

NHS Ayrshire & Arran

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| Meeting: | Ayrshire and Arran NHS Board Meeting |
| Meeting date: | Monday 7 October 2024 |
| Title: | NHS Ayrshire & Arran Framework for Spiritual Wellbeing 2024-2029 |
| Responsible Director: | Jennifer Wilson, Nurse Director |
| Report Author: | Andy Gillies, Head of Spiritual Care, Staff Care and Person-Centred Care |

1. Purpose

This is presented to the Board for:

- Decision

This paper relates to:

- Government policy/directive
- Legal requirement
- Local policy
- NHS Board/Integration Joint Board Strategy or Direction

This aligns to the following NHSScotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This framework is being brought forward with the launch of the strategy for spiritual care and wellbeing. It is brought for Board approval in advance of a planned launch before the end of 2024.

2.2 Background

The Scottish Government (SG) have significantly broadened an articulate definition of spiritual care as a key aspect of health and outlined the obligations upon health boards around service provision of spiritual care services. They have also produced a national framework which also has implications for social care. At present NHS Ayrshire & Arran is providing high quality spiritual care services but has no framework to house, define, sustain and meaningfully shape that work.

2.3 Assessment

The Scottish Government framework outlines four pages of key deliverables, several of which are aimed at health boards, but also includes social care and professional leadership for spiritual care in Scotland. To provide assurance that we can meet these deliverables in a sustainable, long term, and meaningful way it would be appropriate to move forward with a local framework.

In addition, there are several other national drivers as referenced in the framework appendices, as well as the post COVID-19 context that make having a planned and grounded approach to the ensuring the quality of the spiritual dimension of patient, staff and community care that is important.

Considering our intention to support integration and collaborative working, it is also appropriate that a local NHS framework includes links to community and social care where possible, while not working beyond the capacity of financial and human resource in the current context. It is also noted that regular correspondence from the Scottish Government to territorial health boards seeks updates and assurance on board progress with the national framework. This local framework and following delivery plan will help respond to this in a timely and positive manner.

2.3.1 Quality/patient care

This framework will lead to a number of positive outcomes for patients, staff and the people of Ayrshire and Arran. By integrating such a person-centred and holistic approach to care and holding as central the human rights and dignity of people.

2.3.2 Workforce

This framework upholds and seeks to develop the already substantial support staff receive through bereavement work, staff care and spiritual and pastoral support.

2.3.3 Financial

This framework has no additional cost implications and does not seek more financial resource than is currently allocated however seeks to expand the work done through creativity and innovation.

2.3.4 Risk assessment/management

The risk of not taking a proactive approach to future service provision amid increasing human need for support is mitigated by the proposed direction of document.

2.3.5 Equality and diversity, including health inequalities

The focus of this framework is centred around promoting human dignity and identity and is affirming of all nine protected characteristics while being supportive of those socially or economically disadvantaged. As such an assessment for relevance was considered appropriate in collaboration with NHS Ayrshire & Arran's equality and diversity advisor which is included with this document to highlight areas of insight this framework has discovered- such as the need for the establishment of an ethnic minority spiritual care support group.

2.3.6 Other impacts

Describe other relevant impacts

- Best value
 - Vision and Leadership
Providing vision for our service both immediately and in years to come and promoting compassionate and grounded leadership.
 - Effective Partnerships
Aims to support and be supported by colleagues beyond NHS Ayrshire & Arran.
 - Governance and accountability
Is embedded within a governance structure within the organisation with explicit reporting schedules
 - Use of resources
This framework is makes best use of current resource by innovation, collaboration and being framed around a sustainable underpinning model.

- Compliance with Corporate Objectives

This framework is linked to the vision of caring for Ayrshire and is upheld across all four pillars of the transformation programme.

2.3.7 Communication, involvement, engagement and consultation

The Board has carried out its duties to involve and engage external stakeholders where appropriate.

Internally and externally this framework has had contribution and insight from a range of stakeholder's primary through meetings, seminars, open forums and sharing of the key domains of the document with specific groups such as mental health and community teams and has sought engagement fundamentally by listening to and analysing service user feedback.

