

IAPT
connect
2017



 NHS
 Talking
Therapies
Health

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Berkshire Healthcare
NHS Foundation Trust



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Who looks after our therapists?

Our therapists are focused and dedicated to look after their clients.
But who looks after them?
How does a team effectively care for the individuals that deliver therapy?
Are you working in such a team?



Linking mind and body...

Talking
Therapies

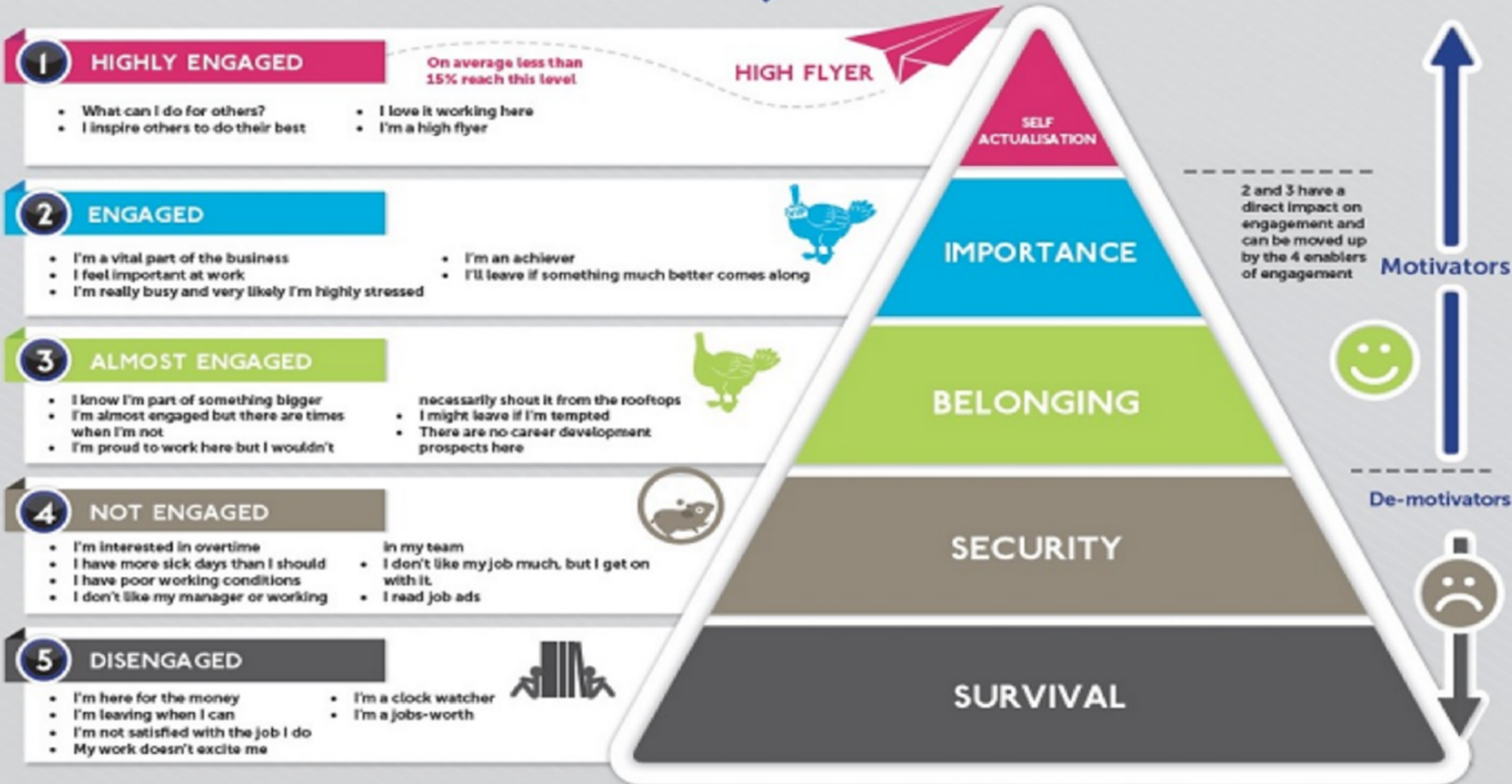
Talking
Health

National surveys on IAPT Staff Wellbeing

Over 40% of therapists.....

- Stressed
- overworked
- Inadequately supervised
- Emphasis on targets
- Poor environment
- Bullying, undermining

MASLOW'S HIERARCHY OF NEEDS APPLIED TO EMPLOYEE ENGAGEMENT



Open and transparent



"Talk about us" e-mail
talkaboutus@berkshire.nhs.uk

"No blame" culture

Sharing compliments

Listening in action

Talking Therapies 2016

Welcome to new staff

Team Induction

Team Building Events

Motivational speakers

Training & Development opportunities





Our Team Charter



We are a team of valued professionals working in a therapeutic environment serving clients with psychological and emotional needs.

