



Department
of Health &
Social Care



The
Queen's
Nursing
Institute

Infection Prevention and Control (IPC)
Champion Network and
Care Home Nurses Network meeting
SUMMARY

'Staff Resilience and Wellbeing'

Wednesday 25 January 2023

2 - 4pm, via Zoom

#IPCChampions
#CareHomeNursing
@QNIIPC



1. Chair's Welcome

Charlotte Fry, RN, DN, QN, Expert Lead Nurse, IPC Champions Network

- Welcome to everyone, good to see you all.
- This is our first joint event: the IPC Champions Network and the Care Home Nurses Network
- To join the IPC Network, please go to: <https://qni.org.uk/nursing-in-the-community/infection-prevention-and-control-champions/>
- To join the Care Home Nurses Network, please visit: <https://qni.org.uk/nursing-in-the-community/care-home-nurses-network/>
- Please remember our Talk To Us service, an opportunity for you to offload in these challenging times. It's a free telephone service, to find out more information please go to: <https://qni.org.uk/support-for-nurses/talktous/>
- We have an excellent agenda today, thank you to all our speakers for giving their time and expertise
- For IPC resources visit: <https://qni.org.uk/news-and-events/events/infection-prevention-and-control-ipc-champions-meeting/>



2. CNO Update

Professor Deborah Sturdy CBE RN, FRCN, FONI, Chief Nurse Adult Social Care

- Please can you put your colleagues forward for honours. I want to see a flood in the system. All you need to do to start the application is nominate someone, here is my email address: deborah.sturdy@dhsc.gov.uk. I want to see social care colleagues, not just senior people, get honours. I am happy to help and support people, I'm on a mission this year to do this!
- Huge opportunity to share what we're doing across the breadth of the country and connecting with each other like this, in this meeting, is a perfect way to do this
- First of all to talk about ministerial priorities; there's been a lot of churn and change and things, it's been a very fluid time.
- We need to invite Helen Whately, Minister for Social Care to one of these meetings, she would be very keen to say hello and see what's going on.
- Hot hot topic lately has of course been hospital discharge and is on everyone's agenda at DHSC.



2. CNO Update cont.

Professor Deborah Sturdy OBE RN, FRCN, FONI, Chief Nurse Adult Social Care

- There's masses of work going on. In terms of nursing priorities, I'm pleased around the progress on research, we've had a round table and social care nursing research programme for nurses working in social care is hopefully coming out in 2024, The RCN foundation is also funding the first professor of social care, we need that academic recognition in that space.
- How do we start gathering evidence and how do we use that incredible talent that exists in social care nursing: this morning I met with Steve Ford who is the editor of the Nursing Times and they are wanting to see much more reflection of social care nursing in the journal. We want to promote the amazing career paths there are in social care nursing.
- It's been really good to launch the first BME programme for nurses working in social nursing care. 43% are from BME workforce, and it's critical we support our BME colleagues. I hope we will be able to run the programme going forwards and create great role models for the future.
- We will be thinking about toolkits around best practice retention.
- Recognition is also very important : CNO Awards for Social Care. We need to recognise and acknowledge the excellence in social care to put ourselves out there and social care on the map: <https://www.gov.uk/government/publications/chief-nurse-adult-social-care-awards-nomination-forms/chief-nurse-adult-social-care-awards-nomination-criteria>

2. CNO Update cont.

Professor Deborah Sturdy OBE RN, FRCN, FONI, Chief Nurse Adult Social Care

- We've set up social care nursing advisory councils to identify 39 of 42 ICB nurses patches and yesterday we had the Florence Nightingale programme to help those chairs of council to start thinking about how they're going to operate. It's vital that we have a touchstone, so people are represented as a workforce and their voice is heard, it's very important.
- A lot is happening behind the scenes. The opportunity with Ruth May, in terms of nursing strategy that she's creating around TeamCNO and being inclusive of social care: the future is integration, which is great. Ruth and I agree coming together as a single entity approach and all those on the fringes is really important to have an integrated voice.
- It feels very positive to me, lots of challenges I don't deny that, but I think we have a good year ahead in terms of getting things landed and getting things changed as a profession.
- A massive thank you to you all. Like you, my world feels quite lonely sometimes. I get energy when I'm out and visiting you all. I never cease to be in awe of people and what they're achieving and their passion and commitment to this. I would love to hear from you and hear your ideas and how you would suggest moving forward, I'm always happy to come and visit you. Please contact me on: deborah.sturdy@dhsc.gov.uk.



