## 1.2. Compassion in Research

There are a number of studies evidencing that caring for others in a compassionate way has a direct impact onto healthcare outcomes, such as patients' survival and readmission rates (e.g. Trzeciak & Mazzei, 2019).

Also, higher self-compassion has a direct impact on healthcare staff outcomes such as reduced burnout, less compassion fatigue and self-judgment and can increase empathy, self-esteem and wellbeing (Beaumont & Hollings Martin 2016; Gilbert, 2015; Klimecki et al, 2013; Leary et al, 2007; Montero-Marín et al. 2016; Neff 2003; Neff & Vonk, 2009).

There is an evidence that caring for others can be emotionally demanding, especially at the time of the pandemic outbreak, it might be very difficult to sustain compassion towards self and others for the healthcare staff.

In one study conducted by Andrews et al. (2020) it was found that the nursing staff in particular might be needing permission from others and from themselves to be self-caring and self-compassionate and that they might be particularly struggling with the self-compassion.

### 1.3.COVID-19 & TCGC

At the start of COVID-19 pandemic, MHL D psychology including Adult Mental Health Psychology formed an unprecedented collaboration between Staff and Employee Wellbeing which led to the introduction of the TCGC rounds to the staff in the SBUHB. Initially consideration was given to running full (one hour long) TCGC rounds, however it became apparent that many members of staff may be unable to commit to the time required to access these, particularly frontline staff who were likely to have many other demands placed on their time.

As a result, an abbreviated and adapted guidance of TCGC rounds were developed and renamed to TCGC 30-min long mini rounds. It was felt that the rounds could be delivered remotely (or face to face where appropriate and possible within the confines of social distancing) and to be accessible to staff.

The guidance for remote and face to face delivery were developed based on the original TCGC rounds. There have been significant adjustments made in relation to social distancing and infection control. The training session was developed to provide it remotely to all interested staff members.

The training in the remote delivery of the rounds commenced in April 2020 and was delivered to the various staff groups including Psychologists, Wellbeing Champions, Counsellors, Nurses, Administration staff, SALT, OT, Physiotherapy, Doctors and Psychiatrists with the expectation that they would then be able to offer and facilitate rounds within their respective areas of work. Ongoing supervision is being offered to TCGC facilitators on a monthly basis in a form reflective sessions called Space to Reflect that provided via MS Teams. Lead Facilitators can be contacted in case any issues arise in between the sessions.

Regular contact with the TCGC Team is maintained via email [sbu.tcg@wales.nhs.uk](mailto:sbu.tcg@wales.nhs.uk) The information about the TCGC mini rounds are featured on the Staff and Wellbeing intranet page and can also be accessed on the external SBUHB website. A number of promotional materials were developed including TCGC mini rounds posters and leaflets, as well as additional presentations on Compassion and the TCGC were shared with the SBUHB staff members.

So far, 144 staff members participated in facilitators' training. Although the demand for the regular training has now reduced, the training sessions can still be requested and facilitated based on demand by the TCGC Team. Colleagues are now being encouraged to facilitate these rounds and feedback is being collected from attendees of the rounds as well as facilitators.

Regular, twice-monthly TCGC mini rounds are being facilitated as part of wellbeing days for SBUHB staff named Resilient Caring Swansea Bay Way. It is known that the TCGC mini rounds are regularly facilitated in some services. Since the launch of the TCGC mini rounds in SBUHB, there has been some interest in the provision from the School of Medicine in Swansea University. In addition to that, the facilitators in Learning and Development started providing remote external rounds to individuals who requested them. The TCGC Team continues to

meet monthly for a regular update on the Project. There is a TCGC Progress and Development event planned for May 2021.

## 2 Feedback Evaluation

### 2.1. Participant Feedback

How many members of Swansea Bay UHB staff have taken part in the rounds so far?

We are reliant on participants filling in feedback forms following participation in a round to gather these figures. To date we have had **409** individuals provide feedback up until the 28<sup>th</sup> of June 2021. It is likely that the actual number of people who have taken part in the rounds is higher and this is based on informal feedback from various service delivery units.

Who has taken part in the rounds?

