

REFLECTIVE ACCOUNTS FORM

You must use this form to record five written reflective accounts on your CPD and/or practice-related feedback and/or an event or experience in your practice and how this relates to the Code. Please fill in a page for each of your reflective accounts, making sure you do not include any information that might identify a specific patient, service user or colleague. Please refer to our guidance on preserving anonymity in Guidance sheet 1 in *How to revalidate with the NMC*.

Reflective account: 9th April 2018

What was the nature of the CPD activity and/or practice-related feedback and/or event or experience in your practice?

Reflection on a clinical care as part of an multidisciplinary team (MDT) review.

What did you learn from the CPD activity and/or feedback and/or event or experience in your practice?

This reflection represents the themes which emerged from a period of respite care for a lady with complex needs in a residential home. The focus is on MDT working and includes discussions with the resident, staff and relatives, observation of practice and analysis of metrics.

The key areas which emerged were;

- Communication with resident and family including assessment and goal setting
- Inter professional collaboration and learning
- The delivery of person centred care
- Nursing leadership

Communication with resident and family

During the time spent at Red Cedars I was able to interact with the resident and her family with respect and compassion. Examples included,

- Assisting to maintain her spiritual needs by ensuring her religious observance was facilitated this involved educating the staff about the residents religious personal needs
- Teaching a support member of staff to assist the lady to go to the toilet using a piece of equipment

friends and family as they felt she had become lonely and this had precipitated her mental health problems. We explained from a nursing perspective we wanted to ensure that the

- 1 There is always someone I can talk to about my day-to-day problems
- 2 I miss having a really close friend
- 3 I experience a general sense of emptiness
- 4 There are plenty of people I can lean on when I have problems
- 5 I miss the pleasure of the company of others
- 6 I find my circle of friends and acquaintances too limited
- 7 There are many people I can trust completely
- 8 There are enough people I feel close to
- 9 I miss having people around me
- 10 I often feel rejected
- 11 I can call on my friends whenever I need them

This tool appeared very appropriate as it was sensitive enough to pick up loneliness when the resident was amongst her family and with the care home.

How did you change or improve your practice as a result?

I realised that even when surrounded by people it is possible to be lonely. I have led a piece of work to assist safe to improve the quality of care in our care home which has included assessment of loneliness and the development of meaningful interactive events, that have been led by the residents wishes. This has included such as setting up a choir which families can also participate in. I am speaking at a local event with NHS and community colleagues to highlight the issues of loneliness and look at prevention on a personal and societal level. I plan to submit this as a resolution at the RCN Congress next year

This work meets part 22.3 of our code of conduct keep your knowledge and skills up to date, taking part in appropriate and regular learning and professional development activities that aim to maintain and develop your competence and improve your performance)

How is this relevant to the Code?

Select one or more themes: Prioritise people Practise effectively Preserve safety
Promote professionalism and trust

The relevance is in prioritising people and practise effectively