

The QNI's Annual Conference
Healthcare in the Community 2022



Inspired Intrepid Indispensable

Creating a Supported Community
Nursing Workforce

Day 1 summary
10 - 14 October 2022



Healthcare in the Community Conference 2022

'Inspired, Intrepid, Indispensable: Creating a Supported Community Nursing Workforce'

Day 1 - Monday 10 October, 12pm - 4.30pm



Day 1:

Intrepid - World Mental Health Day

Welcome from
Dr Crystal Oldman CBE,
Chief Executive of QNI

Thank you to our sponsor



1. 'Gold Sponsor Session: Teva UK Limited'

Catherine Griffiths and Charlotte Fletcher, Integrated Healthcare Managers, Teva UK Limited

- '#WorldMentalHealthDay the last 2 years have been challenging to say the least, it's been unprecedented.
- 'At Teva we understand the many challenges people face when managing their health and we know that patients require more than medicines'
- 'Research done with more than 13,000 patients gave us two main insights: 1. understanding the condition is just the start of the journey; 2. nothing beats lived experience, which is why patients trust other patients'
- 'Life Effects is a digital platform life from a patient's perspective. Real patients and caregivers share advice and stories. No mention of treatment, always evolving with new content, stories etc. Written from a patient's own lived experience and point of view. '
- To find out more go to: <https://lifeeffects.teva/eu/>

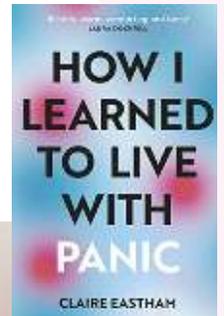


Catherine, left; Charlotte, right

1. 'Gold Sponsor Session: Teva UK Limited'

Claire Eastham, award-winning mental health blogger, campaigner and bestselling author of two books and patient contributor. @ClaireyLove

- 'Everyone needs education about mental health including health professionals.'
- 'It was traumatic being diagnosed, I've had social anxiety for a long time. It didn't become a problem until I started working in my early 20s.'
- 'I was in a meeting and got what I now know was a panic attack. I was sweating, I couldn't breathe. And I remember thinking I'm having a stroke, but instead of saying I don't feel well, I thought I didn't want to make a fuss, I decided the best way was to stand up, and leg it out of there. And I didn't stop till I was half way home. I laugh about it now but at the time, I didn't know what to do. I didn't know if I should go to A& E or my local walk-in centre. I didn't know it was anxiety or that it was a panic attack. The recovery journey started at that point.'
- 'I'm now able to see when the anxiety is talking. I make sure I go for a walk every day, drink enough water, all the usual boring but necessary self care. On a bad day I get heart palpitations and the overwhelming feeling something is very very wrong. I know how to self soothe now: gentle rocking, pressure point massage, breathe, being patient and kind to myself - I don't brutalise or criticise myself anymore and that helps.'



2. 'Resilience in a Challenging Environment'

Kenton Cool, World-leading Mountaineer, Adventurer, Speaker @KentonCool

- Kenton has climbed Mount Everest 16 times
- 'I often need to correct my clients, my job as a mountain guide is to get you back, not just get you to the top of whatever mountain. I set very clear cut criteria at the start of our relationship, generating an open dialogue and a trusting relationship.'
- 'Everest is a mountain or a hill like many others. It's just slightly bigger. The first obstacle is that river of ice. Every day a team makes sure the path is open for climbers, normally about 5 or 6 of them, incredibly anti social hours. Without the sherpas we couldn't do what we do.'
- 'Those very things: community and collective make us more open, stronger and better human beings, by being a part of something bigger than ourselves.'
- 'What many of us have a tendency to do is over complicate things, thinking that the more difficult a solution the better it is. But in the world of climbing, the best solutions are the simplest solutions.'
- 'Some of the crevices are bottomless. I've never felt comfortable crossing on these ladders. It's a dangerous thing.'



Crossing a crevice, above.

