Implementing the Creating Learning Environments for Compassionate Care (CLECC) programme in acute hospital settings: a pilot RCT and feasibility study

Jackie Bridges,1,2* Ruth M Pickering,1 Hannah Barker,1 Rosemary Chable,2,3 Alison Fuller,4 Lisa Gould,1 Paula Libberton,1 Ines Mesa-Eguigaray,1 James Raftery,1 Avan Aihie Sayer,2,5,6,7 Greta Westwood,1,2,8 Wendy Wigley,1 Guiqing Yao,1 Shihua Zhu1 and Peter Griffiths1,2

1Faculty of Health Sciences, University of Southampton, Southampton, UK
2NIHR Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Wessex, Southampton, UK
3Training, Development & Workforce, University Hospitals Southampton NHS Foundation Trust, Southampton, UK
4Institute of Education, University College London, London, UK
5NIHR Newcastle Biomedical Research Centre, Newcastle, UK
6Older People’s Medicine, Newcastle upon Tyne Hospitals NHS Foundation Trust, Newcastle, UK
7Faculty of Medical Sciences, Newcastle University, Newcastle, UK
8Research and Innovation, Portsmouth Hospitals NHS Trust, Portsmouth, UK

*Corresponding author Jackie.Bridges@soton.ac.uk

Declared competing interests of authors: James Raftery is a member of the National Institute for Health Research (NIHR) Journals Library Editorial Group. He was previously Director of the Wessex Institute and Head of the NIHR, Evaluation, Trials and Studies Coordinating Centre (NETSCC).

Published September 2018
DOI: 10.3310/hsdr06330

Plain English summary

Pilot RCT of CLECC in acute hospital settings
Health Services and Delivery Research 2018; Vol. 6: No. 33
DOI: 10.3310/hsdr06330

NIHR Journals Library www.journalslibrary.nihr.ac.uk
Plain English summary

There is public concern about nurses’ ability to care compassionately for older people, but there has been very little research about how to improve this situation. We have developed and studied a programme called Creating Learning Environments for Compassionate Care (CLECC). In the CLECC programme, all registered nurses and health-care assistants from participating teams attend a study day, with a focus on team building and understanding patient experiences. Then a senior nurse educator supports the team to try new ways of working on the ward, including regular supportive discussions on improving care. Each ward manager attends learning groups to develop their compassionate care leadership role. Two team members receive additional training in doing observations of care and feeding back to colleagues.

The CLECC programme was piloted on four wards in two English hospitals, with two other wards continuing with business as usual. We interviewed staff and observed CLECC activities to help us understand if it can be easily put into practice and if changes are needed in future. In addition, evaluation methods were tested, including ways to measure compassion, making sure that we could recruit enough older patients in a future study.

It was found that CLECC can be made to work with nursing teams on NHS hospital wards and that staff felt it improved their capacity to be compassionate. It was also learned that we could improve CLECC to help staff carry on using it, by, for example, helping senior nurses to understand their role in supporting staff to use CLECC.

It was found that observations of care were the best way to evaluate care quality for large numbers of older patients with dementia. We also gathered information about the best ways to test CLECC’s value for money. These findings have given us a good foundation for designing an effective future evaluation of the CLECC programme.
Health Services and Delivery Research

ISSN 2050-4349 (Print)
ISSN 2050-4357 (Online)

This journal is a member of and subscribes to the principles of the Committee on Publication Ethics (COPE) (www.publicationethics.org/).

Editorial contact: journals.library@nihr.ac.uk

The full HS&DR archive is freely available to view online at www.journalslibrary.nihr.ac.uk/hsdr. Print-on-demand copies can be purchased from the report pages of the NIHR Journals Library website: www.journalslibrary.nihr.ac.uk

Criteria for inclusion in the Health Services and Delivery Research journal
Reports are published in Health Services and Delivery Research (HS&DR) if (1) they have resulted from work for the HS&DR programme or programmes which preceded the HS&DR programme, and (2) they are of a sufficiently high scientific quality as assessed by the reviewers and editors.

HS&DR programme
The Health Services and Delivery Research (HS&DR) programme, part of the National Institute for Health Research (NIHR), was established to fund a broad range of research. It combines the strengths and contributions of two previous NIHR research programmes: the Health Services Research (HSR) programme and the Service Delivery and Organisation (SDO) programme, which were merged in January 2012.