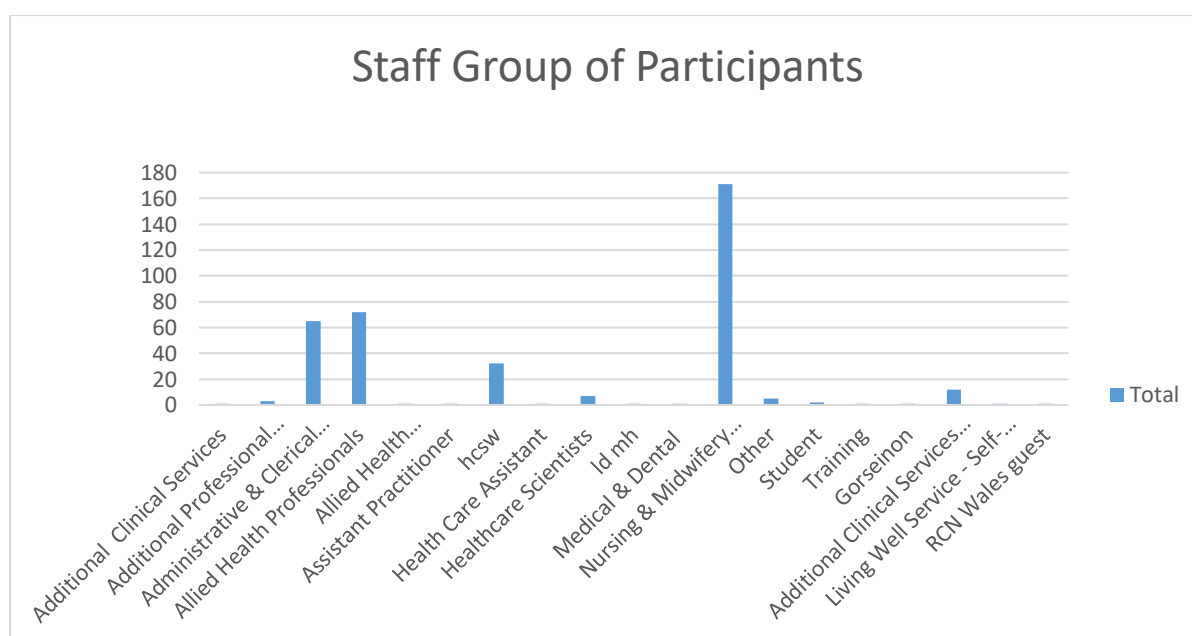
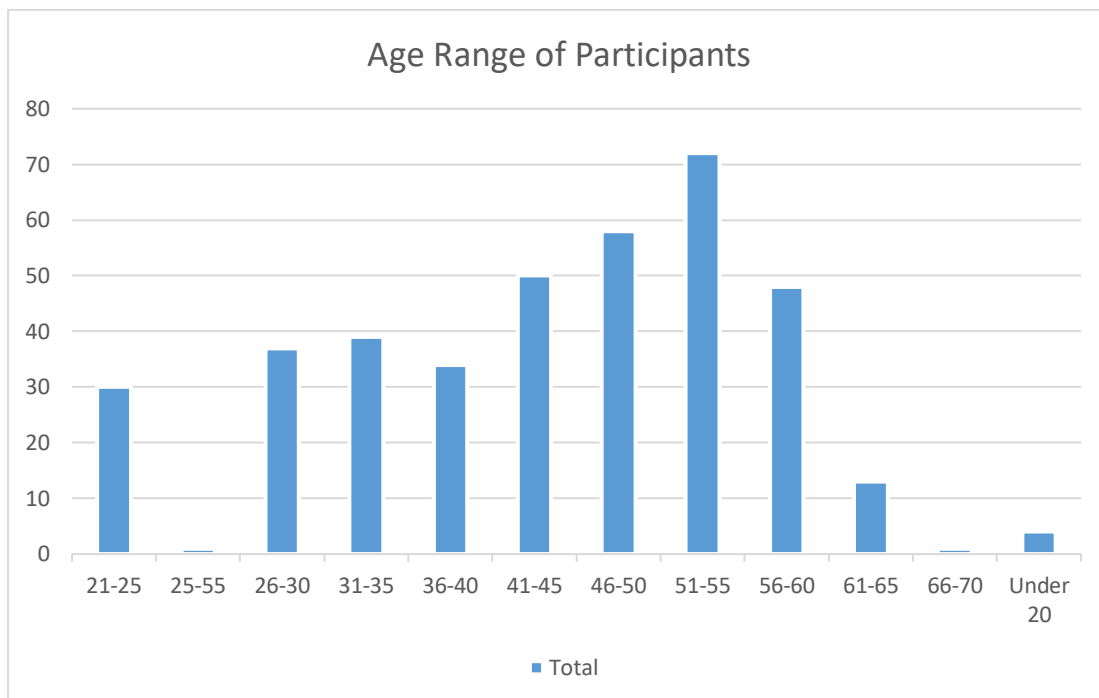


