

PROJECT DETAILS											
<b>Project Title</b>											
A study exploring the impact on older people's health and wellbeing from compassionate communication during their admission and in-hospital stay.											
<b>Project Summary</b>											
<p><b>Overall aim:</b> To explore how a compassionate communication intervention (CCI) at Yeovil Hospital can contribute to the health and wellbeing of older people during their admission and in-hospital stay.</p> <p><b>Objectives:</b></p> <ul style="list-style-type: none"> <li>i) To understand the perceived value of CCI to the wellbeing of older people from the perspectives of these patients, their carers and/or family members</li> <li>ii) To determine the impact of CCI on older people/patient satisfaction</li> <li>iii) To determine the impact of CCI on older people/patient adherence with recommended treatment and hospital stay</li> <li>iv) To understand the perceived value of CCI with older people to the hospital MDT caring for them</li> </ul> <p><b>Rationale:</b> Compassionate care is an expectation of all staff working with any age patient (NHS Constitution) and comprises recognising and alleviating suffering (Curtis 2013). CCI consist of multi-modal communication that recognises psychological suffering or the potential for suffering, and is implemented to relieve that suffering. The multi-modal CCI is tailored to individuals' needs/preferences; such as being a reassuring presence, holding a hand, providing explanations of investigations and treatments, advocating and other communication to relieve anxiety. The CCI will address a number of the facets within the humanising values framework (Galvin and Todres, 2013). CCI can be provided through a specific staff role that has no clinical service area boundary and so can dedicate time getting to know the older person, recognising/relieving their worries during admission/investigations/in-patient stay. The NHS encourages exploration of new and innovative roles such as those identified within Shape of Caring (Willis 2015) that can enhance the quality of patient care and improve people's health and wellbeing. In 2016, Yeovil Hospital introduced a new role whereby a single member of staff was responsible for one to one meeting/greeting/supporting older people to relieve their anxieties as they were admitted to the hospital through the Emergency Department, a period that can be highly distressing and confusing when an older person has reduced cognitive functioning. Anecdotal reports identified this as helpful to older people and their carers/families. However, the potential for impact on older people's health and wellbeing from CCI was not determined through research. Yeovil Hospital are keen to explore the potential impact of CCI as it could be cost effective and carry less risk than some other means of relieving anxiety and distress such as pharmacological interventions. This project arises from a nationally and internationally identified priority area: improving the health and well being of older people and reducing hospital stays. There are an increasing number of older people in society (Murray and Lopez 2013) and in-hospital services are under enormous pressure to reduce hospital stays (The Nuffield Trust, 2014).</p> <p><b>Methods, Design:</b> mixed methods</p> <table border="1"> <thead> <tr> <th>Objectives:</th> <th>Methods:</th> </tr> </thead> <tbody> <tr> <td>i)</td> <td>qualitative component using interviews with older people and their carers</td> </tr> <tr> <td>ii)</td> <td>quantitative component using validated measures of patient satisfaction completed by the older person independently or with their carer</td> </tr> <tr> <td>iii)</td> <td>quantitative component using patient notes to estimate delay period/reasons and adherence to recommended treatment</td> </tr> <tr> <td>iv)</td> <td>qualitative component using interviews with staff</td> </tr> </tbody> </table> <p>CCI will be provided through a staff role only available during specified periods (not 24/7), providing opportunity to compare participants in receipt of CCI with a control group.</p> <p><b>Outcomes:</b> The identification of impact from CCI with older people/patients in Yeovil Hospital and identification of transferable CCI strategies for other health and social care service providers, alongside potential for introduction of</p>		Objectives:	Methods:	i)	qualitative component using interviews with older people and their carers	ii)	quantitative component using validated measures of patient satisfaction completed by the older person independently or with their carer	iii)	quantitative component using patient notes to estimate delay period/reasons and adherence to recommended treatment	iv)	qualitative component using interviews with staff
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<p>new CCI roles. Dissemination of good practice to practice partners and academics working in older person health and care and to the general public.</p>	
<p><b>Academic Impact</b></p>	
<p>The academic impact will include: contribution to FHSS KPIs with 2*, 3* or 4* papers, conference presentations and BU Festival of Learning; creation and dissemination of new knowledge on the impact on older person's health and wellbeing from CCI during their admission and in-hospital period. This new knowledge will also guide improvements within older people services in the NHS locally and nationally that can generate further research opportunities. The project further enhances Fusion opportunities between BU and the NHS, linking education, practice and research. Academic outputs will also include the thesis which will be accessible externally via BU website, research papers published in leading national and international professional journals, and national and international conference presentations; all of which may be further disseminated through social media. The student will also present the project within FHSS PhD seminars and the BU PGR conference. The student will provide session contributions within the BA/MA Older Person programme. This project will enhance opportunities for outputs within the Department of Nursing and Clinical Sciences, thereby improving departmental performance against KPIs such as student-staff co-authored publications, and the FHSS REF submission.</p>	
<p><b>Societal Impact</b></p>	
<p>The research design phase will involve co-creation through collaboration with groups such as BU CSUP and INVOLVE networks and with older persons/carers, as well as Yeovil Hospital senior staff This could be achieved through an advisory/steering group that will meet regularly during the project to help inform on-going developments and dissemination activity. This collaboration will also ensure dissemination of the project findings uses the most effective strategies to reach older people and NHS staff.</p> <p><b>Local:</b> Project findings will also be shared within Yeovil Hospital via staff ward meetings and via the postgraduate education programme. Report presented to local/regional NHS Older People Services managers and also to the local Age UK network. <b>National:</b> Further dissemination strategies will include BU festival of Learning and UK Professional Journals on older person care that are accessible by the public and scholars. The research will be hosted on the FHSS CQR website and tagged so that all interested parties can access the research via social media. Presentations will also be made to older people practice related conferences where training possibilities will be highlighted. <b>International:</b> The findings will be published within international professional journals and papers presented at international conferences on care and the older person, and thereby have the potential for global societal impact. Older person care is an area of increasing importance to many societies around the world.</p>	
<p><b>Training Opportunities</b></p>	
<p>The student will gain research and practice knowledge and experience working closely with the 3 supervisors and within Yeovil Hospital: Dr KC is Head of Department Nursing and Clinical Sciences in FHSS (BU) and a very experienced academic with extensive experience in care of older people and expertise in qualitative methodologies (PhD, 2012). Prof ST is Executive Dean FHSS and highly experienced in PGR/PhD supervision and health service/education research. Dr JB is an experienced practitioner/researcher with expertise in quantitative methodologies and statistical analysis. The student will be a member of the FHSS doctoral group, the Centre for Qualitative Research and Humanisation SIG, the Nursing Research Cluster, and attend related meetings/master classes/conferences, develop networks and access training through: National BU Older Person Research Collaboration Group, British Society of Gerontology and British Geriatric society, International European Academy of Caring Sciences (EACS) with regular meetings in UK, Denmark, Sweden and Finland. Generic research and transferable skills through FHSS seminars, PhD group, the BU Graduate School and their researcher development programme, PGR conference, Festival of Learning, NHS networking, systems and communication, establishment of advisory/steering group, and identification of transferable skills within clinical practice.</p>	
<p><b>SUPERVISORY TEAM</b></p>	
<p><b>First supervisor</b></p>	<p>Dr Katherine Curtis</p>
<p><b>Additional supervisors</b></p>	<p>Dr Jonny Branney</p>

