THE TIPS CARE FRAMEWORK

COMPASSION IN DIFFICULT MOMENTS

A practical prompt for responding with humanity when somebody is distressed, grieving or vulnerable.

C	A	R	E
CONNECT	**ALLOW**	**RECOGNISE**	**EXPLAIN**
Be present. Give the person your attention. Use a calm tone. Listen before trying to fix the problem. Treat the person, not just the request.	Give space. Allow emotion, silence or uncertainty without rushing the person. Do not make them feel they must apologise for being upset.	Notice what may be underneath. Acknowledge distress, grief, fear or vulnerability. Stay alert to anything that may need safeguarding or clinical escalation.	Make the next step clearer. Explain what you can do, what will happen next or who can help. Use plain language and check understanding.

COMPASSION DOES NOT REQUIRE YOU TO HAVE ALL THE ANSWERS. Sometimes excellent Patient Services means listening carefully, recognising what the person needs and helping them reach the right next step.

CARE supports compassionate communication; it does not replace safeguarding procedures, clinical assessment, emergency action or other authorised local guidance. Escalate concerns through the appropriate local route.