



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

WELLBEING: 2023 and Beyond

Compassionate care in challenging times:

Growing a peer support network for
healthcare colleagues with health care staff.

Comisiwn
Bevan
Commission

Drivers (Local/Ground-Up)

Wellbeing of staff

Prolonged pandemic

Recovery plans

Health staff caring for health staff

Staff emotional and physical resilience and compassion

Comisiwn
Bevan
Commission

Avril.Jones@wales.nhs.uk



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

DRIVERS/BACKGROUND/CHALLENGE

WHY? National(Top down).

- ▶ [Framework Safe Reliable Effective Care White Paper.pdf](#)
- ▶ [What is compassionate leadership? | The King's Fund \(kingsfund.org.uk\)](#)
- ▶ Wellbeing of Future Generations Act 2015
<https://www.gov.wales/sites/default/files/publications/2021-10/well-being-future-generations-wales-act-2015-the-essentials-2021.pdf>
- ▶ NHS Staff Wellbeing
- ▶ Staff recruitment and retention

The logo for Comisiwn Bevan Commission, featuring the text in blue and green on a white background with a blue horizontal line below it.

Comisiwn
Bevan
Commission



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

A B C Needs of nurses and midwives.
Kings Fund Report. The Courage of
Compassion. September 2020.

[Covid-19: why compassionate leadership
matters in a crisis | The King's Fund.](#)

Michael West.

- ▶ **Key recommendation 7: Management and supervision**
- ▶ *‘Ensure all nursing and midwifery staff have the effective support, professional reflection, mentorship and supervision needed to thrive in their roles.’*



**Comisiwn
Bevan
Commission**



A B C Needs of nurses and midwives. Kings Fund Report. The Courage of Compassion. September 2020.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

- ▶ Autonomy - the need to have control over their work lives, and to be able to act consistently with their values
- ▶ Belonging - the need to be connected to, cared for, and caring of others around them at work, and to feel valued, respected and supported
- ▶ Contribution- the need to experience effectiveness in what they do and deliver valued outcomes.

The logo for Comisiwn Bevan Commission, featuring the text 'Comisiwn Bevan Commission' in blue, with 'Comisiwn' and 'Commission' in a lighter blue and 'Bevan' in a darker blue. The text is set against a background of green geometric shapes.

Comisiwn
Bevan
Commission

Avril.Jones@wales.nhs.uk



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

SOLIHULL APPROACH RESTORATIVE/REFLECTIVE SUPERVISION

- ▶ Negotiated safe environment
 - ▶ Confidentiality
 - ▶ Trusting contract
 - ▶ Valued event
 - ▶ Protected time
 - ▶ 1 session/month x 6 months
 - ▶ Review
- ▶ Safe space to be heard and valued.
 - ▶ Essential for supporting passionate care.

Avril.Jones@wales.nhs.uk

Comisiwn
Bevan
Commission



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

APPROACH: PEER-TO-PEER CARE: FOCUS on WELLBEING

- ▶ Network of staff (N=20) delivering reflective supervision on line or F2F.
- ▶ Ongoing training and supervision for new RS supervisors (N=16 over project time)
- ▶ Feedback from individuals and groups: each session or set of 6 sessions
- ▶ Wellbeing action plan with named lead
- ▶ Allocated time (2hours/month)



Comisiwn
Bevan
Commission



Avril.Jones@wales.nhs.uk



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Feedback from Peer Supporter

