

Wellbeing and Psychological support – a model of care

Bristol Seahorse PICU



UK psychological impact working in PICU survey – mean scores

	UK PICU n=1656	Seahorse PICU			
		All participants n= 91	Nurses n=66	Doctors n=19	AHPs n=6
Moral distress Scale (MD-R)	70.94	75.78	84.86	53.1	4.76
Burnout - Emotional Exhaustion (aMBI-EE) Score	9.84	8.18	8.92	6.52	5.33
Burnout - Depersonalisation (aMBI-D) Score	2.76	2.70	2.68	3.1	2
Post Traumatic Stress Symptoms (TQS) Score	3.58	3.48	3.93	2.42	1.83

Development of SOP for PICU team.....

Standard Operating Procedure

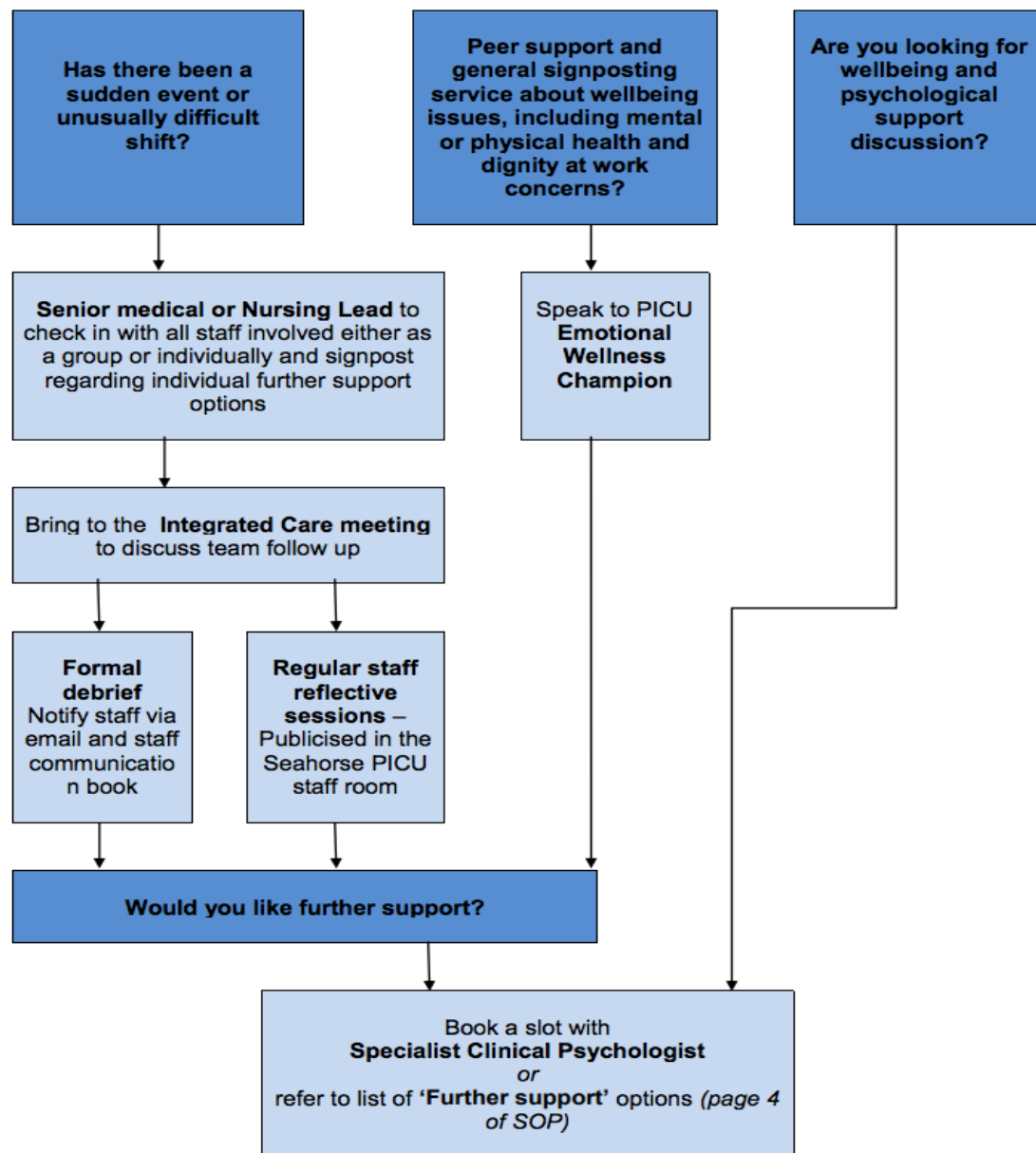
WELLBEING AND PSYCHOLOGICAL SUPPORT FOR SEAHORSE PICU STAFF

SETTING	Seahorse Paediatric Intensive Care Unit (PICU), Bristol Royal Hospital for Children
FOR STAFF	All staff employed in Seahorse PICU
ISSUE	This SOP has been established to outline support for staff in Seahorse PICU

Working in Paediatric Intensive Care can be a highly rewarding career choice for healthcare professionals offering rich and satisfying experiences to doctors, nurses and AHPs. It is also important to acknowledge the difficult aspects of the work and identify appropriate and supportive spaces for staff to reflect on the challenges as well as the satisfying aspects of their work. The paper outlines the model of care and support for staff including the following key elements:

1. **Initial check** in with staff by PIC Consultant on Service, Sister/Senior Nurse in charge, or the PICU Emotional Wellness Champion (see 4.) during any shift where a sudden event has occurred. This is to provide staff with an immediate opportunity to discuss any issues that have occurred and to discuss immediate support needs.
2. **Regular reflective group sessions** led by the Specialist clinical Psychologist for Seahorse PICU. These sessions are available to all PICU staff to offer the opportunity to reflect on an event or series of events that are affecting staff. These sessions will be held at a regular time each month and be promoted on the Staff Wellbeing Notice Board in the PICU Staff Room.
3. **'One to one support'** options available:
 - i. **Occupational Health** and **'Care First'** offer counselling by trained and accredited counsellors.