- The Health and Social Care Alliance, 6 November 2023
- Glasgow University Programme Lead, February 13 2024
- General Practitioners, 15 November 2023
- Bereavement Strategic Coordinators, 19 February 2024
- HIS, Person-Centred Team, 28 May 2024
- Diverse Faith and Belief Groups, 18-20 September 2023
- Psychology leads across wellbeing, neonatal and adult, August 2024
- Spiritual Care Lead Scotland and Northern Ireland, 22 November 2023
- Scottish Government Spiritual Care Advisory Team, 4 March 2024
- Scottish Spiritual Care Professional Leadership Group, 19 October 2023

2.3.8 Route to the meeting

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

- Health, Safety and Wellbeing Committee, 10 April 2024
- OPAH Steering Group, 19 April 2024
- Professional Practice Assessment Leads, 19 February 2024
- Staff Governance Committee, 08 August 2024
- Healthcare Governance Committee, 10 September 2024

2.4 Recommendation

This paper is brought to the board for:

- **Decision** – To approve this document as ready for launch the close of 2024

3. List of appendices

- Appendix 1 - Equality Assessment for Relevance Form - Spiritual Care Framework
- Appendix 2 - Spiritual Care Framework 2024-2029

Assessment for Relevance Form

This is a legal document stating you have fully considered the impact on the protected characteristics and is open to scrutiny by service users/external partners/Equality and Human Rights Commission

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| What is being assessed: | NHS Ayrshire & Arran Framework for Spiritual Wellbeing 2024-2029 |
| Named Officer / Directorate: | Andy Gillies, Spiritual Care |

| Protected Characteristics | Impact Rating Positive, Adverse or Neutral Impact | Rationale (provide evidence for your rating) |
|---|--|---|
| Socio-economic factors such as poverty, unemployment, discrimination, poor working conditions and a lack of education can all affect an individual's ability to access services. This can also be further broken down depending on protected characteristics (listed below). | | |
| Age <ul style="list-style-type: none"> • Children and young people • Adults • Older People | Positive | The focus of this framework is centred around promoting human dignity and identity and is affirming of people of all ages. |
| Disability (incl. physical/ sensory problems, learning difficulties, communication needs; cognitive impairment, mental health) | Positive | The focus of this framework is centred around promoting human dignity and identity and is affirming of those with any form of disability or impairment. Plain English and an audio described version of this framework will be available at launch. |
| Gender Reassignment (trans) | Positive | The focus of this framework is centred around promoting human dignity and identity and is affirming of gender identity and any persons at any stage of gender reassignment. |
| Marriage and Civil Partnership | Positive | The focus of this framework is centred around promoting respect and human dignity and is affirming of the status of those married or in civil partnerships and makes no assumptions about roles or relational dynamics between people in them. |
| Pregnancy and Maternity | Positive | The focus of this framework is centred around promoting human rights, dignity and identity and is affirming of those during and after pregnancy both for male and female. |
| Race / Ethnicity | Positive | The focus of this framework is centred around promoting human rights, dignity and identity and is affirming of people whose race, culture or ethnicity places them in a marginalised position. As a result, an area flagged for |

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| | | improvement across NHS Ayrshire & Arran is the need for an ethnic minority support group that is different in approach from a network, with a specific spiritual care element of support. The development of this framework document work has identified this, and work has begun on this. It also represents a commitment to international recruits from initial support right through to accessing healthcare chaplaincy support, the collaborative establishment of a buddy system and explicit spiritual care support. |
| Religion / Faith | Positive | The focus of this framework is centred around promoting human rights, dignity and identity. It is affirming of those who practise any faith and none. It is recognised that in a world increasingly cognisant of a spiritual rather than religious perspective that is both right to name support offered to those who carry this view without excluding or neglecting those for whom a religious faith is central to their identity. |
| Sex (male/female/non-binary) | Positive | The focus of this framework is centred around promoting human dignity and identity and is affirming of those who identify as non-binary as well as men and women. |
| Sexual orientation | Positive | The focus of this framework is centred around promoting human dignity and identity and is affirming of those whose sexual orientation would normally cause them to experience marginalisation. The person-centred approach to spiritual care of this framework is oriented around understanding and not around judgement or assumptions. |
| Staff | Positive | This framework has a key domain around supporting staff both individually and in groups. |