Table to Show Staff Group Attendance

Additional Clinical Services	1
Additional Professional Scientific & Technical	3
Administrative & Clerical (including managers)	65
Allied Health Professionals	72
Allied Health Professionals/student	1
Assistant Practitioner	1
HCSW	32
Health Care Assistant	1
Healthcare Scientists	7
IDMH	1
Medical & Dental	1
Nursing & Midwifery Registered/Qualified	171
Other	5
Student	2
Training	1
Gorseinon	1
Additional Clinical Services (Clinical Support Staff)	12
Living Well Service - Self-Management	1
RCN Wales guest	1
<b>Total</b>	<b>379</b>

As you can see from the table and graph, a wide variety of staff members from varied staff groups have taken part in the rounds including Allied Health Professionals, Administrative and Clerical staff, Health Care Support Workers and Nurses and Midwives. The staff group with the highest number of participants to date has been Nurses and Midwives, of which 171 participants have attended. This is followed by Allied Health professionals totalling 72 (including one students). It is important to note that 379 out of 409 participants completed this question.

## Age range of people attending the Mini rounds



**There were 387 responses to this question.**

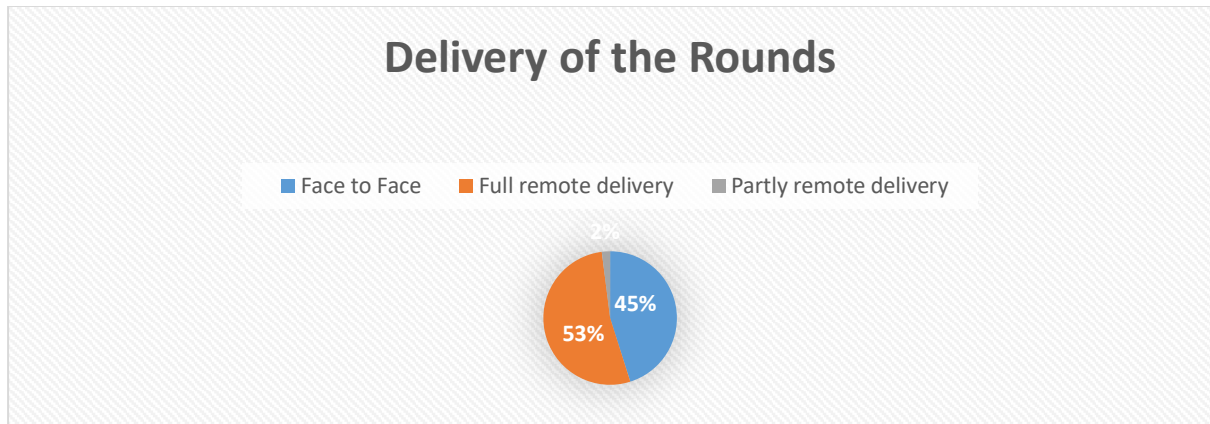
21-25	30
25-55	1
26-30	37
31-35	39
36-40	34
41-45	50
46-50	58
51-55	72
56-60	48
61-65	13
66-70	1
Under 20	4
Total	387

It is interesting to note the range of staff who have accessed the rounds. The age range of participants accessing the round are reasonably evenly spread out. As the graph demonstrates age category between 51-55 have the highest attendance.

### What has the feedback been from participants?

Participants are asked to complete a feedback form comprising a selection of rated questions as well as a number of open ended questions.