 - ii. **The Specialist Clinical Psychologist for PICU** has allocated 'staff support' slots for individual signposting and support needs assessment.
 - iii. **PICU Emotional Wellness Champions** can offer peer support on an equal basis, grounded in shared experiences.
 - iv. **Staff Wellbeing Advocates** responsible for promoting healthy life styles and positive mental wellbeing. They can provide guidance and a general signposting service about wellbeing issues, including mental or physical health and dignity at work concerns, to members of staff within their own Institution/Faculty/Department.

Simplified pathways for PICU staff to access wellbeing and psychological support



Staff Reflective Rounds

– open sessions



Reflective Staff Sessions



Open sessions for all Seahorse PICU Staff

These open sessions are facilitated by the PICU Clinical Psychologist to offer a safe and supportive space to reflect on the challenges as well as the satisfying aspects of working in Seahorse PICU. Other benefits of reflective group sessions can include:

- *Fostering a sense of having a 'shared experience'*
- *Increasing our understanding of each other's professional perspectives*
- *Acknowledging the limitations (practical and human) in caring for patients and families*
- *Gaining insight into how others think and feel in caring for patients*
- *Developing knowledge to help care for patients*
- *Working better with colleagues*

Please be mindful of the following shared understandings in this session:

- **Listening** - Everyone deserves a chance to speak, please listen sensitively. You do not have to speak if you do not want to
- **Respecting** the views and practice of others: there are no right and wrongs
- **Confidentiality**: please do not share outside the session what your colleagues have shared inside the session



If your telephone or bleep goes off, please leave the room quietly

Please be aware: these reflective sessions are not to review medical events or to find explanations or solutions to problems. The facilitator may however take some of the themes to senior staff for learning purposes.

maria.clare@uhbristol.nhs.uk

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All Seahorse Staff are invited to PICU Staff Reflective Rounds

