



Shropshire Community Health 

# *Sit and See* Observational Approach Training


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**The Purpose of the Programme is:**  
to develop a team of Trust Staff and  
Volunteers to use the observation tool  
**Sit and See** to gather information on  
Health Care that will be used to  
improve services

The focus on Care, Kindness and  
Compassion

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The programme consists of three parts


Part 1	Explanation and application of the tool
Part 2	Undertake an observation
Part 3	A feedback workshop on a date to be advised

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The aim of Part 1 is to introduce Sit and  
See and provide opportunity to explore the  
tool and practise the skills that are  
required to gather and feedback  
information


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**Specific outcomes:** Course members will be able to:

- Explain the purpose of the Sit and See tool
- Describe the structure of the Sit and See tool
- Explain the terms Positive, Passive and Poor Care
- Use Sit and See documentation to record observations
- Feedback Findings

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What is the Sit and See Tool ?

- It is an observation tool
- It is designed to capture care, kindness and compassion
- It can be used in a number of settings
- It is one of a range of other methods that may be used to seek the views of patients and carers

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### Community Trust Feedback approaches

**Approaches:**

- Patient stories
- Thematic groups
- focus groups (co-production)
- Sit & See (Observation)
- Real Time & FFT

*"NHS accountable to public communities & patients....people have rights to be involved" (NHS Constitution)*

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### The Chief Nursing Officers Six Cs

- Care
- Communication
- Compassion
- Courage
- Competence
- Commitment

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### CQC Key Themes

- Safe
- Effective
- Caring
- Responsive to peoples needs
- Well led

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### The structure of the Sit and See Tool

#### Three Domains

- A General Care
- B Person & Carer Engagement
- C Person Safety

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### The Three P's

- Positive Care
- Passive Care
- Poor Care (safeguarding)

#### Group Activity

Think about the topic "Person Centredness," and share examples of your experience of positive care, passive care and poor care


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### Sit & See Tool

Type & Date of Observation	Community Services			Observation record	
	Service	Area/Service	No. of observations	Observer	
<p><b>Domains A - General Care</b></p> <p>How well staff work for patients</p> <p>Person-centred care</p> <p>Appropriate staff mix and skills</p> <p>Person &amp; family</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p>					
<p><b>Domain B - Person &amp; Carer Engagement</b></p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p>					
<p><b>Domain C - Person Safety</b></p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p> <p>Person-centred care</p>					


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## Recording documentation

- Recording (tally marks)
- Written Comments
- The end report

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## Scenarios

- Discharge medicines
- IV administration

**Group Activity** As you watch the video clips again record observations with tally marks and written comments in Domain B


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## Feeding back to staff

- Feedback to staff should be immediately after the Observation
- A hard copy is useful for further reflection & understanding
- Feedback should be given in the Learning Conversation style
- Remember feedback on what you saw & hear **not** your opinion


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## Prepare for Part 2

- Arrangements for observations visits
- Supply documentation
- Hand in completed observation form at future training (date to be advised)

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## The Aim of Part 2 is to practise observations and record and report findings in a safe environment

**Specific outcome**  
Course members will be able to:-

- Carry out two observations in differing care settings
- Record findings accurately using the documentation provided
- Report findings sensitively to ward/ department staff

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