### How was the round delivered?



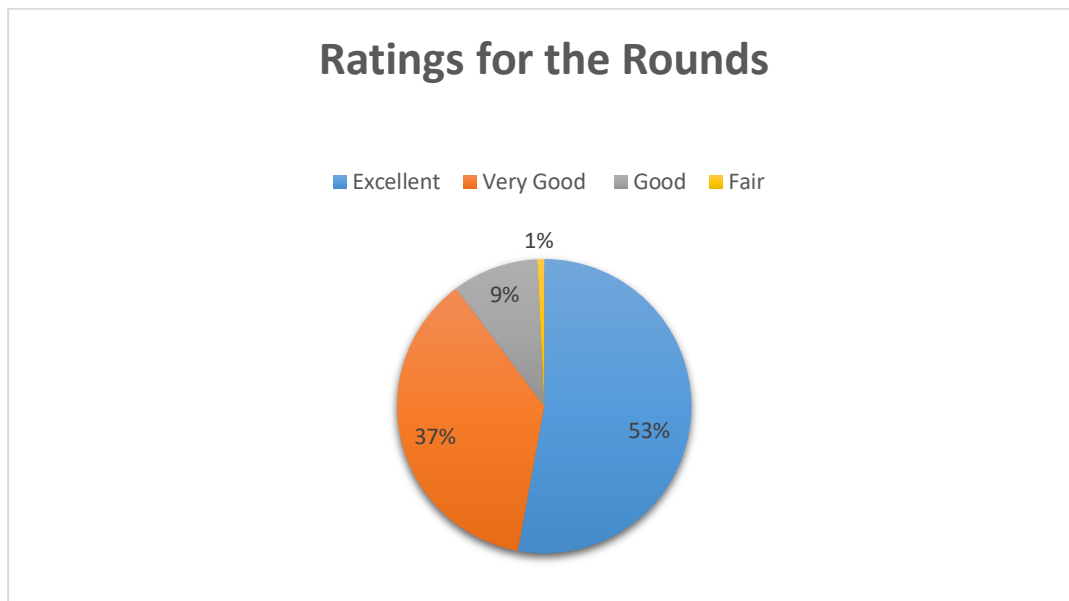
The pie chart highlights that 53% of the mini rounds were delivered face to face. Whilst 45% of the mini round were delivered fully remotely.

### **There were 399 responses to this question**

Face to Face	180
Full remote delivery	211
Partly remote delivery	8
Total	399



Overall Rating of experience of mini round options: Poor, Fair, Good, Very Good, Excellent.



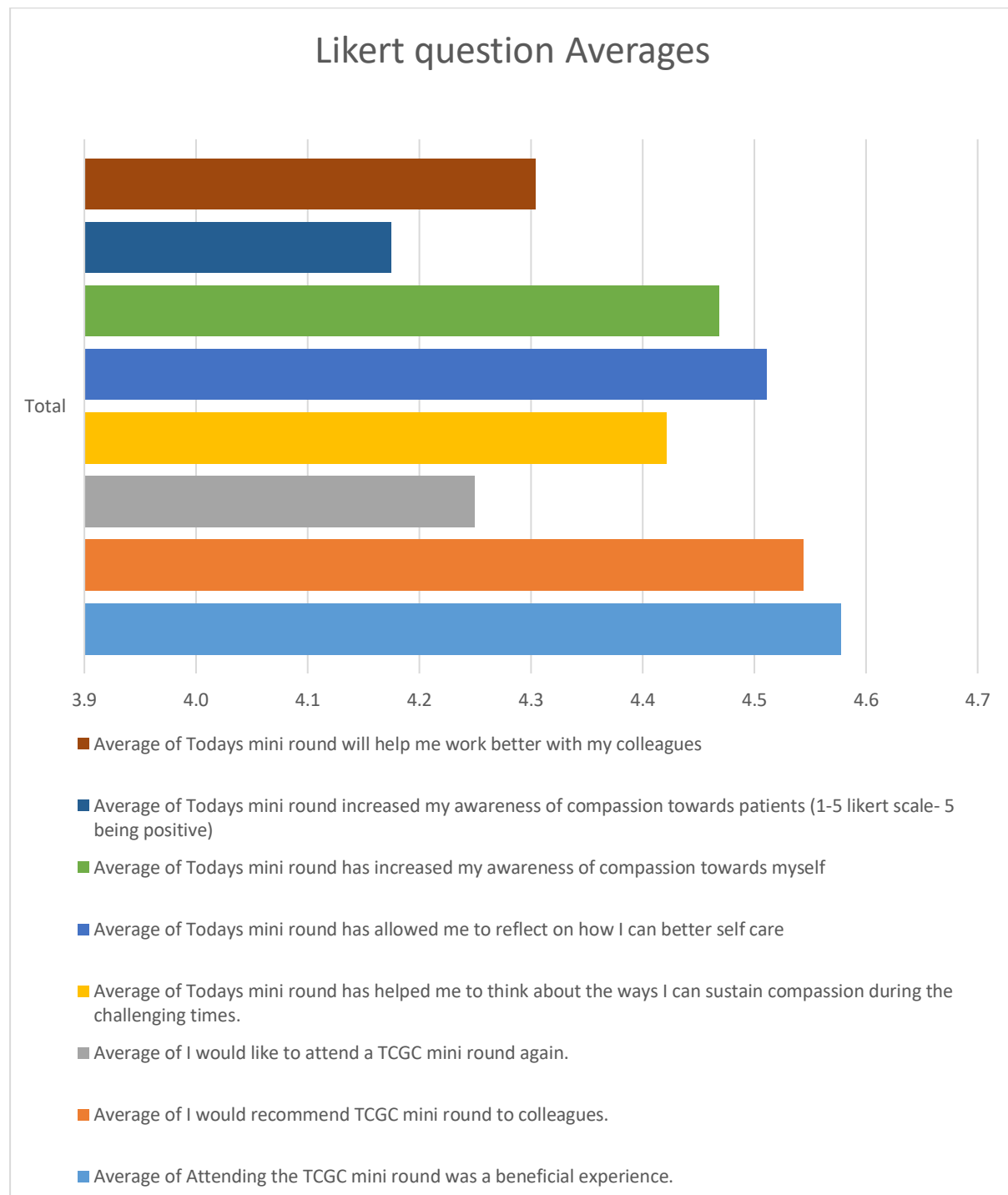
The pie chart outlines that all participants who answered this question responded by answering excellent, very good, good and fair. 401 out of the 409 of participants that answered this question. The pie chart highlights that 90% of people or 360 participants felt their experience of the group was excellent or very good.