Tuesday 4th February 2020

Tuesday 3rd March 2020

Tuesday 7th April

Tuesday 5th May

Tuesday 2nd June

Tuesday 7th July

3.00pm - PICU Seminar Room

These sessions offer a safe and supportive space to reflect on our shared experiences of caring for patients and families, and to think about our own self-care

For information about this and other wellbeing options for PIC staff, please contact maria.clare@uhbristol.nhs.uk

Staff reflective rounds - attendance

Month		Month	
Jan	0	Jul	4
Feb	0	Aug	7
Mar	7	Sep	7
Apr	2	Oct	0
May	0	Nov	0
Jun	3	Dec	4

1:1 support options

- **Occupational Health** and **'Care First'** offer counseling by trained and accredited counselors
- **The Specialist Clinical Psychologist for PICU** has allocated 'staff support' slots for individual signposting and support needs assessment
- **PICU Emotional Wellness Champions** can offer peer support on an equal basis, grounded in shared experiences
- **Staff Wellbeing Advocates** responsible for promoting healthy life styles and positive mental wellbeing. They can provide guidance and a general signposting service about wellbeing issues, including mental or physical health and dignity at work concerns, to members of staff within their own Institution/Faculty/Department



Welcome to our new Cardiac Psychologist



We are pleased to announce Dr Sam Lloyd will be joining the psychologists in the cardiology team in January and will work with families on the cardiac foetal pathway. Sam is currently working at St Michael's Hospital and will bring a wealth of experience from working in Maternity and NICU.

In the meantime, please continue making psychology referrals as usual by completing a **Medway Psychology and Cardiology Psychology Service Order** and we will work hard to make sure everybody is seen within two working days.



Did you know?

There are over 25 different **Wellbeing Toolkits** on the hospital public website containing information and support for patients and their families
<http://www.uhbristol.nhs.uk/patients-and-visitors/support-for-patients/psychological-health-services/resources/>

Please take a few minutes to take a look as many contain information that is really relevant for our PICU families.



You can support your patient and family by offering a 'My PICU Journey' Diary

'My PICU Journey Diaries' are available for all families in PICU. They are stored in a large plastic box in the PICU linen cupboard. Don't forget to complete the simple consent sheet and put it in the file in the plastic box (not in patient notes). Let me know what feedback families give you about the diaries. This was my favourite piece of diary feedback this month:

"I though writing a diary was just for when you are young but I've been surprised how much I have used it - I'm thinking I might keep going after we get home".

(PICU Parent - November 2019)

Parent Feedback

"It's their (DOCTORS) honest approach - we are not hit by anything, I thought I would never sleep but I have never felt so safe in my life and this is down to their communication".

(PICU Family - November 2019)



All Seahorse Staff are invited to PICU Staff **Reflective Rounds** at 3.00pm – in the PICU Seminar Room

Tuesday 7th January 2019
 Tuesday 4th February 2020
 Tuesday 3rd March 2020

These sessions offer a safe and supportive space to reflect on our shared experiences of caring for patients and families, and to take some time to think about our own self-care. For information about this and other wellbeing options for PIC staff, please contact maria.clare@uhbristol.nhs.uk

PICU Staff Wellbeing Notice Board

It has been lovely to see you are using the wellbeing notice board in the staff room to share wellbeing information and social events - keep them coming. I love the 'going home checklist' (opposite) that someone shared.

Before you leave

- ✓ Take a moment to think about today
- ✓ Acknowledge three things that were difficult. Let them go.
- ✓ Consider three things that went well.
- ✓ Choose an action that signals the end of your shift.
- ✓ Now switch you attention to home. How will you rest and recharge?

Warm wishes for Christmas and the New Year
 Maria

Maria Clare - Specialist Clinical Psychologist for Seahorse PICU
 My working days are: Mon Afternoon, Tues, Wed & Thu

Thank you

- Dr. Maria Claire, Clinical Psychologist
- Stacey O'Brien, Emotional wellness champion
- Nell Curtis, Emotional wellness champion
- Chloe Hammond, Staff Wellbeing champion