



# Supporting Critical Care Staff

## Role of the Psychologist at ESHT

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BACCN Study Event: 14<sup>th</sup> November 2019

# Critical Care at ESHT



# Background to Psychology Role

- ESH T Staff Data (n=34)
- **Maslach Burnout Inventory**
  - 53% of respondents strongly identified with experiences of depersonalisation, which reflects a vulnerability to a loss of empathy, or compassion fatigue.
- **The Secondary Traumatic Stress Scale**
  - 47% of respondents scored over the clinical cut-off, indicating nearly half of the staff were experiencing symptoms of PTSD in relation to their work.

# **Current Support Initiatives**

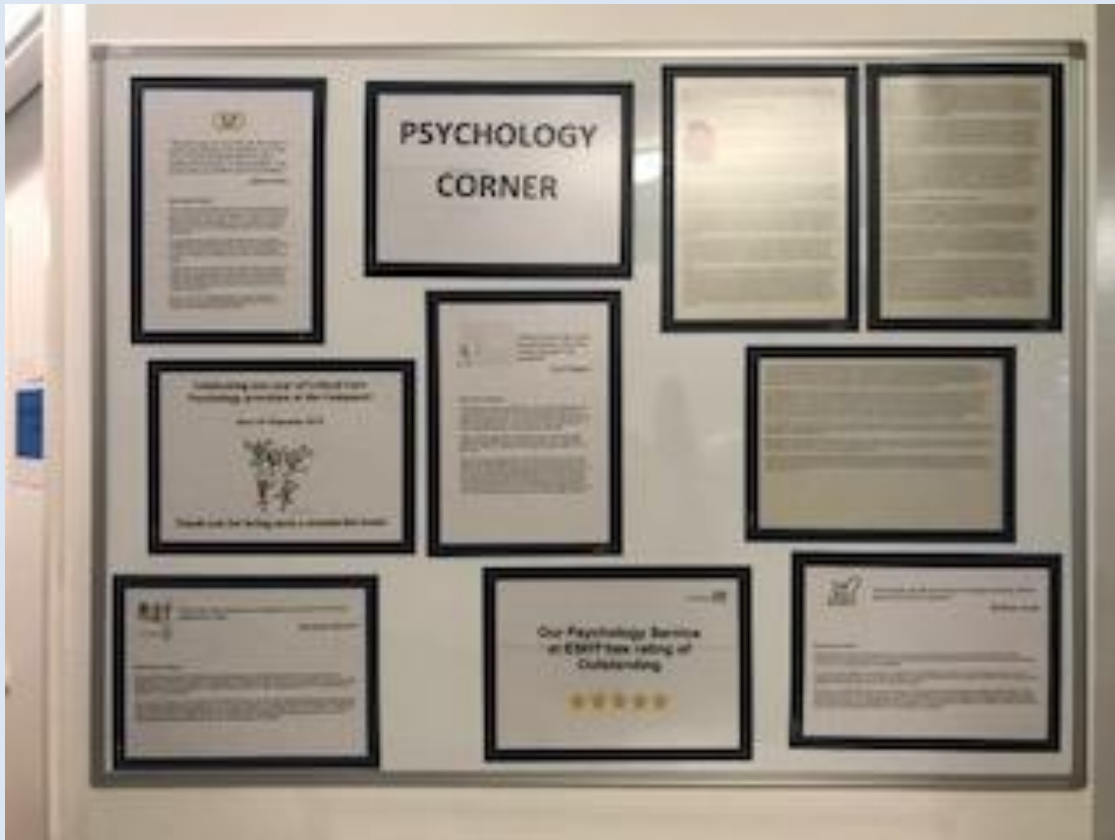


# Individual Staff Support Sessions

- Core part of the psychology contract
- Work-related issues only – not replacing occupational health
- Average 4-6 staff sessions a month
- Confidential unless risk issues raised