3. Professional Nurse Advocate

Caron Sanders-Crook RN, BSc(Hons), PGCPSE, MMgt, FCMI, QN, Operations Manager, Canford Healthcare

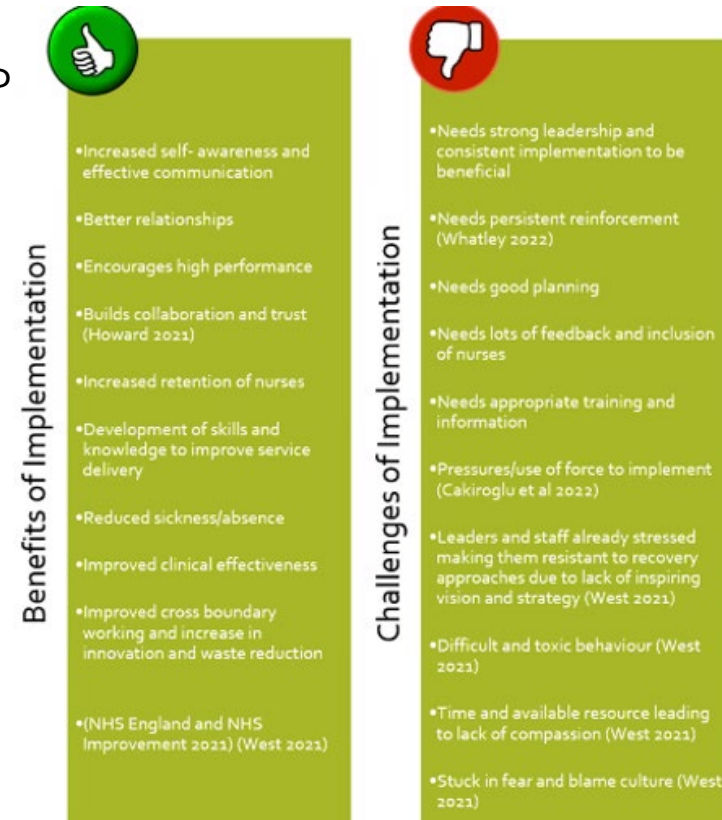
- The Professional Nurse Advocate (PNA) course was set up in 2021, for better wellbeing.
- The setting chosen was a care home.
- We identified a group of Registered Nurses who were showing signs of burn out: absences were increasing; mood disturbances; anxiety; work performance was affected; sleep problems; frequent illness and an increase in medical errors.
- There was a lack of awareness of the role as it was relatively new and we felt that it might improve nurse wellbeing and nurse retention.
- There is an alarmingly higher rate of suicide in nurses working with older people.



3. Professional Nurse Advocate cont.

Caron Sanders-Crook RN, BSc(Hons), PGCPSE, MMgt, FCMI, QN, Operations Manager,
Canford Healthcare

