

## The 6 Cs Script

The 6 Cs are a collection of qualities and values which all people working in health and social care are expected to demonstrate in their personal behaviour, their beliefs, and the way they interact with others at all stages of delivering care and treatment. Thinking of the 6Cs is a handy way to remember these essential values that underpin everything you learn and practice in this field. They are 6 nouns which represent vital qualities. Before we look at them in detail, take a moment now to think. Do you already know what the 6Cs are? What nouns beginning with C do you think might be essentially important in delivery of health and social care?

So, the 6Cs are care, compassion, competence, communication, courage and commitment.

Let us have a look at each one individually. As we do, try to think about how and why each of these is important in delivering care and support, and think about what it might look like in the area of work that you are most interested in. Try to think of real-life examples of how people can demonstrate this quality.

The first C stands for **Care**. Obviously, this represents the care and support profession, but it is also something that every individual must display in their actions. Caring defines both the profession and the people within the profession. It is also important to remember that people receiving care will have different needs and expectations at different stages of their lives, and so it is necessary for workers to continually adapt their thinking about what quality care is.

Next, we have **Compassion**. How do you demonstrate compassion? A good phrase to think of here is that compassion is “intelligent kindness”. This means treating people with empathy, patience, understanding and consideration. For all service-users, being treated with compassion makes a huge difference to their care experience.

The third C stands for **Competence**. Competence describes your ability, skills and knowledge. Of course, this covers an understanding of everything to do with the service-user, including both their mental and emotional health, and their physical condition. It also means a knowledge of all available treatments, and making the right choices based on research and evidence. An important point to remember about professional competence is that it changes and evolves throughout your career, so your competence must be continually nurtured. You need to keep learning and practising in order to maintain the highest standards.

Next is **Communication**. Of course, good communication skills are important in all lines of work. In health and social care, you need to think about how you adapt your communication to different situations and different service-users and think about how individuals will all have different ways of communicating with you. As you already know, modern care and support is built around a person-centred approach, and you cannot put the person first if you don't listen to them, and also communicate all information to them about their care. Communication skills also extend to the way you deal with your colleagues, as sharing information and keeping clear and accurate records are both essential components of high-quality care.

The fifth C stands for **Courage**. Having courage is vital in a profession where you might have to make difficult decisions, or support people going through challenging experiences. It also takes courage to speak up and voice your concerns if you think something is being done unfairly or incorrectly, and it takes courage to innovate and try new things in the way you approach your work.



Finally, we have **Commitment**. Maintaining all of these standards and values takes personal commitment and dedication. You need to show commitment to each individual in your care, so they receive the best support. You also need to show commitment to continuously improving yourself and the overall care experience for all service-users.

So those are the 6 Cs. You will find that all of these underpin all themes and topics that you study at every level of health and social care, and you should always have these at the front of your mind when applying your learning, writing assignments, answering interview questions, and ultimately, when working as a health and social care practitioner.

## References

- <http://www.bettal.co.uk/6cs-social-care/>
- <https://www.skillsforcare.org.uk/Documents/Standards-legislation/6Cs/6Cs-in-social-care-guide.pdf>
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