

**We want you to focus on well-being and have courageous conversations with staff in your teams**



**Tricky topics requiring sensitivity and that may provoke an emotional response:**

- Moral Injury
- Compassion fatigue
- Vicarious trauma
- Burnout
- Anticipatory grief – the news about covid / vaccines / Brexit etc
- Homelife and personal circumstances

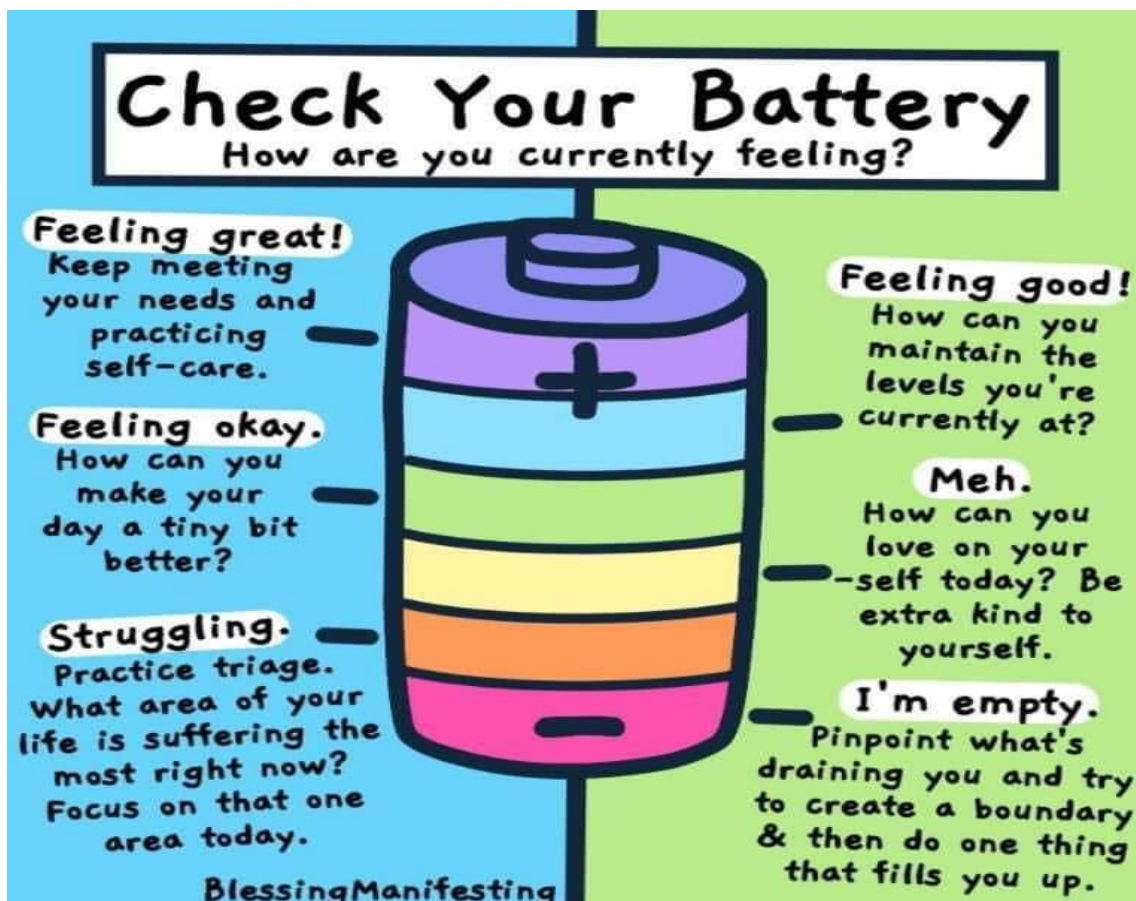
We have the supervision framework and the traumatic incident response but we also need to promote wellbeing conversations in teams and 1-2-1

### Here is some information about moral injury:

Historically Moral injury has been a concept linked with soldiers or emergency medics. Greenberg et al (2020) highlighted the potential for health and social care workers for significant moral injury during Covid because they need to:

- Respond to increased demand and staff shortages
- Constantly think about allocating scant resources
- Be process and compliance focussed although wanting to focus on quality
- Balance their own physical and health care needs with those of their service users
- Make decisions about how to align their value base – duty to their family with duty to their service users – juggling homeschooling / caring
- There is a particular lack of public support for social care in the media which can make us feel undervalued
- They may be dealing with significant challenges in their personal life - bereavement, loss, fertility, relationship

This can impact on morale and productivity and emotional well-being - it can impact on quality of practice which obviously impacts on the outcomes for children and young people and can lead to sickness absence or presenteeism in teams which impacts caseloads and retention. It can place a particular pressure on Team Managers and supervisors who absorb team pressures and emotion whilst balancing their need for business as usual.