**There were 401 Responses to this question in total**

Excellent	212
Very Good	148
Good	38
Fair	3
Total	401

### Question Ratings Feedback

Participants were asked further questions using the Likert scale. Response options for the following rated questions: Strongly Agree, Agree, Neither Agree or disagree, Disagree, Strongly Disagree. **1-5 Likert scale was used to collate responses -1 being negative 5 being positive.** The Table below outlines the average scores for each question.



"Today's mini round increased my awareness of compassion towards patients"

Responses: **407 Responses**

Mean (calculated average) participant response: **4.2**

"Today's mini round will help me work better with my colleagues"

Responses: **408 responses**

Mean (calculated average) participant response: **4.3**

"Today's mini round has increased my awareness of compassion towards myself"

Responses: **408 responses**

Mean (calculated average) participant response: **4.5**

"Today's mini round has allowed me to reflect on how I can better self-care"

Responses: **407 responses**

Mean (calculated average) participant response: **4.5**

"Today's mini round has helped me to think about the ways I can sustain compassion during the challenging times".

Responses: **408 responses**

Mean (calculated average) participant response: **4.4**

"I would like to attend a TCGC mini round again".

Responses: **405 responses**

Mean (calculated average) participant response: **4.2**

"I would recommend TCGC mini round to colleagues."

Responses: **408 responses**

Mean (calculated average) participant response: **4.5**

"Attending the TCGC mini round was a beneficial experience."

Responses: **381 responses**

Mean (calculated average) participant response: **4.6**

### Qualitative Feedback

Participants were asked several open ended questions, including:

- *What did you like about the TCGC mini round?*
- *What did you find difficult if anything?*
- *Is there anything we could do to improve the TCGC mini round?*

The responses for these have been reviewed and the themes have been identified. Quotes to represent each theme have been included-please note some of these quotes may be deemed to apply to more than one theme.

### **Themes Identified - What did you like about the TCGC mini round?**

The themes identified for this question were all similar to previous reports. Examples have been highlighted below.

#### Shared Experience

In response to this question the majority of participants commented how they valued having shared experiences with others. Some examples of comments are outlined below.

