

Psychologically informed support for staff working in forensic settings

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THIS SYMPOSIUM discussed various initiatives developed in the Tees, Esk and Wear Valleys (TEWV) NHS Foundation Trust to provide psychologically informed support to staff working in forensic settings.

Lauren Pandit discussed Schwartz Rounds, which provide structured forums to discuss challenges encountered when caring for patients. Previous qualitative and quantitative research on Schwartz Rounds (see Goodrich, 2012; Lown & Manning, 2010; Reed et al., 2015) has demonstrated positive staff outcomes in other health-care settings, but has not examined forensic settings. Thus, the Trust's forensic services analysed quantitative feedback questionnaires completed by all Schwartz Round attendees ($N = 606$) between June 2015 and May 2018. Staff evaluated the Schwartz Rounds positively, and rated the facilitator's role in discussion as most helpful. There was no significant difference in the ratings of different professionals, but previous attendance significantly influenced future attendance. In concluding, Lauren highlighted the importance of enabling staff to attend Schwartz Rounds, and the need for future qualitative research.

Next, Esther Pepperrine discussed compassionate leadership in the Probation Service. Although practising compassion at work has numerous positive outcomes (see Poorkavoos, 2016), the nature of forensic services (including Probation) can make this difficult. Thus, the trust provided a half-day workshop to 10 Senior Probation Officers

(SPOs), aiming to highlight the difficulty but importance of compassionate leadership and gain commitment from SPOs to implement this in practice. The effectiveness of the workshop was quantitatively and qualitatively evaluated. SPOs rated the aims of the workshop as on average being 95 per cent achieved, with qualitative feedback reflecting this. Fear of Compassion Scales (Gilbert et al., 2011) demonstrated that SPOs were significantly less fearful of giving compassion to themselves and others, and receiving compassion from others, following the workshop. In concluding, Esther highlighted that even a brief intervention can improve compassionate leadership at work.

David Banks discussed the 'Master Coach' initiative, developed in the Trust to enhance staff performance and improve the workforce culture. Twelve staff members were trained as accredited Master Coaches, learning various coaching skills (e.g. asking high quality questions, goal-setting, problem-solving), and tasked with using these to help struggling teams. A small team of coaches have made numerous developments in the trust's forensic services, including engagement with the Director of Operations (who has recently completed the accredited training), delivering short coaching awareness sessions, attending team away days, and assisting staff teams in identifying issues and goals. Although a new initiative, the team have thus far offered coaching to over 60 staff members. The team plans to increase their reach in the future by supporting inter-

ested staff in gaining Master Coach accreditation.

Claire Bainbridge concluded the symposium, discussing staff wellbeing. The related components of wellbeing (feeling and functioning well) and resilience (coping with adversity) have four common components – confidence, social support, purposefulness and adaptability. Existing literature suggests bidirectional relationships between work and wellbeing variables (see Bevan, 2010; Brunetto et al., 2012; Gallup, 2013; Schaufeli et al., 2008, Shuck & Reio, 2013; Soane et al., 2013). Increased employee wellbeing is related to increased meaningful engagement at work, which again increases employee wellbeing. These correlations have important

related outcomes inside of work (e.g. less burnout and absenteeism, greater commitment) and outside of work (e.g. greater life enjoyment and physical health). The trust's forensic services have implemented various initiatives to improve this, ranging from therapeutic techniques (e.g. mindfulness) to physical activities (e.g. group sports) and healthy eating (e.g. team lunches). In concluding, Claire highlighted that the benefits of these initiatives have been reflected in positive staff and patient survey results, and reduced absenteeism.

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