2. 'Resilience in a Challenging Environment'

Kenton Cool, World-leading Mountaineer, Adventurer, Speaker, @KentonCool

- 'Dorje is an unsung hero. You never hear about the Sherpa Team, yet they are the backbone of everything you do in the Himalayas. He is my conduit into that hardworking epic team.'
- 'When I was 22 I had an accident climbing. My right heel bone was in pieces and my left heel bone was worse. I spent 5 weeks in hospital and had 3 major operations.'
- 'In the aftermath of that accident, an arrogant consultant told me in no uncertain terms that I would never climb again, never run, my life as I know it was over. Absolutely crushing, I was 22 years old! But it gave me the impetus to prove him wrong. There's one thing about being realistic, ambition should never be taken away by someone else. Massive thank you to everyone on the NHS. I'm still in touch with the physio 30 years later. Without these people around me I would never have been able to get back on my feet.'
- 'The District Nurse, who visited me at home, gave me hope that I would be able to walk again.'



Kenton aged 22.



Kenton, left with Dorje, right.

2. 'Resilience in a Challenging Environment'

Kenton Cool, World-leading Mountaineer, Adventurer, Speaker, @KentonCool

- 'You have to make a time critical decisions, that's the hardest part of my job, you're on your own in life or death in the big mountains. They have to be quickly made, there are no helicopter rescues at these heights. That can feel like a very lonely place.'
- 'Mr Yuichiro Miura: the man that skied Everest: 8000m peak. He was told it was impossible' watch the video here (short version): <https://www.youtube.com/watch?v=piNRRg7WuG8>
- 'Is your glass half full or half empty? Mr Miura the man who skied down Everest, I met him when he was 81 about to climb Everest for the 3rd time! And he was successful! Mr Miura's glass was still under the tap with both taps gushing. Let's be more Miura in our lives.'
- 'In times of crisis, keep it simple. No time for emotion, decisions need to be made based on experience.'
- 'Go in 100%. 'Getting to the top of the mountain is optional, getting down is mandatory'. I'm always stressed being on the mountain, but as a team we share how we're feeling, what our anxieties are, no judgement, no advice given, just listening.'
- 'Not much beats drawing from "cookie jar" of life experiences. You make all these deposits in it over the years and every so often you need to dip your hand in it and pull out those life experiences because there are no hacks to life experience.'



3. 'The Importance of Good Mental Health - concurrent sessions' **The Link between your Mind and your Wellbeing: A Guided Meditation**

Catharine Leman, Hypnotherapist

- 'My aim today is to help you discard some of the limiting and negative beliefs you may have picked up along the way and to help you re-ignite your self-confidence by helping you to get rid of some of the baggage we all carry around with us. It serves no purpose other than to drag us down.'
- 'All babies are born with a wealth of confidence. Your life experiences may have dimmed yours but this confidence is still very much there within you and I want your subconscious mind to now reignite, rekindle and revive all of your self-confidence.'
- 'Your sense of self worth is expanding and you allow yourself to shine, to be your true self. You are untouchable, whilst remaining compassionate and clear minded. Other people's moods leave you unaffected.'
- 'You are proud of yourself, you accept yourself just the way you are, you love yourself unconditionally and it feels so right. You are enough just the way you are. You always have been and always will be enough.'
- To find out more, go to <https://catharine-leman-hypnotherapeute-certifiee.business.site/>



3. 'The Importance of Good Mental Health - concurrent sessions'

Your Health and Wellbeing are Important too

Anne Harriss, ON, Past President of the Society of Occupational Health Medicine; -Su Chantry, ON, SCHPHN, Independent Occupational Health Specialist Nurse Clinical Director of SKC Occupational, Health Hub and OH Manager at Williams F1 Racing; Sarah Holling, ON, RN, Specialist Community Public Health Nurse (SCHPHN-OH)

- 'Signs and symptoms of burnout: patient safety incidents; staff vacancies; chronic embitterment; disagreements with teams; failure to work collaboratively; sickness; difficulties at home; increased smoking/alcohol/drug use.'
- 'Anyone is at risk of burnout. This is not fundamentally about the individual; it's an organisational, team based issue.'
- 'Solutions: as a team we make a difference. Campaign together as a group to get changes that you feel are needed.'
- 'If we don't care for our colleagues, how can we care for our patients?'



Su, above; Sarah, right; Anne, below right.



