

Nursing Practice

Discussion

TABLE 4A.

A dialogue between a ward sister, Julie, and Claire, the worried daughter of a female patient. Complete the table, indicating which SAGE & THYME skills and steps Julie is using

	Foundation-level communication skill	SAGE & THYME step
Worried daughter: Excuse me nurse, I really need to talk to you about my mother.		
Ward sister: Hello, my name is Julie Harrop, I'm the ward sister. I will listen to you. I need to give some medication to a number of patients. Is it urgent or can I come back to you in about 20 minutes?		
Worried daughter: OK, I'll wait if you'll come back.		
Julie: As near as I can to 2pm. Can you wait that long?		
Worried daughter: Yes, OK.		
[A little bit after 2pm]		
Julie: Hello, thank you for waiting. We have a room where we can talk without being interrupted. Would you prefer to go there?		
Worried daughter: Thank you.		
Julie: So you are Mrs O'Brien's daughter. I'm pleased to meet you. Your name is?		
Worried daughter: Claire.		
Julie: Hi Claire, please call me Julie. You feel you need to talk to me about your mother. What are your concerns?		
Claire: She keeps telling everyone that she can manage at home. She hates the hospital and I hate it for her, but I'm so worried about them both at home. My dad is very demanding of her and she's not well enough to run around after him any more. I'm exhausted with it and I was relieved when she came into hospital. I feel awful saying it, but there's too much pressure.		
Julie: Before you tell me too much more, can I jot these worries down? You have a lot of worries and I need to hear them all.		
Claire: I'm sorry. Yes of course.		
Julie: Don't apologise, I need to know the full picture so that we can work with you and your mum. So: she hates hospital, she says she can manage, you are worried about them at home - what else did you say? [Nurse writes 'hates hospital', 'says she can manage', 'worried about them at home']		
Claire: It's my dad. He seems not to have noticed that she's old and ill. I worry about him but I worry about my mum more.		
Julie: So you worry about them both and you said you are exhausted and your mum coming into hospital was a relief.		
Claire: Yes, I can sort my dad out at home knowing that mum is being looked after here and she's not making herself ill at home.		
Julie: You sound as though you're feeling pretty desperate. Is something else worrying you as well as all of this?		
Claire: No, this is all I can think about right now.		
Julie: Who supports you Claire?		
Claire: My partner is getting all of the fallout.		
Julie: So you do have some support from your partner?		
Claire: Yes, Paul's been through something similar with his parents, so he's a rock.		
Julie: Apart from Paul is there someone else supporting you?		
Claire: No.		
Julie: How does Paul help?		
Claire: He lets me get it all off my chest and he keeps our home life ticking over as I gradually become a full-time worrier about my parents.		

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TABLE 4A. RECOGNISING SAGE & THYME SKILLS AND STEPS (CONT)

	Foundation-level communication skill	SAGE & THYME step
Julie: So, Claire, you have them both to worry about. Your mum wants to go home, you don't think they can manage and there's too much pressure on you. What would help, Claire?	Summarising; using the person's own support, ideas and resources	You
Claire: I need professional support; I mean we're heading for a fall if we just carry on. I would like someone in the hospital to meet with me and my mum, hear about the pressures at home and tell us whether we qualify for any support at home.		
Julie: A meeting with perhaps a social worker or a district nurse before your mum goes home, to assess the need for health or social care input at home?		
Claire: Yes and some support as I explain to my mum that I can't go on like this even if she thinks she can.		
Julie: Someone to talk to your mum with you.		
Claire: Yes, she might take it from you. She thinks that I'm like her and can just do everything, but she's ill and I'm going to be ill if we don't get some help.		
Julie: I hear that. Is there something else that would help?		
Claire: No, that would be a good start.		
Julie: Is there something I can help with?		
Claire: Yes, can you put the brakes on this discharge and talk to my mum with me?		
Julie: Certainly I can and I will. What else could I, or we, do to help?		
Claire: Do you think we could have a case discussion? I could bring my dad and Paul in. We could discuss our difficulties properly for the first time. I'd be really grateful for such an opportunity. It would take so much pressure off.		
Julie: Yes we can organise that together. We'll organise a case conference.		
Claire: Thank you. I'm feeling better already.		
Julie: What else?		
Claire: Nothing else, that's a great plan. Thank you.		
Julie: In summary then Claire: your mum wants to go home but you don't think they'll manage. You're not sure you'll manage either. You have Paul for support but you think that the situation has got to the point that professional support at home might be needed. I'm going to talk with you to your mum and see if she'll agree to a full discussion of the home situation with your dad and Paul. If she agrees I'm going to arrange a case conference to plan her care at home. Is that a plan?		
Claire: Yes, thank you.		
Julie: Shall we go and see her now?		
Claire: Yes, thank you.		