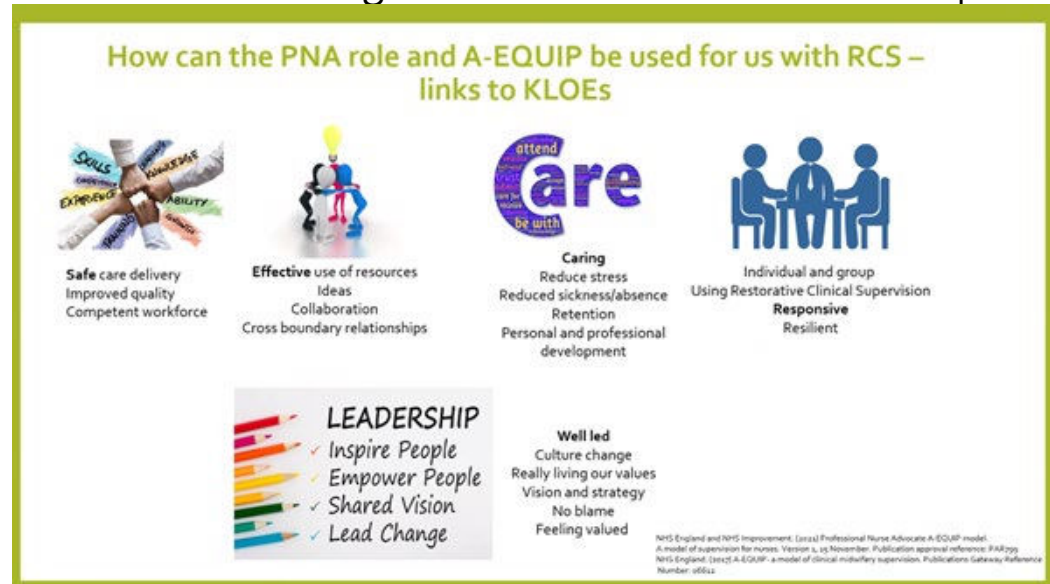
- **What is a PNA:** a new professional clinical leadership role - it was introduced to deploy A-EQUIP (Advocating and Educating for Quality Improvement) model of clinical supervision by CNO England
- Designed to support nurses working in pressured environments
- Supports and develops nurse and resident advocacy
- Provides clinical supervision using a restorative approach
- Enables nurses to take personal action to contribute towards quality improvement
- **Why was it needed:** to improve nurse wellbeing and retention; to support and build professional resilience; to reduce sickness absence; to improve patient/resident outcome; burnout affects patient and resident safety outcomes.








3. Professional Nurse Advocate cont.

- The Restorative Clinical Supervision was led by PNAs; designed to support nurses working in pressured environments; stress and burn out go down and increased levels of compassion rise; it builds and maintains professional resilience as well as self-awareness and emotional intelligence.
- We did it in group settings and it created positive cultural change where the staff feel valued and where they actively get involved.
- The model used was the Plan Do Study Act.
- We looked at what went well and what needed to change and we're in the next steps of rolling it out.
- The course is 12 weeks long, lots of models around leadership and coaching. You get a chance to practice that with each other too as part of the course module.

How can the PNA role and A-EQUIP be used for us with RCS – links to KLOEs



 <p>Safe care delivery Improved quality Competent workforce</p>	 <p>Effective use of resources Ideas Collaboration Cross boundary relationships</p>	 <p>Caring Reduce stress Reduced sickness/absence Retention Personal and professional development</p>	 <p>Individual and group Using Restorative Clinical Supervision Responsive Resilient</p>
 <p>LEADERSHIP ✓ Inspire People ✓ Empower People ✓ Shared Vision ✓ Lead Change</p>		<p>Well led Culture change Really living our values Vision and strategy No blame Feeling valued</p>	

NHS England and NHS Improvement. (2022) Professional Nurse Advocate A-EQUIP model: A model of supervision for nurses. Version 1.0 November. Publication approval reference: F48399
 NHS England. (2022) A-EQUIP - a model of clinical mandatory supervision. Publications Gateway reference Number: 98022

3. Professional Nurse Advocate cont.

- The course is open to social care professionals. There's a mix of people from a range of backgrounds and that means you can learn from each other. It's a very positive experience.
- I think restorative supervision is the way forward for all nurses. We've been through the pandemic and we're all physically and mentally exhausted. The feedback has been very positive, the nurses who've been on it have been very enthused. If we're going to look after our workforce and retain them, we need to be approaching it differently so I can see this working.
- Here's the link for the course: <https://www.england.nhs.uk/nursingmidwifery/delivering-the-nhs-ltp/professional-nurse-advocate/>
- If anyone wants to chat about this, please contact me at caron.sanders-crook@canfordhealthcare.co.uk

