

# CARE CHATS

## REFERENCE GUIDE

**Having regular CARE CHATS enables us to keep our patients and each other safe.**

CARE CHATS help us to take a moment to focus our attention on an issue and deliver our communication in a considered way. Sometimes, a 2-3 minute quick conversation can make all the difference for someone who may have made a mistake, or fallen short of their usual standards.

### The 5 CARE Chat Steps:

#### **C**heck for safety

Firstly, we want to check on the physical and emotional safety of all persons involved, which may include colleagues, patients or members of the community. This can be done simply by asking the question, are you ok? OR “I noticed you weren’t your usual self. Is there anything I can do to help you right now?”

#### **H**ear to understand

We now want to actively listen to the other person’s response, and ask any further clarifying questions. We can learn more about the situation by considering the experience from their point of view, and not automatically assuming our interpretation of the situation is the only “truth”.

#### **A**ccountability with compassion

In our response, we want to ensure we lead with compassion while challenging directly. Being genuine in our response is key to supporting others. Even if someone has made a mistake, you can still help them to take accountability in the situation by delivering specific feedback for the situation.

#### **T**ake action

The action we take will vary depending on the situation. Taking action may include the escalation or reporting of the issue. Multiple actions could be needed, if multiple people are involved – though ideally, the conversation itself is the only specific action that is needed.

#### **S**upport for self/others

We want to ensure that both ourselves and all other persons involved are provided with any support they require. This may include linking in with services, debriefing with a colleague, or a simple follow-up conversation.