**Activity 1: Using the six ‘Cs’**

Watch the Douglas case study video until 02:03 minutes: <https://vimeo.com/1105131731/3fbafae8df>

**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.

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| **Six ‘Cs’ value** | **Explain how value should be demonstrated** |
| Care |  |
| Compassion |  |
| Competence |  |
| Communication |  |
| Courage |  |
| Commitment |  |

**Task 2:**

After watching the whole video, in your group, identify when the actions of the nurses reflect 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 |  |
| Respect and dignity |  |
| Commitment to  quality care |  |
| Compassion |  |
| Improving lives |  |
| Everyone counts |  |