



CB-NSG 8th November 2019

Workshop- Workforce

Website Summary

Facilitator

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Outcomes

- Share examples of how the different parts of the workforce in local areas maintain resilience
- Consider what is needed to maintain resilience
- Agree actions to enable the workforce within a local area to be resilient.

Definition of Resilience

The capacity to recover quickly from difficulties. Resilience **does not** mean putting up with bad practice, rather **it is** strengthening the ability to manage unexpected changes or challenges that arise.

Discussion

The workshop started with a short presentation and discussion of how self-efficacy (belief you can bring about a change) helps to mediate between experiencing challenging behaviour and burnout for the workforce.

The group went on to discuss the need to create a solid evidence base around the importance of resilience for the workforce to use as a lever for future campaigning. This was agreed as an action to be taken forward by the group.

Workshop attendees also highlighted the importance of hearing the voice of support staff in these discussions. An action was agreed for the CBF to ensure the voice of support workers is heard at future meetings of the CB-NSG e.g. through a presentation and/or poster.

Action Table

What	How	Who	When
CB-NSG to discuss how support staff presentation could fit into next or future CB-NSG meetings	Steering group to discuss at next meeting (10 th December)	Steering group	10 th December steering group meeting.

Invite support staff to present at next meeting (dependent on decision of above action)	Contact Support staff for Jackie Edward's son about their prepared presentation	Viv/Emma/Coral/Mary	Next CB-NSG
Invite support staff to next CB-NSG	Identify staff in provider services who would be interested in attending and invite	Emma to discuss with Viv and contact Nick Barratt, Bev Murphy, Natasha Woodstocke, Erika Murigi,	Follow up closer to Spring CB-NSG
Look into possibility of a central website with top tips for resilience for staff	Look into what Skills for Care already provide and whether this can be combined with what is out there and hosted by skills for care	Marie Lovell	Mid-January
Look into peer training of staff on the ground, to avoid classroom training	Providers need to be on board to assess whether this is possible/run a pilot	Emma to contact CB-NSG provider members to discuss the possibility of a trial at their service	To discuss further at CBF – early 2020.
Create a solid evidence base on the importance of staff resilience and wellbeing to use as a lever for campaigning with wider organisations and families to promote this	Link up with the summary/research that Peter Baker is doing and see that a general and accessible piece of work encompassing all of the evidence can be produced	Emma to keep in contact with Peter Baker (through the provider actions)	Early 2020