We will:

- Act professionally within the working environment, speaking to each other respectfully as professional equals and respecting individual roles – each having their own value. Each member of the team is as valuable to the team as any other. There will be no favouritism.

- Tolerate the faults and mistakes that our colleagues make as long as they acknowledge the mistakes and learn from them.
- Not tolerate bullying under any circumstances. We will escalate instances of bullying to our line manager immediately.

- Have fun in our work – and will remain positive and encouraging to colleagues.

- Not criticise or judge when colleagues ask questions or make contributions. Everyone should feel safe expressing thoughts and feelings.

• Expect that the organisation will value us for our knowledge; training and professional qualifications and we will assume that our physical environment basic needs will be adequately met.

There will be a consistency and fairness in the allocation of corporate resources which is role dependent.



- Expect that equal opportunity will be afforded to all.

Listening Into Action Action Plan

March 2017- Survey Monkey PWP wellbeing

April 2017- Feedback on outcomes from survey

May 2017- implement and embed changes

July 2017- Review changes

MASLOW'S HIERARCHY OF NEEDS APPLIED TO EMPLOYEE ENGAGEMENT

1 HIGHLY ENGAGED

- What can I do for others?
- I inspire others to do their best
- I love it working here
- I'm a high flyer

On average less than 15% reach this level

HIGH FLYER

SELF ACTUALISATION

2 ENGAGED

- I'm a vital part of the business
- I feel important at work
- I'm really busy and very likely I'm highly stressed
- I'm an achiever
- I'll leave if something much better comes along



IMPORTANCE

2 and 3 have a direct impact on engagement and can be moved up by the 4 enablers of engagement

Motivators

3 ALMOST ENGAGED

- I know I'm part of something bigger
- I'm almost engaged but there are times when I'm not
- I'm proud to work here but I wouldn't necessarily shout it from the rooftops
- I might leave if I'm tempted
- There are no career development prospects here



BELONGING



4 NOT ENGAGED

- I'm interested in overtime
- I have more sick days than I should
- I have poor working conditions
- I don't like my manager or working in my team
- I don't like my job much, but I get on with it
- I read job ads



SECURITY

De-motivators

5 DISENGAGED

- I'm here for the money
- I'm leaving when I can
- I'm not satisfied with the job I do
- My work doesn't excite me
- I'm a clock watcher
- I'm a jobs-worth



SURVIVAL



Listening Into Action

You said, we did

More support with clinical presentations and decision making



What we've done:

From April 2017

- Additional drop in supervision with S3
- CPD training in BE + more
- Improved links between CSS & training mornings

