

Dear colleague,

Please find enclosed the flipchart notes from the evaluation session led by Professor Iain Graham at the Bad Elster conference on Client Centered Care.

The purpose of the evaluation was to evaluate two things:

- 1) Evaluation of the Radon Bath experiences
- 2) Evaluation of what insights had been gained through participation in the conference on Client Centred Care.

With regard to the Radon Bath, colleagues were asked to consider, by reflecting through the five dimensions of self, the experience of the Radon Bath.

Ref. Mental Health – Psychiatric Nursing 1988
A holistic Life-cycle approach. 2nd edition,
Beck Rawlins & Williams
CV Mosby Co Pub.

Key questions posed to the evaluation group are:-

1. Why would you prescribe a Radon Bath?
2. What do you expect the benefits to be?
3. What did you think about the process?
4. What did you personally experience?
5. How did you feel?
6. What did you reflect upon?
7. Would you do it again and why?
8. What do you now believe the benefits to be?

Responses – Question 1:

Prescribe for :-

- pain relief
- relaxation
- anxiety management
- physical calmness
- nice thing
- time for reflection
- try something new

Responses – Question 4:

Experience:-

- lack of comfort
- floating arms
- relaxation
- wanted a toy to play with
- style of bath awkward
- cold room
- bath water cold for some
- indifferently warm temperature

(NB temperature per prescription)

- lack of information re procedure
- felt generally awkward
- gained some insights into the purpose
- not a normal situation
- language problems

(NB bath only one aspect of whole rehabilitation programme)

- artificial situation

Responses to question 6:

Reflection about Radon bath and client-centered care:-

- communication at many levels very important
- information – explanation very important
- experience things yourself – seek empathy, understanding
- ensure dialogue occurs
- encourage questions and answers
- who prescribes treatment should be present
- cultural sensitive – gender nudity issues
- clarify expectations and manage them
- seek compromise and achieve negotiation

With regard to evaluation of the conference overall:-

The group considered the answers to question 6 as reflective of their understanding of client-centred care (CCC).

The conference had helped them to gain some new perspectives of client-centred care i.e.

- impact of culture on CCC
- role of German spa system
- how care provision could be broader with a focus on the principle of stimulation
- focus upon well-being

Of particular significance for the group the role of evidence and research was highlighted as important for such treatment, in order for it to become more mainstream and acceptable.

Reflecting upon CCC in their own countries the following points were made:-

- We all claim to do it
- It is the ideal – one we may never achieve, but must try to
- The need to be aware of the philosophy of individualism vis a vis collectivism in a consideration
- Need to recognise others
- Need to understand the notion of power and control and where it exists in the practitioner-client relationship
- Consideration was also given by the group as to how we should teach CCC – the following responses denote this discussion:-
 - Description of different models of CCC
 - Widening of entrance to the professions
 - Use of student experiences as integral to understanding CCC
 - Use of critical reflection and critique
 - Use of evidence, research activity to describe, relate it to practice
 - Being student, faculty, management-centred also systems within systems approach
 - Use of experiential learning – use of action & co-operation learning methods.

- COHEHRE should take this forward

Overall comments about the conference made by this group:-

- Conference was good
- Highlights – student involvement – more of this please
- Did practical things
- Social aspects good
- Plenaries good
- Networking good – need for more
- Transportation/accommodation good
- Friendliness felt

Not to good:-

- Posters – need to reflect more importance to them, otherwise do not have them
- Visits – too crowded – simplify
- Time for stopping – not enough