Ethics, Values and the Role of the Nursing Student
Nursing 2012 and Beyond

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Poor care puts high-risk patients in greater danger
Only half of high-risk patients receive the level of good care they are entitled to

Nursing is a mess but those at the top fail to admit it

These reforms will help but not cure nursing’s problem
Let patients audit hospitals, change training and improve discipline... there’s a long way to go

We know what’s wrong on the wards, so let’s fix it. Start by bringing back non-graduate state enrolled nurses

Elderly suffer poor care in half of NHS hospitals
Elderly patients in half of NHS hospitals are not being properly fed or cared for because of a lack of “kindness and compassion”, the health watchdog warns today.

Nurses too posh to wash
66,000 patients surveyed - 50% response rate

- **78% = 25,740** Care either good or excellent
- **3% = 990** Poor or very poor care
- **3% = 990** Had no confidence or trust in the Nurse
- **19% = 6270** Care was neither good nor poor

(CQC 2011)
Your Patients Need You!
Crisis: danger and opportunity

• *weiji*
Applied Ethics

• Using moral theories and principles to examine, and address practical issues in everyday professional life

• Ethics is not just about ‘BIG’ issues
Ethical Approaches

- Rule Based
- Outcomes Based
- Virtue based
Values: attitudes, beliefs and priorities that bind individuals together and guide behaviour (LeDuc and Kotzer 2009)

Values are as invisible as air but just as essential
Professional Values

• Professional principles and academic discourse about practice
• The code: Standards of conduct, performance and ethics for nurses and midwives (NMC 2008)
• The Principles of Nursing Practice (RCN 2012)
• National Service Frameworks and Standards
Expectations of service users, carers and the public

• Service Users and Carers expect, and are entitled to, safe and competent care

• It’s the ‘SEEMINGLY’ little things that make the difference between average and good care and personalises the experience
Attitudes and behaviours most valued by service users (Virtues)

- Caring, Kind, and Compassionate
- Competent
- Emotionally Intelligent
- Loyal and Dependable
- Honest (with common sense)
- Responsible (self-motivating and self-governing)
- Puts patients first
- Willingness to help others/positive attitude

University of Worcester
Managerialism

- Efficiency
- Effectiveness
- Value for money

- Necessary but not sufficient!
What is a Good Nurse?
Nursing:

- Compassionate, competent and justifiable intentional care. (Quallington 2012)
Technical Competence

Personal Characteristics

Courage

Nurse

Professional Competence

Ethical Competence
Nursing is a moral activity

Ethical Reflection:

“Requires Practitioners to think critically about their values and to ensure that these values are integral to the care that they provide”...

_for every interaction!_

(Quallington 2001 and 2012)
Prompts for Reflecting Ethically On Action

• What are the important values that underpin my practice?

• How integral are these values to the care I provide? always? sometimes? never?

• Which, if any values am I prepared to compromise?

• What inhibits my ability to put my values into practice?

• What strategies do I have to address these inhibitors?
Tests for Reflecting Ethically In-action

• Do I feel satisfied with the care that I have provided and the manner in which I have done this?
• Do my patients feel satisfied with the quality and delivery of the care provided?
• Could I justify my care decisions and approach to a third party?
• If I were giving this care again what would I do differently? How would I have achieved this?
• What do I need to do to enable me to provide care in the way that I would like?
Non-caring and Uncaring Behaviours

Not so good care
• Routine
• Patients have to ask for help
• Distant relationship/ little rapport
• Little information,
• Lack of kindness or concern
• Staff inaccessible/unavailable
• Person does not feel cared about
  (Attree 2001)

Bad Care
• Not respectful/Not listened to
• Careless
• Failure to perform basic care activities
• Not treated as ‘whole’ human
• Inattentive
• Have to wait
• Forgotten/ broken promises
• Misjudgement
• Inflexible routines
• Abuse/ neglect
  (Lovegren et al 1996)
Non-Caring and Uncaring Nurses

Non caring
- Hurried /too efficient
- Not thoughtful
- Just doing a job
- Rough
- Belittle patients
- Not responding
- Not paying attention
- Treat patients as objects
- See patients as problems
  (Riemen 1986)

Uncaring/ Incompetent
- Depersonalize patients
- Increase patients vulnerability / dependence
- Neglect patients
- Detached
- Non communicative
- Negative communication
- Indifferent
- Fail to meet care responsibilities
  (Hallsdorstottir 1999)
Nursing Care of Older People in Hospital

• Nurses failed to find out information about patient needs
• ‘Problemetized’ the older person
• Limited care
• ‘Technicalized’ care
• Rationalised actions

(Milton-Wildey and O’Brien 2007)
The Unique Role of the Student Nurse

- Enthusiasm and passion
- Knowledgeable observer and participant
- Fresh eyes unhindered by rituals and past practice
- Vested interest in future of the profession
- Opportunity to participate in shaping the future
Responsibility of all Nurses

To provide the best attainable care for all patients and to reflect ethically on and in practice to enhance care where possible.

Nurses must also notice whether others around them are also providing appropriate care and act when this is not the case.
Optimistic about the future if we take responsibility for it

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Your Challenge- What are you going to do?