If you have answered adverse impact to any of the groups, a full equality impact assessment should be carried out (see flowchart).

| If the policy involves a strategic decision, will it impact on socio-economic disadvantage? | Rationale (provide evidence for your rating) |
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| People living on a low income compared to most others in Scotland | POSITIVE. Evidence: this framework will all an offer of spiritual care closer to home, saving on travel costs for those on low |

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| | income and requires no specialist equipment, knowledge or financial assets to access. |
| People living in deprived areas | POSITIVE. Evidence: this framework explicitly names an intention to move towards those who are marginalised, through listening and discerning individual and community needs which may include environmental as well as social factors. |
| People living in deprived communities of interest | POSTIVE. Evidence: this framework expands those who are formally supported and explicitly names an intention to move towards those who are marginalised, seeking understanding through listening and discerning specific community needs including those of the protected characteristics as well as those who have experienced the criminal justice system. |

If the policy involves a strategic decision you should carry out a [Fairer Scotland Duty Assessment](#).



NHS Ayrshire & Arran Framework for Spiritual Wellbeing

2024-2029

Foreword- Lesley Bowie

In times of change and uncertainty we can forget the heart of things, for me the heart is always about valuing people, whatever their background, whoever they are. Just like the spiritual centre of the NHS - a place of free, compassionate healthcare for people at the point of need. Here in Ayrshire and Arran we take encouragement and direction from listening to what matters to people. This is important because what health means from one person to another can vary significantly. We find out by listening.

Having worked closely with our spiritual care team in NHS Ayrshire & Arran I realise spiritual wellbeing is no different. Over the years, it has represented a range of things to our communities including and beyond faith and belief. It's about how we find meaning, hope and purpose in our lives. By listening to each other and ourselves about what gives us a sense of connection and where our meaningful relationships are located, we often find our spiritual wellbeing

I am delighted to share this framework which celebrates the scale and scope of our role as a health board in providing support for and learning from the people of Ayrshire and Arran around spiritual wellbeing over the next five years.

Introduction – Jennifer Wilson, Nurse Director & Alistair Reid, AHP Director

Most people come into healthcare to make a difference- to help people get better. The stories and values that underpin why are no doubt as unique and diverse as the people who carry them. For us this is spiritual care: finding meaning and purpose in remembering why we care, and who we are.

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Every one of us has the ability to play our part in delivering spiritual care by doing this, by asking the what matters to you question, and importantly if we remember that we ourselves are worth caring about. In times of challenge and uncertainty it's easy to forget that. But hope doesn't come from that which is easy or certain.

We are delighted to see this ambitious strategy published, and are grateful to the many colleagues who have helped to lead and shape its development. We look forward to working with you in bringing the spiritual care strategy to life for the benefit of the people of Ayrshire and Arran.

This framework stands as a reminder that staff matter with its vision for staff care; as a reminder that people matter in its person-centred vision across hospital and community and it reminds us that we are not alone, not without meaning and most importantly not without hope.

Context

Our commitment to spiritual care and wellbeing is associated to a range of key drivers (See Appendix One) across health and social care, primarily the new Scottish Government framework: Discovering Meaning, Purpose and Hope through Person Centred Wellbeing and Spiritual Care: Framework (2023).

4 It is our intention to map this local framework to the foundational vision and values of the Scottish Government framework and explore opportunities to expand on it by delivering a nationally leading spiritual care services that integrates spiritual wellbeing across health and social care.



Since healthcare chaplaincy and spiritual care competence became a registered healthcare profession in 2017, it is incumbent to provide compassionate and evidence-based spiritual care practice within health boards and so embedding research, quality improvement, and regular reporting is an important dimension of our framework.