3. 'The Importance of Good Mental Health - concurrent sessions' TalkToUs, the QNI's Listening Service and the Keep in Touch programme

Suzanne Rich, TalkToUs and Keep in Touch Project Officer

- 'Some years ago the QNI Welfare Officer, Jo Moorby, realised that many of the retired nurses she spoke with felt cut off from nursing and QNI. Jo had the idea of starting a telephone befriending service for retired QNs to be staffed by QN volunteers. Eventually, after perseverance and determination, funding was secured and Keep in Touch (KIT) was born.'
- 'We recruited volunteers from a QN meeting. We then had to match them with retired nurses. Sometimes there were common interests or backgrounds, which made it easier, but very often it was done by instinct. We have had some amazing results.'
- 'The volunteers call their contact regularly – usually once a week or in some cases once a fortnight or monthly. We have KIT volunteer meetings once a year where the volunteers talk about their experiences and any issues/concerns. providing emotional support.'
- 'During the pandemic the KIT calls became even more important, especially to contacts who live alone – some volunteers increased their calls to twice a week because of this.'
- As part of KIT for special birthday, 80 or 90 or 90+, we send them flowers. We send birthday, Xmas and Easter cards to them all. KIT has grown in size over the last 6 years, and we now have 37 volunteers.'



3. 'The Importance of Good Mental Health - concurrent sessions'

TalkToUs, the QNI's Listening Service and the Keep in Touch programme

Suzanne Rich, TalkToUs and Keep in Touch Project Officer

- The aim was to create of TalkToUs (TTU) was to be a safe space for nurses in the community, primary and social care to be able to share their experiences and gain emotional support from trained listeners - a service for community nurses run by community nurses.'
- 'We chose the name TalkToUs for this service – after all, that is what we wanted potential contacts to do!'
- 'Funding was crucial and thanks to wonderful fundraising marathons undertaken by our CEO Crystal Oldman, and Queen's Nurse Helen Crowther, sufficient set up funds were raised and TTU became operational in May 2020.'
- 'There is no judgment given, and no advice – the empowerment is for the contact to discuss all that is happening in their life and gain emotional support to enable them to make their own decisions, or to be able to carry on.'
- 'A majority of the calls have been from individuals who needed to “let off steam” or offload – knowing they have been listened to and heard has often meant they have felt able to cope. Some of the contacts have been in great distress, some have had mental health issues, exacerbated by the pandemic and its restrictions. The team will discuss whatever the contact needs to talk about, including suicidal thoughts.'
- To find out more go to: <https://qni.org.uk/support-for-nurses/talktous/>

3. 'The Importance of Good Mental Health - concurrent sessions'

The Science of Power and Kindness

Nicki Pointer, Nurse, Speaker & Co-creator of NHSKindness.uk and Paul Devlin, Creator of @GB1NHS Kindness & Positivity Coach and Co-creator of NHSKindness.uk @KindPositiveNHS

- 'Choosing to be kind is the most significant thing we can do to influence how successful we are'
- 'Kindness is the path to achieve our true potential. Personally and professionally. Being kind creates a chemical chain reaction in your brain!'
- 'Your brain will seek out and present all the evidence you need to convince you that you are right: good or bad.'
- 'Mood hoovers are the people who suck the joy out of a room.'
- 'The power of NOW: putting your mind predominantly in the 'now' will transform the quality of your life.'
- 'In 90% of situations...it's our response that determines our outcome to an event. Not the event.'
- 'Our journey to becoming the very best nurses in the world, begins with creating a systemically kind and positive culture where all colleagues have the opportunity to flourish'
- Find out more: <https://kindnessparadox.com/site/>



4. 'Healthcare Starts at Home: Prioritising the Frontline'

George Plumptre, Chief Executive of National Garden Scheme, @GeorgePlumptre

- 'You and your colleagues work heroically to make great care happen.'
- 'Like the Titanic the NHS is no longer able to steer around the icebergs. Cancer care has had much of specialist nursing care provided by a range of charities. End of life care is also almost exclusively carried out by charities.'
- 'Community and home need to be at the heart of the new system. Peak performance comes from the pursuit of excellence, it becomes embedded into all an organisation does. It's a priority that all the charities have that.'
- 'The root of the challenge is that so many of the policy makers do not engage with the community nursing community to realise what's involved. They are almost invariably in a hospital setting.'
- 'It's often when the masses are at the gate that change actually happens. Finally people get so incensed and so poorly served they decide it's worth taking the risk. I feel we are approaching this with our healthcare system.'