Themes
interviews and competition for posts
difficult pt death, parallel processes with bereavement, boundaries
difficult death, boundaries, parallel process with work role and home life,
home life affecting work life, confidence building, self-confidence, husband assaulted at work, Experiencing nightmares from complications with Pt care, Transition in role and autonomy
confidence building, ICU course work, advice on working with delirium
grief, parallel processes with bereavement, sense of social isolation, boundaries
boundaries, home affecting work life, assaulted by patient with delirium,
transition and boundaries, issues at home influencing worklife, dynamics with a colleague
transition and boundaries, confidence

# Psychology Corner



- Hope that people can learn more about psychological ideas
- Aim to change display on a monthly basis



# The Oracle

- Recognition that not all staff had access to psychology e.g. Night staff
- Wanting to reach a wider audience
- Fortnightly topic shared based on learning from inpatient work on the units, follow up clinic, outpatient therapy work or general psychological ideas/ concepts



This week I wanted to share with you a concept that I personally and professionally find really helpful on those days when I'm beating myself up about something I've done or not done which I feels wrong or I could have done much better... It's the idea of being our own compassionate friend...

## Compassionate Friend



If a situation or event really concerns and worries you, leaving you questioning yourself about your words or actions...

...Think about what would you say/ advise to your friend if this was *their* concern that they shared with you?

Would you give them kinder, more compassionate advice and guidance than your inner voice gives you?

Encourage yourself to give yourself the kindness and compassion that you would give a friend.

# The Social Oracle

- Came from individual staff support session work
- Raised awareness for staff, especially those relocating from overseas – vulnerability to isolation and loneliness





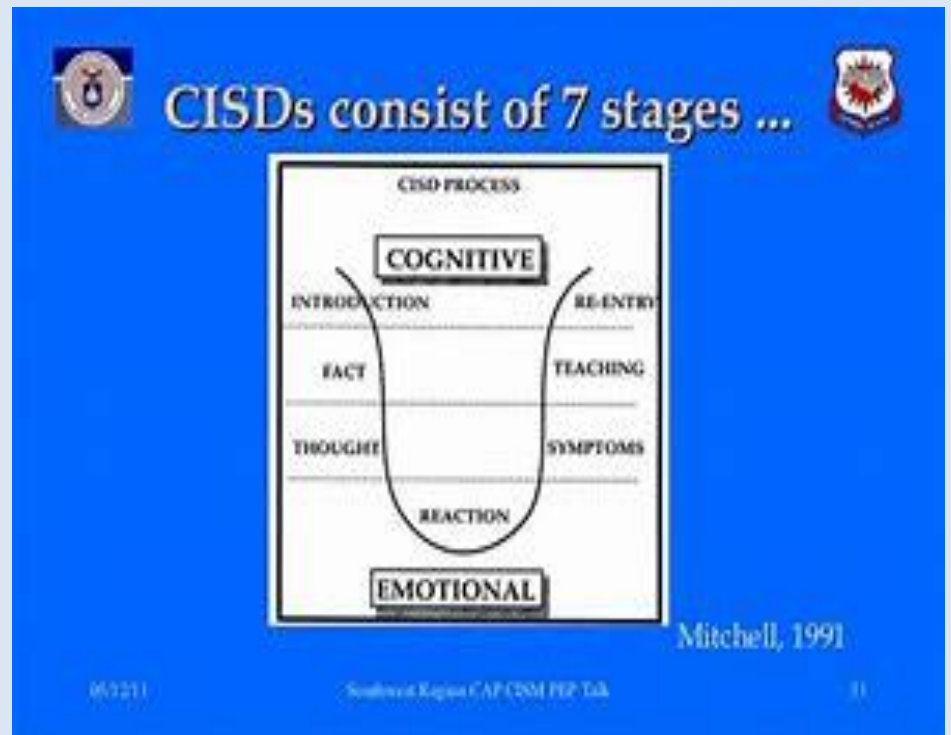
# Clinical Supervision Groups



- Suggested by Practice Educator
- Jointly facilitated by Practice Educator and Psychologist
- Supervision groups are stratified by banding to promote openness and reduce sense of hierarchy/ power differentials
- Maximum 6 per group
- Aim to share learning and encourage reflective practice

# Debriefs

- Based on **Clinical Incident Stress Management (CISM)** model
- A group discussion of a traumatic event
- Peer Driven
- Clinician guided
- Lasts -3 hrs
- Closed circle format
- Held 1-10 days post event
- Not therapy!

