

Emotional Labour

4TH

HEALTH & JUSTICE

SUMMIT

Natalie Jennings



DEFINITIONS

- ⦿ A series of disgusting, untasteful tasks.
- ⦿ Generally these are covered up by staff to reduce the effect on patients & carers.
- ⦿ Anxiety that can result in burnout.
- ⦿ Can lead to unhealthy detachment.
- ⦿ Possible cause of poor care and lack of compassion.



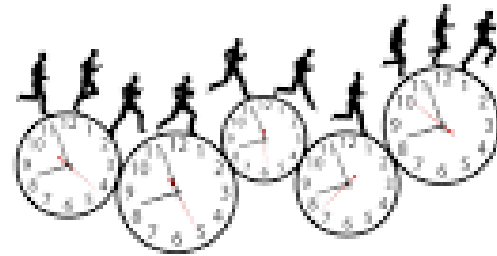
CONTRIBUTORY FACTORS THAT INCREASE EMOTIONAL LABOUR

- Removal of routines within care services
- Pressure on beds
- Performance targets
- Performance culture
- Meeting requirements of numerous external and regulatory bodies
- Investigations, disciplinary action and blame

No structured way for an outlet for expressing feelings nor preparation for the difficult issues that arise with care services.

GENERAL EMOTIONAL LABOUR

- Time (appointments altered)
- Capacity
- Referrals & waiting lists ↑
- Loss autonomy, micro managed
- External stresses, performance
- Information requests at sort notice, multiple areas.
- Passing on our own emotions to others
- Reactive not proactive, grinds people down
- Work-life balance, bureaucracy
- Taking on team emotional labour too



FORENSIC EMOTIONAL LABOUR

- Security (keys, belts, searches, patient equipment)
- Officer/other colleagues
- Governance and legal issues
- Paperwork F213, PER, PSO's, SOP's
- Lone working and decision making
- Terminology and language (MDT, mandatory drug test/multi- disciplinary team)
- Prisoner/patient, custody/care security/therapy
- Drug rounds.....



FORENSIC EMOTIONAL LABOUR

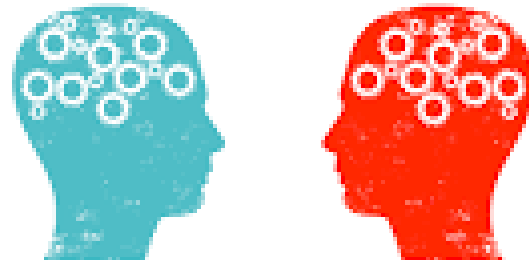
Challenging Key relationships

- ◉ prisoner
- ◉ patient
- ◉ Institution
- ◉ Internally (**Cognitive dissonance**) situations involving conflicting attitudes, beliefs or behaviours. This can produce feelings of discomfort leading to an alteration in the attitudes, beliefs or behaviours to reduce the discomfort and restore balance.



SOLUTIONS, RESTORATIVE CLINICAL SUPERVISION

- ◉ Evidence shows staff have higher levels of stress than soldiers and this can alter the ability to function. (1.5 times higher than military trauma in a warzone).
- ◉ Restorative clinical supervision, involves regular sessions with a supervisor discussing the emotional impact of their work. Can assist in situations of low morale and in staffing retention issues.



SOLUTIONS, SCHWARTZ CENTRE ROUNDS

- ◉ Scheduled time during the working day to openly and honestly talk about the social and emotional issues they face in their role.
- ◉ In contrast to medical rounds this is about the chance for caregivers to talk about their thoughts and experience on topics from actual patients or work situations.



SOLUTIONS, SCHWARTZ CENTRE ROUNDS

- Staff can then listen and are invited to share their own perspective and broader related issues.
- They strengthen relationships, remind staff why they entered the profession.
- Results in improved team work, reduces stress, giving and receiving of support.



GENERAL SOLUTIONS

- Taking a deep breath or remove yourself from a challenging situation
- Talk with supportive colleagues
- Look after yourself
- Take time before replying to difficult emails
- Exercise
- Work life balance
- Supporting your team too, at work and outside relive stress.

INHALE

EXHALE





Natalie Jennings

**Senior Manager / Matron Physical Health
& Infection Prevention & Control Forensic
Services**