4. Looking after Yourself & Colleagues

Alethea Mizen, Health & Wellbeing Lead for Social Care Workforce, BNSSG Healthier Together MH Hub & Care & Support West, alethea.mizen@careandsupportwest.com

- We are providing a voice for social care.
- We inform, represent, celebrate and influence change for the direct benefit of the sector.
- Visit the website here: www.careandsupportwest.com
- Self care: staying active; eating well; drinking well; managing stress. Supporting colleagues with debriefs and champions; wellbeing conversations and action plans; Seeking help from managers/HR; national support and charity organisations.
- We all know this, but do we do it for ourselves?
- Working in social care, it's so easy to put others' needs first and forget to look after ourselves.
- Wellbeing is important for us as individuals, and what we need to do for ourselves to keep that balance.
- We all know how physical activity helps and we have incorporated small movements of daily activities, so not huge steps like joining a gym.



4. Looking after Yourself & Colleagues cont.

- The impact a really good work culture can have is important. That will help staff retention. Word of mouth: if you're a good organisation to work for, then recruitment becomes easier.
- You can contribute to creating a kinder culture by taking the time to listen to colleagues and show they have been heard; regular team meetings can boost morale; looking out for signs that colleagues are overwhelmed; sharing positive messages and feedback; celebrating achievements; recognising those colleagues who go the extra mile; paying someone a compliment and remembering to be kind to yourself too.



Healthier Together Support Network

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Looking After Yourself

Finding time to look after yourself

Often finding or making the time to look after our wellbeing is the biggest challenge; with long shifts or back to back meetings, it is difficult to ensure we factor it in to our day to day routine.

Here are some suggestions for ways we can all make sure we are regularly making the time to check in on our own wellbeing:

- Block out protected time in your diary, whether it is fifteen minutes every day or one hour once a week
- If you are going into the workplace, do a quick check in or some breathing exercises on your way home.
- If you're working from home, build a commute into your day by going for a walk or practice some self-care

Resource: [Greater Manchester Wellbeing Toolkit and programme - GMHSC](#)



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Looking After Yourself

There are [Five ways to wellbeing - Mind](#) They are simple actions that can help you find balance and boost your mental health and wellbeing.

CONNECT
BE ACTIVE
GIVE
KEEP LEARNING
TAKE NOTICE

4. Looking after Yourself & Colleagues cont.

- Seeking help: speak to your manager/champion/HR/employee assistance programme; use the online resources and self help guidance including charity organisations; contact the national emergency support organisations.
- Speak to your GP, call 111; 999 if there's an immediate risk to your own safety or that of others; Samaritans: 116 123, or visit www.samaritans.org; Shout is a texting service, open 24 hours a day, text SHOUT to 85258; SOS (Silence of Suicide) is open from 4pm to midnight every day: 0300 1020 505 or email support@sossilenceofsuicide.org

