

# Managing Compassion Fatigue in Hospitals

with Gerry Jackson

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The appalling events in the Mid Staffordshire Hospital Trust have brought into sharp focus the necessity for hospital staff to provide compassionate care for patients and their loved ones. What is also clear is that 'well treated staff treat patients well.' One of the findings subsequent to the Francis Report was that 'there is strong evidence that where staff are well supported and where their well-being is a priority for their organisation, there is a significant and positive impact on outcomes for patients and service users.'

Nursing and medical staff deal with traumatic events in hospitals daily and, sometimes these events are more difficult to deal with than others. This can cause a variety of adverse reactions in staff and, if not managed well, the reactions can accumulate and become 'Compassion Fatigue'. This will interfere with the ability of staff to provide compassionate care to patients and their loved ones and with their ability to maintain an enjoyable private life.



This course is designed for Nurses and Doctors, for hospital Chaplains and other staff and will provide you with the knowledge and skills to:

- A) provide a structured and effective support system to staff following traumatic incidents and
- B) Ensure that interactions with patients and their loved ones are done with 'Compassionate care.'

The course can be run in a one day or two day format. The two day format provides a higher level of training with opportunity for delegates to be able to try out the skills in practice sessions.

Both courses have been run across the UK in a variety of hospitals and have received excellent feedback. Details of hospitals and names of people who have undergone the training can be supplied on request.



## Course Content

- The Francis Report , government responses and other reviews
- The NHS model of Psychosocial Care and Psychological First Aid (PFA)
- The interpersonal skills of Compassionate Care
- The definition of and signs and symptoms of Compassion Fatigue
- Strategies and techniques to minimise the impact of Compassion Fatigue
- The 'Peer Support' model of staff support used in hospitals, including 'Defusing' and Psychological First Aid
- Ensuring those in need of professional mental health care are referred appropriately

## Psychological First Aid (PFA) and Compassion Fatigue (CF)

PFA is recommended in the D of H guidance for the NHS issued in 2009 'Planning for the psychosocial and mental health care of people affected by major incidents and disasters'. It is an evidence based approach to help people in the short and medium term after major incidents and disasters and smaller scale traumatic incidents. It is intended to minimise the distress that typically occurs after traumatic incidents and to help people develop ways of managing and coping. There is no assumption that all those involved will require professional mental health care. The majority of people are likely to experience a wide range of reactions, some of which may interfere with their lives and empathic support early on may help the recovery process.

It is a flexible and practical approach capable of being delivered in a variety of settings and in a wide range of circumstances and is ideal for supporting hospital staff after incidents that are experienced as being traumatic



Compassion Fatigue is a profound emotional and physical exhaustion that develops over time when people are constantly required to care for people in distressing circumstances. It is a gradual erosion of all the things that keep us connected to others in our caregiver role: our empathy, our hope, and of course our compassion— not only for others but also for ourselves. People are particularly vulnerable when they are not well supported and valued in the work that they do. The course will present strategies and techniques that will help in preventing Compassion Fatigue from developing in the first place, help staff to identify when they are becoming vulnerable to developing symptoms and to help minimise the symptoms once they are present.

### Gerry Jackson

Is a Humanitarian Assistance and Traumatic Incident Responder. He has wide ranging experience of providing support following traumatic incidents and facilitating training and workshop groups in the NHS, commerce, industry, local authorities and emergency services both nationally and internationally. He has provided training in hospitals across the UK and is currently providing the two day version of this course for senior doctors for Health Education England. He is a retired Police officer with personal experience of working at the scene of traumatic incidents and disasters, including Lockerbie and the Marchioness Riverboat Disaster. His experience of supporting those affected by such incidents goes back 26 years and includes rail and aviation disasters, the terrorist attack in Algeria in 2013 and many small scale incidents.

### Access to Courses

This training is particularly cost effective when delivered 'in house', within a hospital environment, where large delegate numbers mean that the cost per delegate is affordable.

### Open Access Courses

The courses will be run from 10am to 5pm in the following locations:

Central London on Tuesday 7th June 2016

Central Manchester on Thursday 9th June 2016

The cost will be £125 per delegate and a course manual and refreshments and will be provided.

**For more information please contact Gerry Jackson:**

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Gerry Jackson trades as:

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