As an integral part of health and healing, spiritual wellbeing is often described amid pain and life-changing events as “what got me through”. At the same time, spiritual care exists in the mystery of places where there is no “getting through” and can often be seen alongside the bereaved, in places of meaningful silence, or in the ceremonies and rituals that allow unspoken expression and letting go. We hope this framework can offer both a structure for coordinated forward movement while maintaining room for the liminal, the open and the unknown places at the edge of human experience.

Definition

Spiritual Care centers around the human need for meaning, purpose and hope, particularly in the context of injury, illness, and loss. It is associated with relationships, identity and transcendence. It may involve aspects of faith and belief but acknowledges and includes the expansive nature of where people may locate meaning and hope. Delivered in a holistic, person-centred approach to individuals, teams and the organisation it is informed by values of compassion, congruence and collaboration. The primary tool of the spiritual care provider is the intentional use of self and recognises the role of being meaningfully present with people amid uncertainty and pain.

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Our Vision

Leading a transformational approach to health, healing and wellbeing through the promotion and facilitation of spiritual care in NHS Ayrshire & Arran across key areas:

- Hospital
- Bereavement
- Community
- Environment
- Intelligent Kindness
 - Education
 - Caring for Staff

Domains of Spiritual Wellbeing

Intelligent Kindness

Using an evidence-based approach to foster a culture of compassion and improved patient outcomes through collaboration, promotion and celebration of person-centred practice.

Hospital

Prioritising key areas of acute need for specialist spiritual care provision (such as palliative and neo-natal care) while also embedding professional, meaningful and person-centred spiritual care throughout all hospital environments.

Bereavement

Leading and coordinating support for people who have experienced bereavement or loss across NHS Ayrshire & Arran and achieving board-wide endorsement from the Bereavement Charter for Scotland.

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Caring for Staff

Caring for those who care for others- a relational approach to keeping staff well, connected, and supported in their working roles both individually and within teams while upholding and leading in the work of the wider staff wellbeing MDT.

Environment

Recognising and mapping spiritual assets across green space, places of worship, and locations of significance and meaning in order to promote connection and spiritual wellbeing.

Community

Working with community partners by utilising the values of spiritual care in assessing and meeting spiritual needs within a mutually supportive delivery model.

