thoughts and feelings in a reflective diary. I used the headings recommended in the article to guide my reflection, including: ‘What happened?’, ‘How did I feel?’, ‘What are the main points?’, ‘What do I need to explore further?’ and ‘What are my initial thoughts were this to happen again?’

The article identified that it may be challenging for nurses to find time to reflect. I have attempted to overcome this by keeping a reflective diary in my pocket, in which I record brief notes while working and then write additional information after the end of my shift. I have found this process helpful in managing the feelings that arise during my practice.

How is this relevant to the Code?
Select one or more themes: Prioritise people, Practise effectively, Preserve safety, Promote professionalism and trust
Reflection can encourage nurses to practise effectively by understanding and improving their performance, while working within the limits of their competence. The article also relates to The Code theme of preserving safety, since nurses can use reflection to recognise concerns or issues that arise in their practice and take appropriate action.

Rose Gallacher is a staff nurse at Queen Elizabeth University Hospital, Glasgow

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**Respiratory nurse taught our family the skills to use essential equipment**

Deputy sister Lucy Pinner’s compassion and expertise helped enhance the care of Margaret Gillham’s mother

When my mother was admitted to the respiratory support and sleep centre at Papworth Hospital NHS Foundation Trust in Cambridgeshire, Lucy Pinner showed exceptional kindness in dealing with her clinical issues. My mother has respiratory failure, and after a series of chest infections she needed long-term non-invasive ventilation (NIV), so was admitted to a ward at the centre to help her become familiar with the equipment.

**Treated with respect**

Lucy, a deputy ward sister, was extremely caring towards our family, and she is the leader of a wonderful ward team.

We found all the staff kind and caring towards patients, with nothing too much trouble.

No matter how busy the nurses are, all patients and relatives are treated with respect and dignity.

The NIV equipment was set up and demonstrated while my mother stayed on the ward for several days.

When she went home she relied on my father, who is 94, to deal with the equipment.

Initially he found it stressful, as the ventilator sometimes makes a loud noise and my mother can find it quite scary if there is no one else around.

So we called the hospital and Lucy came to the family home to demonstrate the equipment, help us understand it and reassure us so we could use it properly.

Having the equipment explained at home, in the setting where it is used, was very different to seeing it in hospital, and it helped my father to know he was doing it correctly.

My mother has been on the ventilation for a year and it has made a big difference. Previously she had felt sleepy and tired, but can now enjoy her life and do activities that give her pleasure such as reading, knitting and watching television. Lucy and her team helped make this possible through their kindness and skill.

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Practice-related feedback can come from a variety of sources including patients/service users, colleagues and management. For more details go to rcni.com/practice-related-feedback
Send feedback to: sarah.lydall@rcni.com