- ▶ *"As you are aware i have been involved in restorative supervision for many years. It has huge benefits for our service and for me completes the Solihull approach and embeds it as an ethos for all we do. providing containment for staff who provide containment for our parents who are then able to provide that for infants and children.*
- ▶ *As part of my training as a supervisor I attended individual restorative supervision sessions. It was at a very busy time, Exhausted staff on long term sick and i was firefighting every day. My supervisor offered containment and listened and wondered what i might suggest if a member of staff came ask for help with these issues. She didn't have answers but she helped me explore solutions. A half day working from home, writing an action plan with clear objectives, for the team I managed, for the year, gave me focus and helped me feel energized and excited again. I had new ideas and innovative approaches to trial and move forward.*
- ▶ *I have had the privilege of being able to offer restorative/ responsive supervision to several practitioners, some from within ABUHB but also some with partner agencies. Formal evaluations are completed and anonymized, but each person has thanked me and appreciates the difference it has made to them. It isn't really me they are thanking it is the process and the ethos.*
- ▶ *I remain busy, I work part time with not enough hours in the day but to offer supervision only takes up an hour of my time. The supervisee travels to where I work , and I have used virtual support throughout COVID too. That protected hour makes one feel humble and i know it is well spent because over the sessions it can make such a transparent positive difference."*

Comisiwn
Bevan
Commission

Avril.Jones@wales.nhs.uk

• PROJECT OUTCOMES 1.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

- The continued functioning of peer-to-peer care via facilitation of reflective safe space and time, virtual and face-to-face.
- Availability of regular reflective supervision sessions for all staff.
- Annual professional review discussion to prioritize wellbeing for all staff.
- Delivered online monthly sessions to middle managers.



**Comisiwn
Bevan
Commission**



Avril.Jones@wales.nhs.uk

PROJECT OUTCOMES 2



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

- Recognition that a cultural change is needed to support compassionate care to fellow healthcare professionals.
- The need to support all staff to practise their focus upon own wellbeing in a workplace that is learning to be compassionate and recognise that `avoidable harm` to staff is a necessity.

Comisiwn
Bevan
Commission

IMPLICATIONS:

Highlights the need to focus energy and resources on the wellbeing of staff at all levels within our healthcare service.

- Access voices of staff
- Access voices of service users
- Act on themes captured:
- Communication and responsive management
- Peer-to-peer emotional support recognised as essential to
- Effective service delivery

Comisiwn
Bevan
Commission



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

NEXT STEPS

- The introduction of a new senior professional role to support staff wellbeing throughout our service: Facilitation of:
 - 1 Staff to be valued, heard and trusted (AUTONOMY)
 - 2 Support the support (Peer-to-peer) (BELONGING)
 - 3 Compassionate responsive management model
 - 4 Communication and celebration/feedback (CONTRIBUTIONS)
- Embedding wellbeing in professional journey- from recruitment to exit/leaving interview.
 - ▶ HEIW - ongoing training
 - ▶ Wellbeing network across Wales

Comisiwn
Bevan
Commission



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Key Conclusion: From Concept to Reality

- ▶ **“This work is supporting a cultural change in healthcare. They need to be learning organisations with leaders accessible, listen more than they talk, and respond to concerns. Internal communications must exist in organizations that link leaders’ responses to frontline provider concerns, in essence ensuring that staff feel their voices are heard”.**

A Framework for Safe, Reliable, and Effective Care.

White Paper. Cambridge, MA: Institute for Healthcare Improvement and Safe & Reliable Healthcare; 2017 Frankel A, Haraden C, Federico F, Lenoci-Edwards J

Comisiwn
Bevan
Commission

THANK YOU!

Avril.Jones@wales.nhs.uk

- ▶ All my amazing colleagues in ABUHB Public Health Nursing Service
- ▶ The RS network supervisors who all 'go beyond' every day!
- ▶ Bevan Commission - especially Dr Thomas Howson
- ▶ My Senior Managers - Chris Overs and Kola Gamel
- ▶ My Line Manager Lorraine Childs- responds beautifully with care and compassion every time.
- ▶ The kind and patient digital guy who always replies immediately to my cries for help- Andy Gardiner.

The logo for the Comisiwn Bevan Commission, featuring the text 'Comisiwn Bevan Commission' in blue, with 'Comisiwn' and 'Commission' in a lighter blue and 'Bevan' in a darker blue. A horizontal line is positioned below the text.

Comisiwn
Bevan
Commission