Time to prepare for CSS & more reflective space

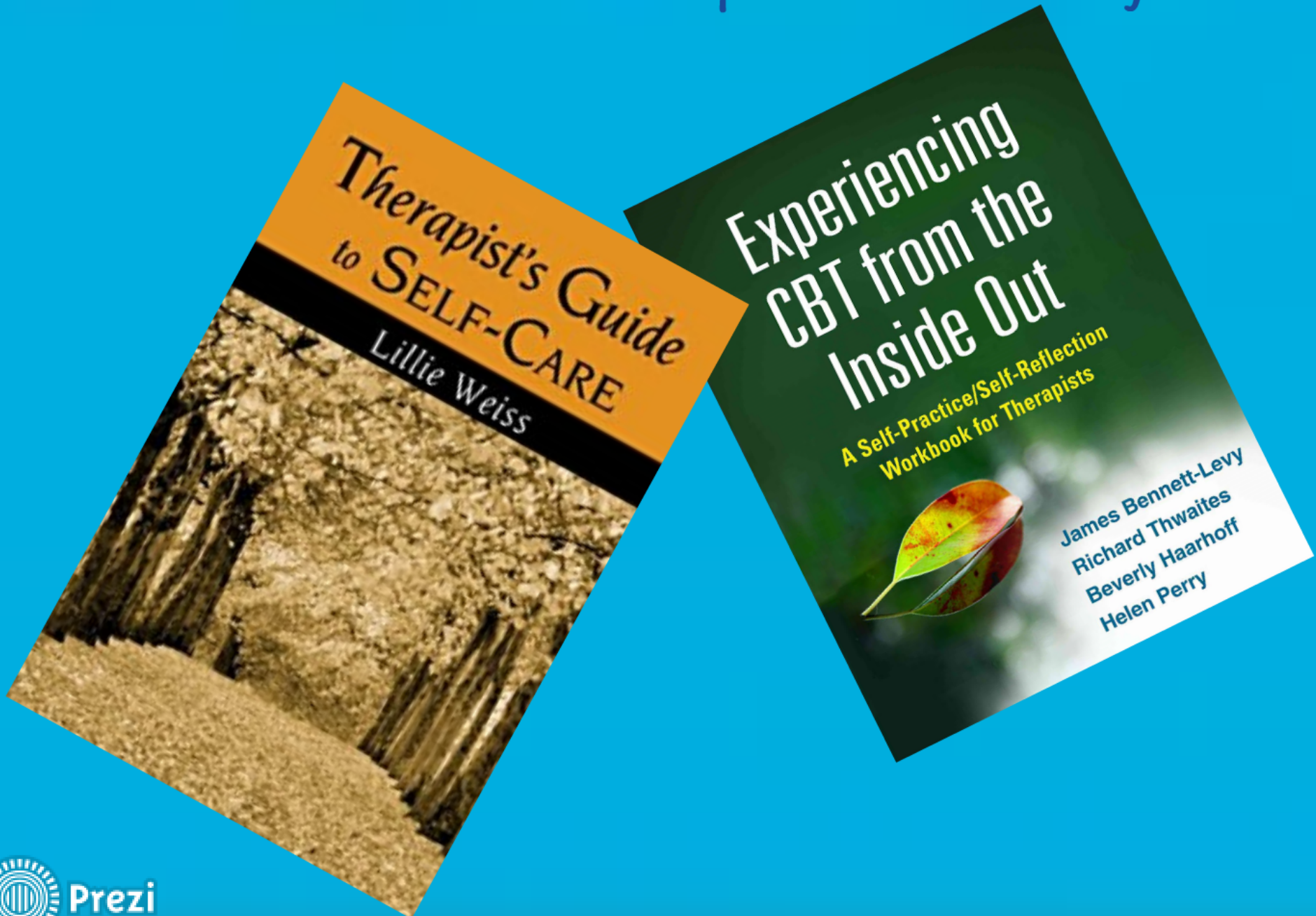


What we've done:

From April 2017

- 30 mins protected time a week
- Roll out of SPSR
- Joint team reflective space

Introduced self-reflective practice January 2017



Listening Into Action

You Said, we did

Improve communication



What we've done:

From May 2017

- PWP weekly update (email)
- Locality team meetings

Support with pressure of role



What we've done:

From May 2017

- Stress resilience training
- Roll out of buddy team lunch
- 0-10 stress scale flag
- Team goals chart
- Learning from other services (leads network)



Berkshire Healthcare **NHS**
NHS Foundation Trust

Reading Locality Health & Well-being Newsletter

making a difference choice understanding friendly independence care
community people together help care understanding specialist dedication care local support trust dependant hope enthusiastic service making a difference compassion
enthusiastic specialist compassion safe health service local dependable help equality care choice independence respect community trust together quality understanding dedication hope enthusiastic



Buddy System

buddy system

Buddy system

buddy system

Buddy system

Buddy system



Mini-relaxation exercises:

Mini-relaxations are stress busters you can reach for any time. These techniques can ease your fear at the dentist's office, thwart stress before an important meeting, calm you when stuck in traffic, or help you keep your cool when you have pain or facing a difficult situation. Whether you have one minute or three, these exercises work.

Mindful breathing ..When you've got one minute.....

Place your hand just beneath your navel so you can feel the gentle rise and fall of your belly as you breathe.

Start with a slow breath out and then breathe out slowly for a count of three and then breath in slowly.

Continue to breathe for one minute slowing breathing in and out for a count of three.

Then feel your entire body relax into the support of your chair.



TWELVE WAYS OF COPING WITH WORK STRESS

1. **EXPRESS YOUR FEELINGS**
Don't bottle up feelings and emotions.
2. **MAKE TIME FOR SOCIAL ACTIVITIES**
Don't squeeze out hobbies, leisure or outings with friends.
3. **DON'T PUT THINGS OFF**
Do tasks now and don't avoid them.
4. **DELEGATE**
Don't try to do everything yourself.
5. **LEARN TO SAY NO**
Don't agree to take on too much.
6. **PLAN REGULAR BREAKS**
Stop for coffee, lunch and evenings, as well as weekends and holidays.
www.talkingtherapies.berkshire.nhs.uk



TWELVE WAYS OF COPING WITH WORK STRESS

7. **DON'T WORK TOO LONG HOURS**
8. **DON'T BECOME ADDICTED**
Try not to become reliant on alcohol, cigarettes, drugs or food.
9. **SEPARATE WORK FROM HOME**
Don't regularly take work home.
10. **DON'T BE A PERFECTIONIST**
You can't get things perfect every time. Aim for 80 per cent.
11. **SEEK SUPPORT**
Openly discuss difficulties and ask for help.
12. **KEEP A PERSPECTIVE**
It is only a job—not your life.

From: 'Free yourself from Harmful Stress' Text © 1997 Trevor Powell
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Shinfield Health Centre