**Signs** – changes in sleep patterns, significant or persistent changes in behaviour, irritability, lack of patience, mistakes, isolation / withdrawal, weakened sense of empathy, feelings of hopelessness

**Who:** Not just Social workers – could be anyone in the team – business admin support, family workers , Social Workers , middle managers , senior leaders – at any stage in one’s career

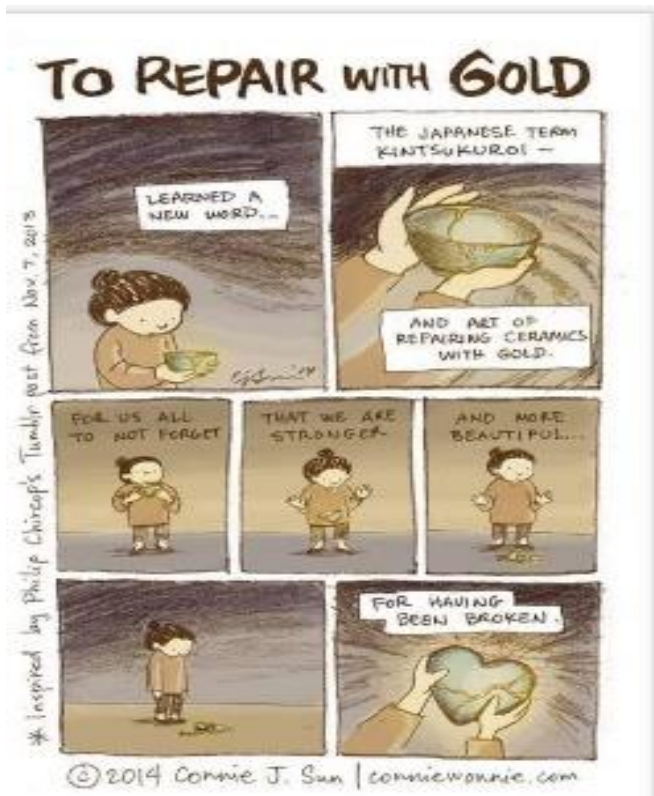
### The good news - What can mitigate / what can help ?

- Strong reflective culture
- Education and space to reflect on the concept of moral injury
- Building a sense of team
- Recognition in the service at senior level
- Emotional wellbeing support for those in acute need
- Physical exercise, nutrition, hydration, sleep, rest
- Eye health
- In depth reflection time / good quality reflective supervision spaces
- Planning annual leave and flexi for recuperation
- Appreciation of hard work, effort and good practice
- Connecting to our values and shared sense of purpose

### What are we asking you to do?

- 4<sup>th</sup> Feb is time to talk day - facilitate a team discussion about well - being ,moral injury , compassion fatigue , trauma and burnout
- Plan in 20 minute 1-2-1 wellbeing conversations in February and March where you focus on the person not the cases ( record these on MyView as 1-2-1 completed)
- Nominate a wellbeing champion in the team if you don’t have one – someone who can keep this on the agenda and share wellbeing information to colleagues

**Remember that as managers and supervisors we are the emotional rudder, we can read the room, have brave and courageous conversations about wellbeing and practice, give genuine praise and feedback which is so helpful to reassure our staff of their skills , build confidence and boost morale. You need this support too so seek out discussions like this with your manager and access support for yourself. Model the model, check each other and give each other permission to prioritise well being!**



*'long term negative consequences of moral injurious events*

*are not inevitable.....most workers who experience this recover....*

*some even develop a re-defined meaning in life and renewed*

*moral and focus and can begin to incorporate their experience'*

*into growth to help others' TCA 2021*

**Know the services and support available:**

Link to wellbeing portal on intranet

[Wellbeing Portal](#)

Link for Info about health assured APP and counselling

[Employee Assistance](#)

Counselling phone line **0800 716 017**

Link to book Strengthening practice sessions for your team or individuals

[February 2021 Reflective Practice Coaching Session](#)

