University of Worcester

NHS West Midlands

Restorative Clinical Supervision

'Restoring Professional's capacity to think'

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Overview

- Background research
- Impact of stress on capacity to think
- Results from the current programme
- Future for the restorative programme

Why there was a need?

- Studies prompted by anecdotal evidence of complaints within services, low morale, retention and long term sickness

- **Boorman (2009)**:
  - NHS loses 10 million working days each year due to sickness absence
  - NHS workers take an average of 10 days sick leave a year, compared with 6.4 days in the private sector
  - Over 80% of NHS staff feels that their state of mind affects patient care

Why there was a need?

- Numerous child death reviews and high profile safeguarding reports (CQC, 2009) recognised the need for strong leadership and support via supervision:

"...managers must recognise anxiety undermines good practice. Staff supervision and the assurance of good practice must become elementary requirements in each service"

(DCSF, 2009: 4).

Background research – participants

Job Role	No of participants
Acute nurse	48
Community Children's Nurse	10
Doctor	48
Health Visitor	146
School Nurse	25
Manager	4
Midwife	114
Total	391

Studies undertaken 2007-2011

391 participants

32 Trusts across UK

Baseline findings

- Lack of training for Supervisors and little data around efficacy of models used
- Baseline results showed Burnout and Stress were at clinical levels for 96% of participants- little variation within the group

37% higher than ambulance and army personnel

- 76% of respondents indicated that their psychological wellbeing was poor/OK

Baseline findings

Impact of stress

... distorted thinking, emotional distress and maladaptive patterns of behaviour. ...productivity decreases, time-keeping reduces, decision-making becomes impaired, and the number of conflicts, incidents and accidents can increase as staff are less able to attend to demanding situations.

On the upside...

- Compassion satisfaction positive within the group
- 70% felt social support was good

Results from the programme

	Baseline	Post Supervision
Compassion Satisfaction	44.20	44.72
Burnout	42.81	24.71
Stress	43.35	16.86

Key: Compassion Satisfaction, Burnout, Traumatic stress

22 or less	Low
23-31	Average
31+	High

Qualitative Findings

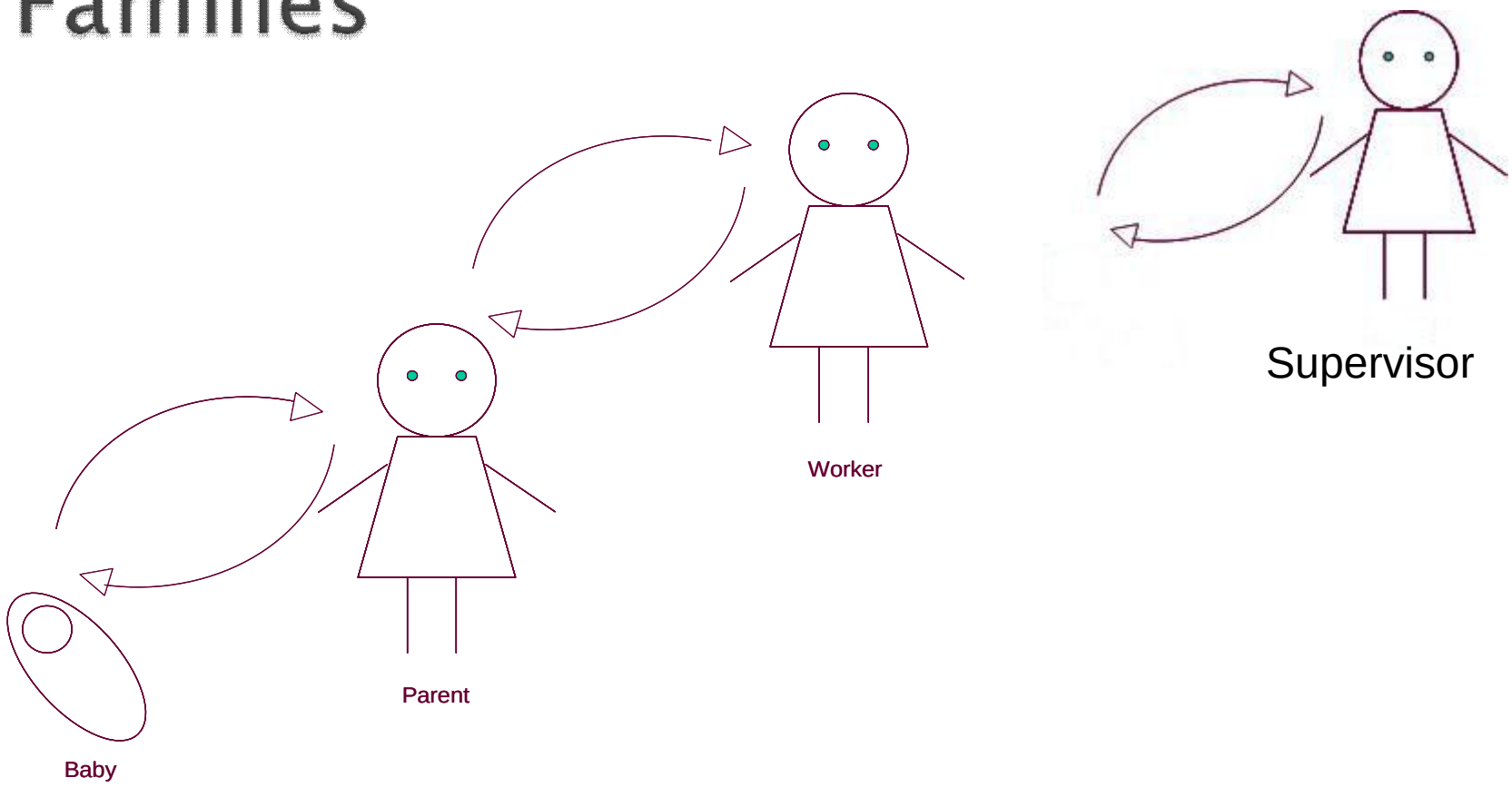
"This programme has changed my life..I can balance work and life and am much more effective"
School Nurse Leader

