

SELF-CARE IN HEALTH CARE PROGRAMME

Workshop designed and facilitated by Patrick Sherratt (MED, BA Psych), and Ian Richards (MA Psych)
Directors of INNERVATE Ltd.

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TEAM LEADER COMMENTS

I have been speaking with our community dentist, who asked that I write to you regarding the impact your seminar has had on one of our employees. The woman I refer to attended your workshop and had identified that she had some serious personal development issues which were impacting on her ability to work at a satisfactory level within the service and to achieve a professional relationship with her co-workers.

The results from that have been amazing and she has successfully turned her work situation into a very positive outcome. Your workshop and the learnings were the catalyst for change and as a manager, I am very impressed that this has had such an impact.

As a result, I have been very keen to see all employees within our service attend your course which we shall be doing at the end of the month. There are not always many opportunities to attend self-development courses within an organisation and I am most grateful that our Allied Health Director has allowed such an opportunity.

Clinical Team Leader, Oral Health Services

There has been significant change in culture within the Occupational Therapy team as a result of the individuals participating within Self-care in Healthcare and by the team being facilitated to change with two team-building workshops.

The work done by the team is about changing a culture; identifying specific behaviours to improve how we work with each other; improving the health and wellbeing of people at work by increasing positive regard; and reducing instances of overt and covert behaviour undermining others and the leadership.

After the session, formally and informally individuals have come to me to express their intent and to change, clear the air with a colleague, apologise or discuss how they want to change the way they act and communicate with other team members more positively.

Feedback from individual team members include:

“team has improved, in a good space, meeting better, understand messages, clarified expectations on both sides, understood concept of followership, understood context of decision making, mutual respect more evident in the team, and noticed an overall positive change.”

Occupational Therapy, Professional Advisor and Team Leader

I attended the self-care workshop as I am the Team Leader for Administration, Support and Facilities. I haven't yet had any of my staff attend however I have strongly recommended this to staff as I believe they would benefit from this workshop, some have informed me that they have notified their interest and are awaiting notification.

I strongly support the funding continuing to be able to refer staff to attend as the HBDHB do not offer any workshop like it for self-care (that I am aware of). As I work in a Rural Community with limited support I found this workshop very informative and it provided me a lot of tools to enable my self-care to improve. Myself, My partner and my teams have all commented and noticed a change – this is just from using techniques to reduce stress, improving resilience to stress, finding different avenues for solutions, time management and Emotional wellbeing – and all from just one amazing workshop!! (This was surprising feedback as I didn't realise how much my own self-care was impacting on others).

**Team Leader for Administration & Support Services including Facilities Management,
Wairoa Hospital**

I benefitted both professionally and personally from Self-care in Healthcare. In addition to the ideas and tools discussed, the opportunity to engage in this work with colleagues from across the DHB was extremely valuable. It enabled developing networks, sharing experiences and building engagement. It means something when the DHB invests in its people in this way. I am really glad that Self-care in Healthcare will be available to staff during week-days.

Manager – Mental Health

I found the 'Self-care in Healthcare' workshop a valuable use of my time (Saturday) provided for by our DHB. I have already & will continue to highly recommend this workshop. An enjoyable learning day that continues to affect me.

It was a reminder, a refresher, an opportunity to reflect on what had become 'the norm' the busy ness of life and to address some 'things'. What the workshop gave me was a wider understanding of stress, anxiety and exhaustion, and more importantly an opportunity to self-manage smarter.

As a Professional Supervisor, I appreciate these workshops for the forum offered to some of my colleagues that don't get the care, Supervision offers. I further appreciate the follow up's & staying in the loop with Patrick. Great venue using the Green Shed – it was nice being off site. Great delivery and a certificate to boot. Many thanks Patrick.

Supervisor Maori Health

I would like to thank you for this course..... I found it totally beneficial to all aspects of my life. I have learnt so much self-control at work and home and feel I have become a better person for it. I also give others little tips that I have learnt. Several colleagues have attended after explaining how much I have taken on board, and each person has come back with totally positive feedback, and at times can be seen within the work place.

I personally would like to see it continue and later on maybe a follow up presentation just to reiterate some of the skills learnt.....just to prevent some of the old ways creeping back. Thank you again.

Senior Aseptics Technician

From my point of view... I appreciated having time to focus on this aspect of my self-management as work time does not usually allow for reflection and learning on non-clinical topics. The content was a comfortable collection of refreshing existing knowledge, new learning and practical application. I value the workbook as that will be a lasting resource. Having the DHB fund this programme is a real and practical way of showing it values staff, and recognises individual staff do feel the pressure and increasing demand of their roles.

**Team Leader Orthotics, Physiotherapy and Speech Language
Professional Leader Physiotherapy**

I have attended your sessions along with my associate clinical nurse manager. We both found the day well worth it and would recommend staff to attend. A major positive was that it gave time to reflect on what "pushes your buttons" and how better to handle them. We work in very stressful jobs and sometimes this is relentless. Generally, there is minimal contact from higher management and what there is, always tends to be negative. The DHB supporting this workshop makes us feel more valued as an employee and we would not like it to cease.

Acting Nurse Director, Children and Youth Services

I have asked the team members in the Napier office what / how things have changed for them since attending the Self-care in Healthcare workshop. Some good anecdotes as follows:

Certainly a lot of reflection on the content of the day.

- *One person has made her own additional notes & keeps her notebook next to her bed to refer to each day to remind her of the key messages that resonated with her*
- *Six people asked stated they were so much more aware of the need to have regular breaks & healthy conversations with a laugh when they could. They find this energizing & they can then focus better when back at their desk / next task*
- *Two people said they stopped more than they had previously to eat properly (even for 10 mins) for lunch, away from their desks*
- *One person keeps key messages on their desk & in diary to check in with when they need to "sort thoughts" or plan*
- *The acronym "STOP" had been shared with team members & many seemed to be practicing this tool from time to time, some regularly through the day*
- *One person now using headphones to block out office distractions when needing to be completely focused on a document or job at hand*

- *One person has actively sought a quiet space for phone-calls / documentation etc when a place is available (sometime this isn't possible)*
- *Now that the weather is better, the Flaxmere team plan to have a walking bus at lunchtime – for whoever can – to have a brisk walk at beautiful Flaxmere Park adjacent to the base*
- *One person said they have made a real effort to focus on opening & closing of difficult conversations in a more planned way*
- *One person said that when she needed to do a recent presentation she used the tools learnt to relax & focus & found she wasn't as anxious as she usually is when presenting*
- *Many comments about how good it was for this day to be held off-site at such a great venue – the rural surroundings / lawn and space was therapeutic in itself & they felt that because of this the day had been given real value*
- *The staff tea room at the NHC has been re-organised – has been decluttered & tables/chairs shifted to be more inviting. However, team members would still like to add some colour/art/plants to further improve it.*
- *Real interest in the CHT continuing with some of the messages/ tools – regular reminders at Inservice Day / Base Meetings etc, to keep themes fresh in minds, also to look at doing the Teamworks training as an extension of the Self-care day.*

Nurse Educator, Public Health Nursing / Child Health Team