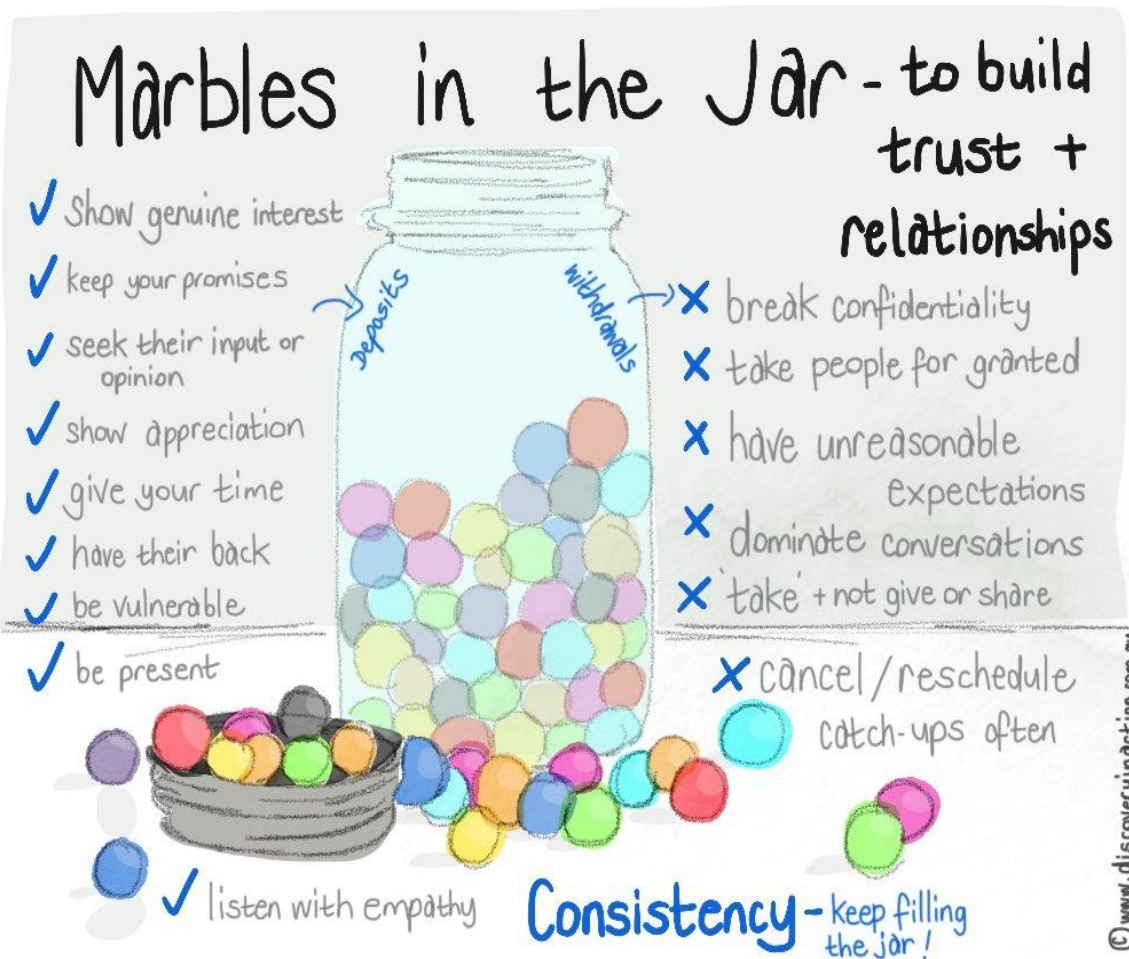
[March 2021 Reflective Practice Coaching Session](#)

Link to book on to the Stephen Mordue 'How to thrive' workshops and E Book link

[Durham Learning and Development – Log In](#)

## Top tips:

- Make wellbeing an agenda priority in supervisions and team meetings
- Chose a check in to promote connection and create a purposeful pause to help people mentally transition into the meeting – research tells us this will make the whole meeting more productive
- Schedule 45 minute meetings instead of an hour to promote comfort breaks – be obvious / visible and don't apologise
- Listen actively, don't listen to respond, be present , don't multi task – intense discussions like this are exhausting and on virtual platforms like teams eye contact is vital or people to build trust and feel heard
- Plan in and protect lunch / comfort breaks - be visible and celebrate this to change the culture
- Seek reflective, wellbeing conversations with your manager - As managers this is vital - we cannot pour from an empty cup



**Crib questions: talking about wellbeing can be tricky at times ....here are some suggestions for open appreciative questions to generate conversation and steer clear of case discussions. This is a 20 minute wellbeing check in - I want to ask you about how you are feeling and how you have coped during the pandemic**



**How are you.....How are you really ? asking twice is really important, ask for the detail 'what does 'fine' look like for you ?**



**How are you finding juggling work and home ?**



**Has anything surprised you about your wellbeing over the last few months?**



**Is there anything i could do to make life easier for you ?**



**If your colleague was describing how you are coping what would they say ?**



**Is there anyone in the team you are worried about & why? - this can be a tricky question and can sometimes have implications with confidentiality and disclosure. It might be better to say if there is anyone you are worried about please encourage them to seek me out (morale support)**



**Is there anything I can do differently to support you working remotely or in supervision ?**



**Use a scaling question - how are you really ? 10 is fantastic - 0 is the worst - supplementary question ....what could we do to get you one higher ?**



**I have noticed that .....**



**Do you know how to access health assured ? phone and app – As managers we need to know this offer well so we can speak with confidence and authority**

Some ideas for group check in questions:

## Questions | Reflective opportunities for group sharing

1. What's something that's recently left you "pleasantly surprised?"
2. If a lyric could express how you feel right now, which would you choose?
3. What's sustaining your mind, body, or soul right now?
4. What song, movie or book aligns with how you've been feeling lately?
5. What's making you bloom/wilt?
6. If you could express the intention you want to hold for this meeting in one or two words, what would it be?
7. What's been fueling your spirit lately?
8. Through a facial expression, sound and/or movement, share how you're showing up today.
9. What's one thing you need to release/let go of in order to be present for this conversation?
10. What do you need other people to know and remember about you?
11. What do you need to feel seen and supported during this conversation?
12. What do you need right now?
13. What are you being taught about resilience?
14. If you could be a weather, what would you be and why?
15. If 2021 was a food, what would it be and why?
16. Tell me 3 things going on with you right now—what smells, sights, sounds are comforting you?

Feb 2021