**Compassionate Care**

1. **Name of service**

Suggestion:

Who are you? What is your role? (Can be written as pairs, group or individual)

1. **What story about good compassionate care would you like to share?**

Suggestion:

What is your approach to delivering good compassionate care?

How do you know you are delivering/receiving good compassionate care?

You may want to describe the roles of your employees/colleagues.

How do/did you feel when you deliver(ed) and/or receive(d) good compassionate care?

What difference do you feel you are making.

1. **If you deliver and provide services, how are you evidencing and evaluating the delivery of compassionate care**.

Suggestion:

Do you have any evidence? e.g. training data; or qualitative evidence from people using your service, families, staff, or people from other agencies?

What about wider impacts? e.g. partnership work with families, distributed leadership within your organisation; strengthened links with the community.

1. **Conclusion**

How would you sum up your experience so far?

How do you intend to continue? What are your next steps and why?

A photo(s) (with permissions) and a quote would be great additions. We are looking for no more than 2 pages of A4.

Please send your stories to the Compassionate Care mailbox, you can also contact the team at the same address if you have any questions or would like more information: CompassionateCare@careinspectorate.com