	<p>Professor Stephen Tee</p> <p>Practice lead Janine Valentine</p>
<p><b>Recent publications by supervisors relevant to this project</b></p>	<p><b>Branney J</b> and Breen A (2014) Does inter-vertebral range of motion increase after spinal manipulation? A prospective cohort study. <i>Chiropractic &amp; Manual Therapies</i> 22:24.</p> <p><b>Curtis K</b>, Gallagher A, Ramage C, Montgomery J, Martin C, Leng J, Theodosius C, Glynn A, Anderson J, Wrigley M and Holah J (2016) Using Appreciative Inquiry to develop, implement and evaluate a multi-organisation 'Cultivating Compassion' programme for health professionals and support staff. <i>Journal of Research in Nursing</i> (DOI: 10.1177/1744987116681376)</p> <p><b>Curtis K</b> (2016) Case Study: Using Iterative Cycles of Discovery within a Glasarian Grounded Theory of Socialisation in Compassion: <i>The online SAGE Research Methods Cases Collection</i> (accepted for publication Oct.2016)</p> <p>Gallagher A, <b>Curtis K</b>, Dunn M, Baillie L (2016) Realising Dignity in Care Home Practice: An Action Research Project. <i>International Journal of Older People Nursing</i>, (DOI:10.1111/opn.12128).</p> <p><b>Curtis K</b> (2015) <i>Socialisation in Compassionate Practice</i>. Saarbrücken: Scholars' Press, ISBN 978-3-639-76951-7</p> <p><b>Curtis K</b>. (2015) Compassionate Care: The student nurse perspective. <i>Nursing and Residential Care Journal</i>, 17(11), pp.641-642.</p> <p><b>Curtis K</b>. (2015) Compassion is an essential component of good nursing care and can be conveyed through the smallest actions, <i>Evidence Based Nursing</i> online, doi: 10.1136/eb-2014-102025</p> <p><b>Curtis K</b>. (2013) 21st Century challenges faced by nursing faculty in educating for compassionate practice: embodied interpretation of phenomenological data. <i>Nurse Education Today</i>, 33 (7), pp 746-750.</p> <p><b>Curtis K</b>. (2013) Learning the emotional requirements of compassionate practice: Student nurse vulnerability and courage. <i>Nursing Ethics</i>, 21(2), pp210-223.</p> <p><b>Curtis K.</b>, Horton K. and Smith P. (2012) Student Nurse Socialisation in Compassionate Practice: a Grounded Theory Study. <i>Nurse Education Today</i>, 32(7), pp.790-795.</p> <p><b>Curtis K</b>. (2012) Keep Compassion Alive. <i>Nursing Standard</i>, 26(44), pp.64.</p> <p>Naughton, C., Hayes, N., Zahran, Z., Norton, C., Lee, G., Fitzpatrick, J.M., Crawford, M. and Tee, S., 2016. The development of the Older Person's Nurse Fellowship: Education concept to delivery. <i>Nurse Education Today</i>, 44, 1-7.</p> <p>Shilton M, <b>Branney J</b>, Penning de Vries and Breen A (2015) Does cervical lordosis change after spinal manipulation for non-specific neck pain? A prospective cohort study. <i>Chiropractic and Manual Therapies</i> 23: 33.</p> <p><b>Tee, S.</b> and Üzar Özçetin, Y.S., 2016. Promoting positive perceptions and person centred care toward people with mental health problems using co-design with nursing students. <i>Nurse Education Today</i>, 44, 116-120.</p> <p><b>Tee, S.</b>, 2012. Service user involvement - Addressing the crisis in confidence in healthcare. <i>NURSE EDUCATION TODAY</i>, 32 (2), 119-120.</p>