*Julie and Claire are fictitious characters and their dialogue has been put together for training purposes.
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TABLE 4B. RECOGNISING SAGE & THYME SKILLS AND STEPS – ANSWERS

A dialogue between a ward sister, Julie, and Claire, the worried daughter of a female patient. Complete the table, indicating which SAGE & THYME skills and steps Julie is using

	Foundation-level communication skill	SAGE & THYME step
Worried daughter: Excuse me nurse, I really need to talk to you about my mother.		
Ward sister: Hello, my name is Julie Harrop, I'm the ward sister. I will listen to you. I need to give some medication to a number of patients. Is it urgent or can I come back to you in about 20 minutes?	Noticing distress; creating the time to allow a person to disclose their worries	Setting
Worried daughter: OK, I'll wait if you'll come back.		
Julie: As near as I can to 2 pm. Can you wait that long?		
Worried daughter: Yes, OK.		
[A little bit after 2pm] Julie: Hello, thank you for waiting. We have a room where we can talk without being interrupted. Would you prefer to go there?	Creating the space and privacy to allow a person to disclose their worries	Setting
Worried daughter: Thank you.		
Julie: So you are Mrs O'Brien's daughter. I'm pleased to meet you. Your name is?		
Worried daughter: Claire.		
Julie: Hi Claire, please call me Julie. You feel you need to talk to me about your mother. What are your concerns?	Asking directly about concerns	Ask
Claire: She keeps telling everyone that she can manage at home. She hates the hospital and I hate it for her, but I'm so worried about them both at home. My dad is very demanding of her and she's not well enough to run around after him any more. I'm exhausted with it and I was relieved when she came into hospital. I feel awful saying it, but there's too much pressure.		
Julie: Before you tell me too much more, can I jot these worries down? You have a lot of worries and I need to hear them all.		Gather
Claire: I'm sorry. Yes of course.		
Julie: Don't apologise, I need to know the full picture so that we can work with you and your mum. So: she hates hospital, she says she can manage, you are worried about them at home – what else did you say? [Nurse writes 'hates hospital', 'says she can manage', 'worried about them at home']	Reflecting; summarising; screening for other concerns	
Claire: It's my dad. He seems not to have noticed that she's old and ill. I worry about him but I worry about my mum more.		
Julie: So you worry about them both and you said you are exhausted and your mum coming into hospital was a relief.	Reflecting and summarising concerns	
Claire: Yes, I can sort my dad out at home knowing that mum is being looked after here and she's not making herself ill at home.		
Julie: You sound as though you're feeling pretty desperate. Is something else worrying you as well as all of this?	Showing an empathic response; screening for other concerns	Empathy
Claire: No, this is all I can think about right now.		
Julie: Who supports you Claire?		Talk
Claire: My partner is getting all of the fallout.		
Julie: So you do have some support from your partner?	Reflection	
Claire: Yes, Paul's been through something similar with his parents, so he's a rock.		
Julie: Apart from Paul is there someone else supporting you?	Screening	Talk
Claire: No.		
Julie: How does Paul help?		Help
Claire: He lets me get it all off my chest and he keeps our home life ticking over as I gradually become a full-time worrier about my parents.		

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TABLE 4B. RECOGNISING SAGE & THYME SKILLS AND STEPS - ANSWERS (CONT)

	Foundation-level communication skill	SAGE & THYME step
Julie: So, Claire, you have them both to worry about. Your mum wants to go home, you don't think they can manage and there's too much pressure on you. What would help, Claire?	Summarising; using the person's own support, ideas and resources	You
Claire: I need professional support; I mean we're heading for a fall if we just carry on. I would like someone in the hospital to meet with me and my mum, hear about the pressures at home and tell us whether we qualify for any support at home.		
Julie: A meeting with perhaps a social worker or a district nurse before your mum goes home, to assess the need for health or social care input at home?	Reflection	
Claire: Yes and some support as I explain to my mum that I can't go on like this even if she thinks she can.		
Julie: Someone to talk to your mum with you.	Reflection	
Claire: Yes, she might take it from you. She thinks that I'm like her and can just do everything, but she's ill and I'm going to be ill if we don't get some help.		
Julie: I hear that. Is there something else that would help?	Screening	
Claire: No, that would be a good start.		
Julie: Is there something I can help with?		Me
Claire: Yes, can you put the brakes on this discharge and talk to my mum with me?		
Julie: Certainly I can and I will. What else could I, or we, do to help?	Screening	
Claire: Do you think we could have a case discussion? I could bring my dad and Paul in. We could discuss our difficulties properly for the first time. I'd be really grateful for such an opportunity. It would take so much pressure off.		
Julie: Yes we can organise that together. We'll organise a case conference.	Reflection	
Claire: Thank you. I'm feeling better already.		
Julie: What else?	Screening	
Claire: Nothing else, that's a great plan. Thank you.		
Julie: In summary then Claire: your mum wants to go home but you don't think they'll manage. You're not sure you'll manage either. You have Paul for support but you think that the situation has got to the point that professional support at home might be needed. I'm going to talk with you to your mum and see if she'll agree to a full discussion of the home situation with your dad and Paul. If she agrees I'm going to arrange a case conference to plan her care at home. Is that a plan?	Summary; closing a consultation	End
Claire: Yes, thank you.		
Julie: Shall we go and see her now?	Closing a consultation	End
Claire: Yes, thank you.		

*Julie and Claire are fictitious characters and their dialogue has been put together for training purposes.
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