4. 'Healthcare Starts at Home: Prioritising the Frontline'

Maritess Murdoch, Nurse Educator, NCL Training Hub, Elsie Wagg Project Lead, @MaritessMurdoch

- 'The aim of our project 'GARDEN' was to improve the physical and psychological wellbeing of residents and staff in 10 social care settings in North Central London through a garden and gardening. We recognised the need to access outside spaces/gardens for residents and staff.'
- 'We created virtual gardening sessions led by Sweet Tree Farm and farm visits to them; 1-1 personalised support; virtual support sessions; gardening packs and newsletters with monthly to do lists.'



5. 'Supporting the Mental Health and Development of the Nursing Workforce'

Dr Emma Wadey, PhD, RN, Deputy Director, Mental Health Nursing, NHS England

@NursingEmma

- 'We hear but often we don't really listen. What I heard was that in order for nurses to feel able to thrive was that they wanted to be valued, invested in, leading initiatives themselves.'
- 'Talking about mental health is just as important as any other safety critical task. If we do not look after ourselves we cannot do the best for our patients.'
- 'Female nurses are 23% more at risk of suicide than other women or other health care professionals. Keeping mentally healthy and getting the right support is critical.'
- 'We often hear of the Post Traumatic Stress Disorder. But I'd like to focus on Post Traumatic Growth. We see this in all settings not just healthcare. Following bereavement for example, some people find new ways of living.'
- 'We created the Professional Nurse Advocate Programme delivering training and restorative supervision for colleagues across England. Content of the PNA Programme focused on clinical supervision; monitoring, evaluation and quality control; personal action for quality improvement and education and development'



5. 'Supporting the Mental Health and Development of the Nursing Workforce'

Dr Emma Wadey, PhD, RN, Deputy Director, Mental Health Nursing, NHS England

- 'PNA training equips nurses to lead and delivery quality improvement initiatives in response to service demands and the ongoing changing patient requirements. It also provides the necessary skills to facilitate restorative supervision to colleagues and teams within nursing services and beyond.'
- 'In one year of the PNA programme, it has led in reduction of burn out. So we're already starting to see significant improvement in those individuals and teams. IT has enabled nurses to return to practice or not go off sick as they already feel supported.'
- 'Covid has opened up an understanding that mental health and physical health are hand in hand.'
- 'We must not lose sight of the simple things, the fluffy things too. There is a need to attend to ourselves, taking time outside, getting that vitamin D, the balance in our lives with friends and family, getting enough sleep and restoring, eating well, drinking well. Taking time to look after yourselves - if you don't look after yourselves, you can't look after others.'



5. 'Supporting the Mental Health and Development of the Nursing Workforce' *Dr Emma Wadey, PhD, RN, Deputy Director, Mental Health Nursing, NHS England*



HOW MANAGERS SHOULD RESPOND WHEN STAFF TALK TO THEM ABOUT THEIR MENTAL HEALTH

 BELIEVE PERFORM
 @BelievePHQ

- LISTEN**
Listen to what it is your staff have to say. Be patient and understanding
- SUPPORT**
Ask the staff member if there is anything you can do to support or help them moving forward
- TEAM**
Check in to see how and if colleagues can support them to stay mentally healthy
- ACCESSIBLE**
Be available and accessible for your staff member moving forward
- INTERPERSONAL SKILLS**
Demonstrate warmth, care, empathy and understanding
- EXTRA HELP**
Offer to help and point the staff member in the right direction of professional help if needed
- CHECK IN**
Ask your staff member if it is okay for you to check in with them on a regular basis
- OPENNESS**
Praise and encourage the staff member to talk openly about their mental health and how they are feeling

NHS England

Top Tips for talking about mental health

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EVENT STATISTICS



400+ delegates



384 likes

131 retweets

20.1k

impressions



COMMENTS

A selection from delegates:

Fantastic day and speakers! Thank you, I am looking forward to the rest of the week :)

This was truly inspirational. Thank you so much.

Thank you so much extremely relaxing session.

Inspiring inspiring inspiring - taking so much from this as a professional and someone suffering from Long Covid

Thank you, very informative presentation with practical tips.

Thank you, such insight into what really matters to nurses. How to take control and be active participants through all the challenges.

Fabulous learning from extraordinary experience, thank you.

Wow - an inspirational presentation, Thankyou

I love your closing statement - giving the brain the same respect as your body. Love this. Thank you

Fantastic presentation. So many parallels in life. Thank you so much

Wow - just skipped down the corridor, such is the feel-good feeling created by today's @ TheQNIconference