Education

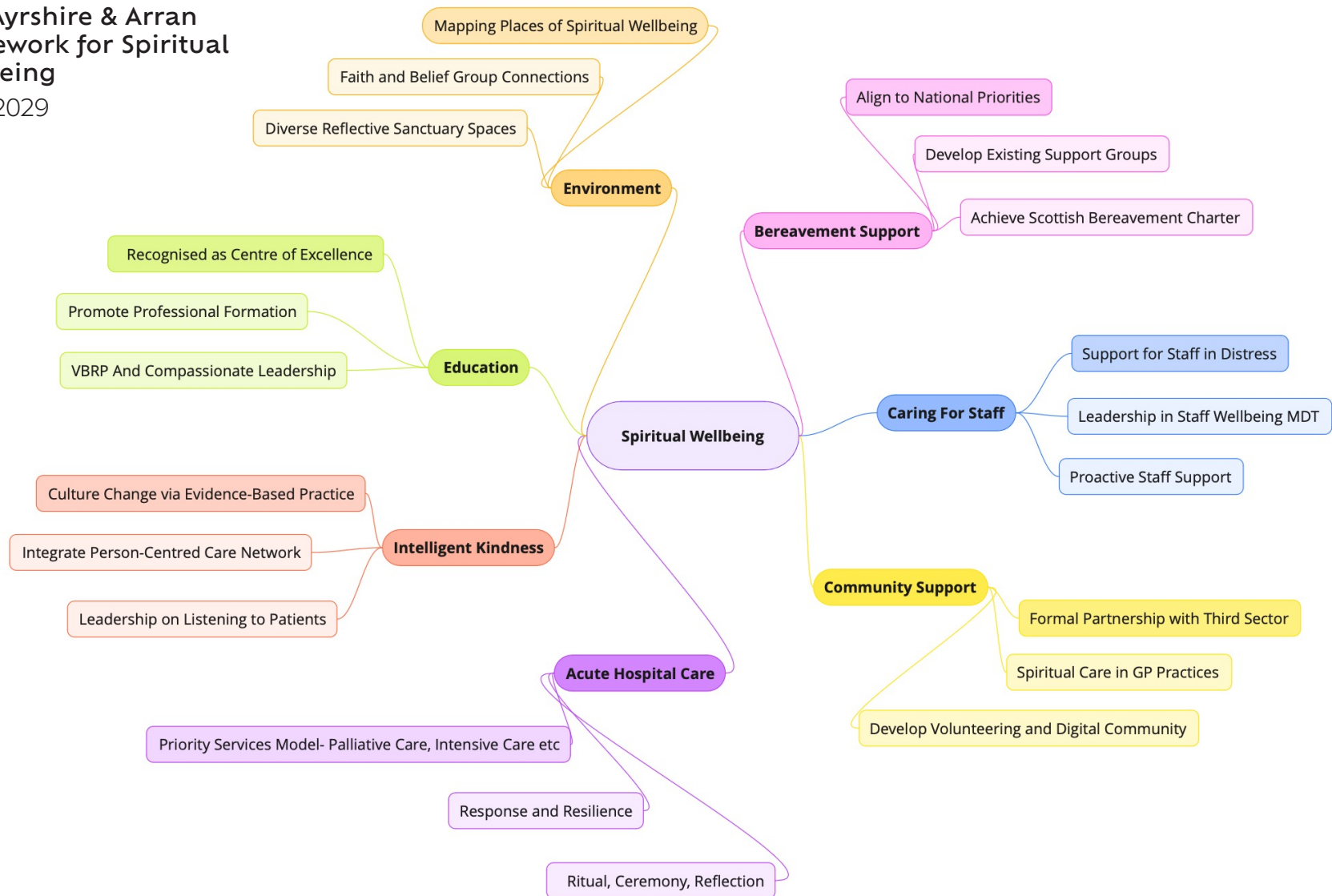
Leading an innovative approach to spiritual care education by developing relational networks of support and formation within the organisation, and across higher education and NES in order to become recognised as a national centre of excellence.



Framework

NHS Ayrshire & Arran Framework for Spiritual Wellbeing

2024-2029



Appendices

1. Associated Frameworks and Strategies

- [Spiritual Care Matters 2018](#)
- [Scottish Government Mental Health and Wellbeing Strategy 2023](#)
- [Operating from a UN Human Rights Based approach 2023](#)
- [Scottish Government Framework for Spiritual Care 2023](#)
- [UKBHC Standards and Competencies for Spiritual Care 2020](#)
- [UK Government Equality Act 2010](#)
- [Health and Care Staffing Act Scotland, 2019](#)
- [Professional Status Development 2018](#)
- [Caring For Ayrshire 2020](#)
- [NHS Ayrshire and Arran NMAHP Strategy 2023](#)
- [WHO Spiritual Dimension of Health 1998](#)
- [Bereavement Charter for Scotland 2020](#)

2. Accompanying Delivery Plan

This framework will be followed with a detailed one, three and five year delivery plan which will be monitored, evaluated and shared on a 6 monthly basis via Health Safety and Wellbeing Committee.

3. Evidence and Innovation

Using this framework as research tool: Each domain of this framework will have an attributed research lead. This will demonstrate the impact of spiritual care practice and intervention, and allow Ayrshire and Arran to lead on transformative models of spiritual care delivery and evaluation that can be shared nationally and internationally.

To centralise this work, a member of the healthcare chaplaincy team has been allocated a dedicated role as framework research lead with support from quality improvement colleagues.



Acknowledgements

We thank local professional artist Andy Peutherer for generously sharing the front cover image. We also acknowledge Catrine Primary school for their contribution to our vision including their versions of the cover image. Below is one drawn by Coral in P5.

The contrast between each picture reminds us that the same thing can be perceived and expressed differently. Similarly, spiritual needs will look and feel different between people, necessitating an open, attentive and person-centred lens.

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