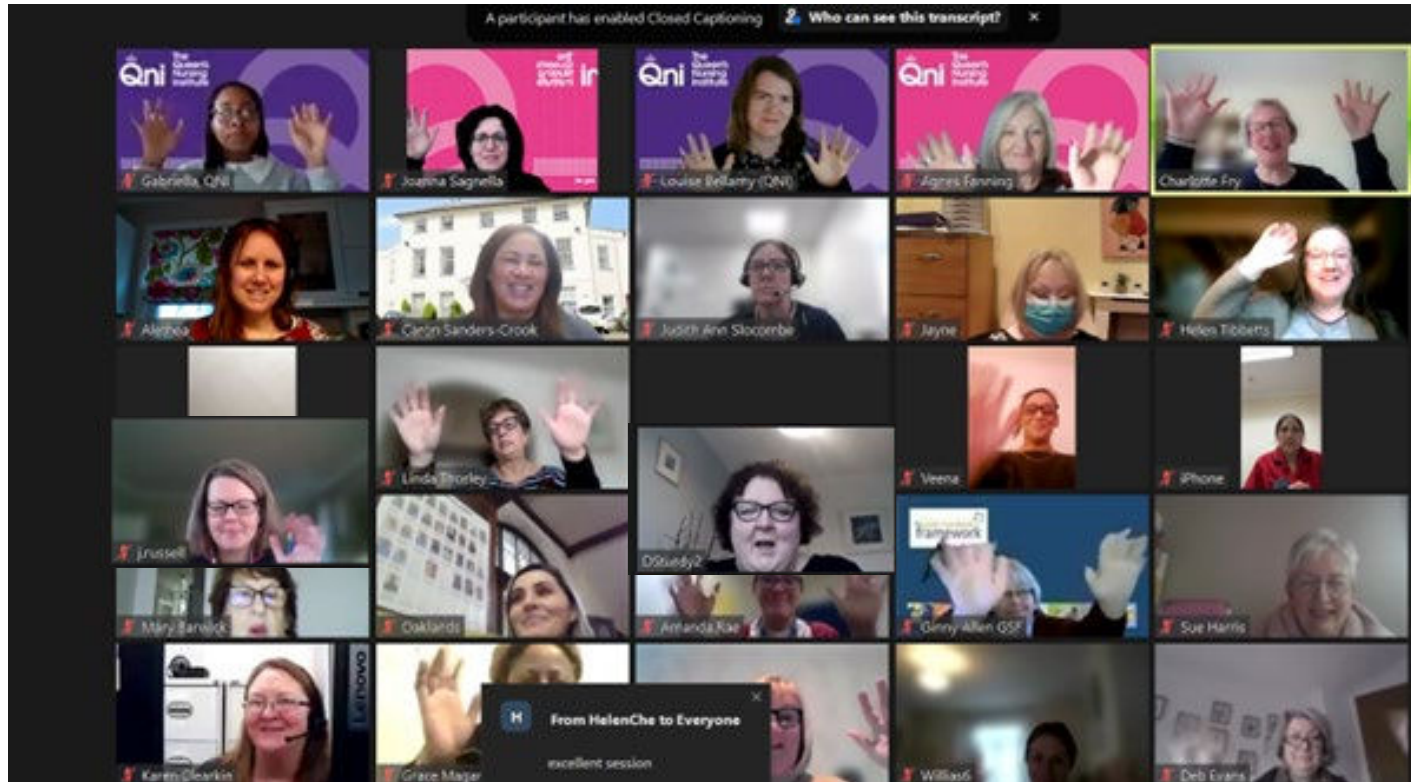


What is a Health & Wellbeing Conversation?

- Regular, supportive one to one conversations that focus on the wellbeing of team member.
- Wellbeing conversations should consider the whole individual (e.g. physical, mental, emotional, social, financial, lifestyle, safety) and signpost, support, and monitor their wellbeing.
- NHS England have produced some guidance and a supporting animation that outlines how to approach a conversation and check in with your colleagues:

Resource: [NHS England » Wellbeing conversations](#)

Thank you to all 114 delegates who attended today's meeting!



Register for the next Infection and Prevention Control event on 23 March 2023, 2-4pm:
<https://qni.org.uk/news-and-events/events/infection-prevention-and-control-ipc-champions-meeting/>



COMMENTS

A selection from delegates:

Excellent session- thank you

Thank you - very interesting and useful presentations.

Thank you - really good session. Look forward to next time

Well being is vital at current situation in health care and awareness is important same as other trainings -Thankyou

You totally inspire Deborah!

thank you everyone it has been really useful

Really interesting - Thank you, Caron

Thank you, very thought provoking !

Thank you, very useful session

