**The Six C’s in Health and Social Care**

The 6Cs are the values which underpin Compassion in Practice, the national strategy for nurses, midwives and care staff, which was launched in December 2012. Since then a significant programme of work through six action areas has created a momentum across the country which has recognised the very crucial role that organisational culture plays in determining the experience of patients and users of services.

**In Compassion in Practice the 6Cs are defined as:**

* Care - Care is our core business and that of our organisations and the care we deliver helps the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care expect it to be right for them, consistently, throughout every stage of their life.
* Compassion - Compassion is how care is given through relationships based on empathy, respect, and dignity - it can also be described as intelligent kindness and is central to how people perceive their care.
* Competence - Competence means all those in caring roles must have the ability to understand an individual’s health and social needs and the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.
* Communication - Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do and essential for ‘no decision about me without me’. Communication is the key to a good workplace with benefits for those in our care and staff alike.
* Courage - Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.
* Commitment - A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients, to take action to make this vision and strategy a reality for all and meet the health, care, and support challenges ahead.

In our values putting the person in control of their care and support and treating people with dignity and respect have been fundamental to the legislation and policy governing social care practice - for example Think Local Act Personal (TLAP), the Care Act, Care Quality Commission (CQC) outcomes and Making Safeguarding Personal.

The 6Cs are a simple expression of values which can be used within an organisation to reflect on these aspects through team meetings, away days, and supervision

The values articulated through the 6Cs run through the Social Care Commitment and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.