The HS&DR programme aims to produce rigorous and relevant evidence on the quality, access and organisation of health services including costs and outcomes, as well as research on implementation. The programme will enhance the strategic focus on research that matters to the NHS and is keen to support ambitious evaluative research to improve health services.

For more information about the HS&DR programme please visit the website: http://www.nets.nihr.ac.uk/programmes/hsdr

This report
The research reported in this issue of the journal was funded by the HS&DR programme or one of its preceding programmes as project number 13/07/48. The contractual start date was in December 2014. The final report began editorial review in March 2017 and was accepted for publication in November 2017. The authors have been wholly responsible for all data collection, analysis and interpretation, and for writing up their work. The HS&DR editors and production house have tried to ensure the accuracy of the authors’ report and would like to thank the reviewers for their constructive comments on the final report document. However, they do not accept liability for damages or losses arising from material published in this report.

This report presents independent research funded by the National Institute for Health Research (NIHR). The views and opinions expressed by authors in this publication are those of the authors and do not necessarily reflect those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health and Social Care. If there are verbatim quotations included in this publication the views and opinions expressed by the interviewees are those of the interviewees and do not necessarily reflect those of the authors, those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health and Social Care.

© Queen’s Printer and Controller of HMSO 2018. This work was produced by Bridges et al. under the terms of a commissioning contract issued by the Secretary of State for Health and Social Care. This issue may be freely reproduced for the purposes of private research and study and extracts (or indeed, the full report) may be included in professional journals provided that suitable acknowledgement is made and the reproduction is not associated with any form of advertising. Applications for commercial reproduction should be addressed to: NIHR Journals Library, National Institute for Health Research, Evaluation, Trials and Studies Coordinating Centre, Alpha House, University of Southampton Science Park, Southampton SO16 7NS, UK.

Published by the NIHR Journals Library (www.journalslibrary.nihr.ac.uk), produced by Prepress Projects Ltd, Perth, Scotland (www.prepress-projects.co.uk).
NIHR Journals Library Editor-in-Chief

Professor Tom Walley  Director, NIHR Evaluation, Trials and Studies and Director of the EME Programme, UK

NIHR Journals Library Editors

Professor Ken Stein  Chair of HTA and EME Editorial Board and Professor of Public Health, University of Exeter Medical School, UK

Professor Andrée Le May  Chair of NIHR Journals Library Editorial Group (HS&DR, PGfAR, PHR journals)

Dr Martin Ashton-Key  Consultant in Public Health Medicine/Consultant Advisor, NETSCC, UK

Professor Matthias Beck  Professor of Management, Cork University Business School, Department of Management and Marketing, University College Cork, Ireland

Dr Tessa Crilly  Director, Crystal Blue Consulting Ltd, UK

Dr Eugenia Cronin  Senior Scientific Advisor, Wessex Institute, UK

Dr Peter Davidson  Director of the NIHR Dissemination Centre, University of Southampton, UK

Ms Tara Lamont  Scientific Advisor, NETSCC, UK

Dr Catriona McDaid  Senior Research Fellow, York Trials Unit, Department of Health Sciences, University of York, UK

Professor William McGuire  Professor of Child Health, Hull York Medical School, University of York, UK

Professor Geoffrey Meads  Professor of Wellbeing Research, University of Winchester, UK

Professor John Norrie  Chair in Medical Statistics, University of Edinburgh, UK

Professor John Powell  Consultant Clinical Adviser, National Institute for Health and Care Excellence (NICE), UK

Professor James Raftery  Professor of Health Technology Assessment, Wessex Institute, Faculty of Medicine, University of Southampton, UK

Dr Rob Riemsma  Reviews Manager, Kleijnen Systematic Reviews Ltd, UK

Professor Helen Roberts  Professor of Child Health Research, UCL Great Ormond Street Institute of Child Health, UK

Professor Jonathan Ross  Professor of Sexual Health and HIV, University Hospital Birmingham, UK

Professor Helen Snooks  Professor of Health Services Research, Institute of Life Science, College of Medicine, Swansea University, UK

Professor Jim Thornton  Professor of Obstetrics and Gynaecology, Faculty of Medicine and Health Sciences, University of Nottingham, UK

Professor Martin Underwood  Warwick Clinical Trials Unit, Warwick Medical School, University of Warwick, UK

Please visit the website for a list of editors: www.journalslibrary.nihr.ac.uk/about/editors

Editorial contact: journals.library@nihr.ac.uk