- *"Everyone was open and honest. It was lovely to connect and hear others' views"*
- *"Getting to know other people's experiences and learning different ways people think"*
- *"Meeting with colleagues I haven't met. The opportunity to hear how others feel"*
- *"Underlying themes brought connection between the group"*
- *"It gives an insight into other people's problems and how they remain compassionate"*

#### Time to reflect

- *"The time to reflect and the safe space to do this in"*
- *"Taking the time to pause and reflect"*
- *"Time to reflect, be heard and acknowledged"*

#### Self-Care

- *"Hearing about others experiences and having some time to look after myself"*
- *"Excellent experience. Open & safe platform to express thought, feelings and anxieties"*

### Compassion to Others

- *"TCGC give you different ways to deal with dying patients and their families compassionately"*
- *"It reminded me that I am not alone in feeling tired and stressed working within the NHS and looking after patients, and that we can all learn from and support each other"*

### Inclusivity

- *"Small group, more personal; friendly group"*
- *"Great Facilitators, no pressure to response (which I was previously apprehensive about)"*
- *"How I felt so comfortable and safe within an environment with someone who I have never met or spoken to before. My feelings and opinions felt valid"*
- *"I liked that it was in a small group and promoted as a safe place to chat"*

### Honesty and Openness

- *"The openness of sharing with colleagues and the comfort of knowing we are all essentially in the same position"*
- *"The honesty Shared by staff within the group"*
- *"Openness and honesty of colleagues"*

### **Themes Identified - *What did you find difficult if anything?***

There were a very limited number of responses to this question, two themes identified in previous reports were that participants found personal disclosure difficult and longer rounds

### Exposure of Feelings

- *"I had to dig deep within myself"*
- *"nothing really, a little intimidating like any event requiring openness but facilitators managed this well for all attendees"*
- *"Talking about myself"*
- *"emotional listening to peoples issues"*
- *"quite emotional"*
- *"Controlling emotion"*

### Potential Vulnerability

- *"Initially attempting to share. i am trying to get over fear of talking in groups!"*
- *"It's always difficult talking about yourself and your feelings, but I find it easier sometimes talking to people I don't know well, especially in this scenario"*

- *"I always find it difficult to put into words any feedback. This is not a reflection on this session but is because I have never attended like sessions in the past"*

### Self-Care

- *"thinking about what to do for self-care"*
- *"To think of examples of self-care"*

## **Themes Identified - *Is there anything we could do to improve the TCGC mini round?***

### More Information

- *"It was very brief, so it would be nice if there could be a follow up. It would also have been nice to end the session with a mindfulness exercise"*
- *"More research or data perhaps? Dilemmas?"*
- *"explain a bit of the psychology behind it and why, how it impacts ability to give/receive compassion etc"*

### Timing

- *"Maybe more of a discussion around what we had talked about but I do understand that time was very tight"*
- *"maybe a bit longer?"*
- *"Make it an all day instead of a couple of hours"*
- *"Maybe a slightly longer session"*
- *"If we could shorten the time of the session that would be great"*

## **2.2. Facilitators' feedback**

Facilitators are also asked to complete a questionnaire highlighting their experience of the mini rounds. Below are three questions that are asked. The responses for these have been reviewed and the themes identified. Quotes to represent each theme have been included.

- *What Went Well?*
- *Did you find anything difficult?*
- *Is there anything that could be done differently, based on your experience?*

## Qualitative Feedback

### **Theme Identified - What went well?**

#### Shared Experience and Humanity

- *"enjoyable and honest contributions- shared experiences/common humanity"*
- *"Everyone was really open and shared their experiences"*
- *"Staff attended and engaged well with all sections, bringing in personal experiences to reflect on and inform their current thoughts on wellbeing and self-care"*
- *"very engaged group, chatty, making good observations and comments, also with relation to the wider systems"*
- *"All participants engaged well throughout, and were supportive of one another"*
- *"very engaged group, very supportive of each other when individuals became emotional, validating bunch"*

#### Openness and honesty

- *"honesty and appreciation"*
- *"..... Honest, appreciative discussions. The participants didn't know each other, for some reason I thought they were all within one team and familiar with each other"*
- *"All participants engaged and offered lots of insightful, honest and lovely reflections. The round seemed very supportive and gave staff chance a place to be offload and take time to themselves"*

### **Themes Identified - Did you find anything difficult?**

There were very limited comments from facilitators regarding this comment. However, one theme was identified and another quote has been added for consideration.

