**Activity 1: Using the six ‘Cs’ answers**

**Task 1:**

Imagine you are going to assess the nurses’ demonstration of the six ‘Cs’. Describe what you will be looking for in your assessment of each.

Use these example answers to assess how well you identified each of the six ‘Cs’.

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| **Six ‘Cs’ value** | **Explain how value should be demonstrated** |
| Care | Ensure Douglas’s condition is properly assessed and recorded, showing attentiveness to his wellbeing. |
| Compassion | Acknowledge any distress Helen is showing and reassure her with emotional support. |
| Competence | Use proper moving and handling techniques, demonstrating skill and knowledge. |
| Communication | Introduce themselves to Helen and tell her clearly what they are going to do at each stage of the assessment. |
| Courage | Carry out a potentially difficult and sensitive assessment while ensuring patient dignity. |
| Commitment | Deliver a kind and empathetic ‘service’ to give Douglas and Helen.  Follow protocols to ensure Douglas receives appropriate care. |

**Task 2:**

After watching the whole video, in your group, identify when the actions of the nurses reflect aspects of the NHS values.

Use these example answers to assess how well you identified when the actions of the nurses reflected aspects of the NHS values.

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| **NHS value** | **When the actions of the nurses reflect aspects of the NHS value** |
| Working together  with patients | The nurse actively involves Helen by informing her of the assessments and encouraging her to ask questions.  The nurses work as a team to ensure Douglas receives thorough care. |
| Respect and dignity | The nurse introduces herself and communicates clearly, ensuring Helen is treated with respect.  Douglas’s dignity is maintained during the skin assessment, with careful explanation and handling. |
| Commitment to  quality care | The nurses follow proper moving and handling techniques to ensure patient safety.  The pressure injury is documented accurately, demonstrating attention to detail in patient care. |
| Compassion | Patient comfort is prioritised throughout the assessment process. |
| Improving lives | Preventative care is taken by checking for early signs of pressure injuries.  Identifying and recording concerns ensures timely intervention and better health outcomes. |
| Everyone counts | The nurses ensure equal care and attention to both Helen’s and Douglas’s needs.  Teamwork is used effectively to provide the best possible support. |