"I was sceptical at first..but the change in me has been amazing. I am so much calmer and more reflective."
Health Visitor Team Leader

– "I think it was the difference in this model that was really helpful. Not just a focus on case management, but helping me manage the work demands"
Child Protection Nurse

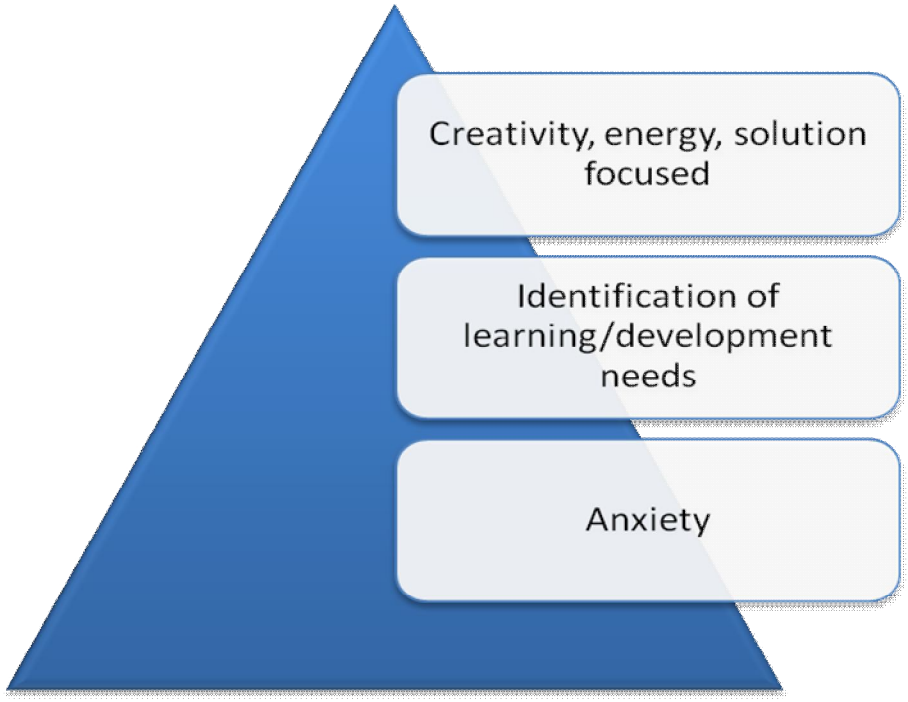
"My colleagues have told me how much I have changed. I just don't get bogged down by the work now"
Health Visitor and CPT

Impacting the care of Children and Families



Programme learning

- Process of Supervision (Wallbank, 2011)



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HealthVisiting
Helping children and families to be healthy safe and realise their potential

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References

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•Wallbank, S., & Hatton, S. (2011). Evaluation of Clinical Supervision delivered to Health Visitors and School Nurses. *Community Practitioner.* 2011; 84(7): 21-5.