**Experiences of Humanising Care**

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**Abstract**

In 2015 we undertook an action research project on the stroke unit – Humanising Care. We invited previous service users and service providers to discuss what mattered to them in terms of dignity in their care. To explore some of these concepts, we used the Humanisation Framework and found that we could use the framework to pin some of our experiences, stories, and ideas upon. Whilst service users shared their experiences, we found there was an impact on service providers too. This presentation will share the experience from the perspective of staff involved in the project. Reflecting on what we as service providers have taken from the experience has been powerful – it has enabled us to build teamwork, support each other and reflect on our role in healthcare.

**Biography**

I am a Clinical Specialist Speech and Language Therapist, and Stroke Research Practitioner at Royal Bournemouth Hospital. As a Speech and Language Therapist, I work with patients after stroke on both the acute stroke unit and supporting the Early Supported Discharge Team. Working as part of the Speech and Language Therapy team also allows me to see patients across the hospital, and support them with swallowing and communication difficulties. As a Stroke Research Practitioner, I work in the stroke research team to deliver a variety of trials on the stroke unit at Bournemouth Hospital. In 2015, I was involved in the Humanising Care Project at Bournemouth Hospital – working with Caroline Ellis-Hill and Carole Pound as part of an action research group comprised of service users and services providers exploring what matters to older people regarding dignity in their care. Since this project, I have continued to work in a team of Humanising Champions to embed the philosophy in our care and explore how we can use it for future improvements.