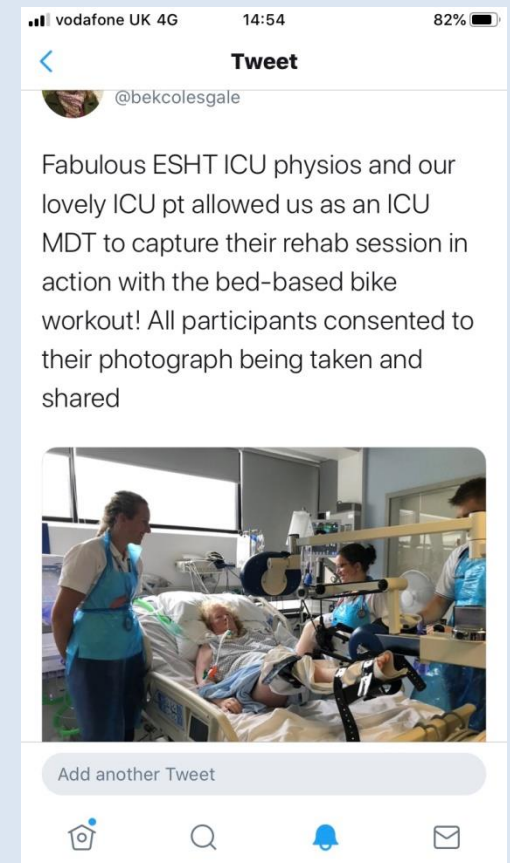


# CISM

Critical Incident Stress Management Team

# Twitter

- Aim to spread the word of the creative, amazing and hard work the teams are engaged in...



# Music on the Unit



Please see Darina's poster on her wonderful work ensuring that we all benefit from music on the critical care unit

# PAT Dogs

## **Bella voted top PAT dog at Crufts 2019**

Bella and owner Barry Coase, who visit patients at Eastbourne DGH, have won the HiLife Pets As Therapy Dog of the Year award at Crufts 2019. The award was voted for by readers of Yours Magazine and presented by James Middleton, Ambassador for Pets as Therapy.

Since starting her role at Eastbourne DGH, Bella a four-year old Bichon-Frise, has been a hugely popular part of the team at Eastbourne DGH. On her weekly visits with owner Barry, who works part-time as a parking officer at the hospital, she brings a smile to everyone who meets her.





# Informal 'chats'

- 'Corridor' conversations
- Being present to respond in a timely manner
- Taking a different perspective – psychologist not nurse
- Taking a temperature reading of how the team are on a shift



# Future Ideas



# 3 monthly CPD sessions

- Specifically for the unit staff but maybe occasionally including other teams as felt helpful...
- Grief and Loss
- PTSD
- Anxiety
- Depression



## Grief, Loss and Bereavement Teaching

I'm offering a 30-40 mins teaching session to the chaplaincy team on psychological frameworks to help understand grief, loss and bereavement. You are welcome to join the session if you would like and can be released from your work/ home-life(!) for that specific period of time. I would love your support.

**When:** Wednesday 22<sup>nd</sup> May at 2pm

**Where:** Committee Room Level 4 Conquest Hospital

# This is ME – Staff version

- Get to know each other better
- Continue to raise awareness of the value of the This is ME document

**THIS IS ME**...This information will help us get to know and care for you

My Name:

What I prefer to be called:

Hobbies & Preferences:

Sports:

Programmes:

Music:

The person who knows me best:

My family/friends & people who are important to me:

My Pet(s):

Important things about me... other interests:

Things that may worry or upset me:

I wear (if you tick): ☐ ☐ ☐ ☐

Consented to: ☐



# Repeat Malsach and STSS measures





# Acknowledgements

A huge and massive thank you to the two ESHT Critical Care staff teams for all the **enthusiasm, support** and **trust** they have shown me, and continuing to offer me; as we work together to improve the role of clinical psychology in critical care





THANK

YOU