#### Technical Issues

- *"one of the participants had technical issues and could only participate via text, wasn't able to see her either"*
- *"Four members of the group had their cameras off which makes things a little more impersonal"*
- *"there were a number of technical issues. one participant had no audio function and could only use chat function so we had to accommodate for that/potential delays; started late as one participant was not there from the start, one kept her video off throughout the session and only participated in some parts of the rounds as she seemed away from the equipment. these always raises questions around the confidentiality"*
- *"Some technical difficulties with one of the attendees but it did not cause much of a concern"*

#### Time Management

- *"The session took 40min in total as participants volunteered longer contributions, so perhaps slight time constraint. Otherwise, no issues"*

- *"Time management (very engaging participants that exceeded the allocated time per round) and tech difficulties (two participants did not attend due to tech difficulties)"*
- *"I knew one of the participants. Also trying to keep time - but then it was my first time facilitating so hoping it will get easier"*
- *"Time management and the group's overall grasp of what the exercises were asking them to do"*

**Themes Identified - Is there anything that could be done differently, based on your experience?** No themes were identified for this question, there were very few responses to this question. However, quotes have been picked out for consideration.

- *"Consider creating a number of versions of the TCGC to mix up the rounds with new ones"*
- *"I would say that some of the attendees arrived at the session with doubts about whether it would be a valuable use of their time. This impacted on the overall engagement in the exercises. One participant felt that due to time constraints, that the experience fell short of being helpful"*
- *"Apart from the change in break-out-rooms - nothing, it was a really positive and lovely experience! "*
- *"If people are wanting to do so, allow people to respond before their turn or build on someone else's answer rather than be prescriptive in the response order"*

### Summary for Facilitators feedback

Feedback reported by facilitators have been positive and the TCGC mini rounds have been well received by the staff across the Swansea Bay UHB. A substantial number of recorded feedback reported in this document came from the Staff Wellbeing events where the rounds were conducted in a face to face format in July 2020.

Facilitators frequently reported a "better connection" with participants when delivering the rounds face to face. During the socially distant face to face rounds, the guidance for remote delivery was applied which required participants to work individually. In the adapted face to face rounds mini rounds, as well as the original TCGC rounds, there is a number of tasks that require working in pairs which allows for a better interaction between the participants. It is hoped that once the rules on social distancing might ease, it will be possible to re-introduce that format of the rounds.

## 3 Final comments

It seems that the TCGC mini rounds have been well received during the pandemic of COVID-19. Participants have given positive feedback about the rounds and the majority of participants have been keen to attend further rounds that have taken place.



Facilitators have previously commented on the length of the rounds, however generally the shorter rounds seem to be working well for staff. The rounds will therefore continue as 30 minutes with an optional 30 minutes for discussion after the round has been delivered. In addition to this and after consideration of feedback it has been decided to keep the round sizes small. Six participants appears to be an adequate number for successful rounds to be delivered. Facilitators have commented that sometimes there have been lower staff numbers however this seems to be as a result of low staffing levels and therefore is difficult to mitigate. However, the TCGC team are currently looking at ways to capture the uptake and attendance of the rounds and will monitor this going forward.

On the 17<sup>th</sup> May 2021 the TCGC Team delivered a Process and development event for Facilitators of the rounds. As part of this event the Project Leads, Magda ap Robert and Richard Lingard delivered the 'Follow up' guidance for the TCGC rounds. Four guidance documents for the follow up of the TCGC mini rounds have been produced, to help the participants to deepen their knowledge and practice of compassion. The same structure of the TCGC mini rounds is used but the new rounds expand on the theme of the flow of compassion. The follow up guidance are now called Compassion Rounds. The four sets of new guidance documents are:

- Triad of Compassion – same format to the TCGC mini rounds with a mixture of additional questions
- Compassion to Self where the main focus is on Self-Compassion
- Compassion to Others where the main focus is Compassion that we give others
- Compassion from Others where we are mostly focusing on the value of receiving Compassion from others

The three compassion rounds (Compassion to Self, Compassion to Others and Compassion from Others) were delivered in the format of experimental exercises during the event and were evaluated by each group at the end of the session. The purpose of this was to give facilitators the opportunity to co-produce the guidance. The feedback from the groups at the event and information from the feedback forms from this event will now be used to adapt the new compassion rounds accordingly. It is planned that the new Compassion Rounds will be revised and distributed for use by June 2021.

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