## INFORMAL ENQUIRIES

To discuss this opportunity further, please contact Dr Katherine Curtis via email: [kcurtis@bournemouth.ac.uk](mailto:kcurtis@bournemouth.ac.uk)

## ELIGIBILITY CRITERIA

Studentship candidates must demonstrate outstanding academic potential with preferably a 1<sup>st</sup> class honours degree and/or a Master's degree with distinction or equivalent Grade Point Average. An IELTS (Academic) score of 6.5 minimum (with a minimum 5.5 in each component) is essential for candidates for whom English is not their first language. In addition to satisfying basic entry criteria, BU will look closely at the qualities, skills and background of each candidate and what they can bring to their chosen research project in order to ensure successful completion.

### Additional Eligibility

The student will be a qualified and registered health professional with an interest and experience in older people's health and wellbeing. As this is a matched funded studentship with Yeovil District Hospital NHS Foundation Trust, the applicant will be interviewed by a representative from the Trust as well as by the BU supervisory team, the

interview will take place in Yeovil. The applicant will be required to have enhanced disclosure and barring service clearance and demonstrate the values of the NHS Constitution.

#### **HOW TO APPLY**

Please complete the online application form by **30 April 2017**. Further information on the application process can be found at: [www.bournemouth.ac.uk/studentships](http://www.bournemouth.ac.uk/studentships)