

Produced by



Headline Sponsor



Protecting the frontline against burnout

Creating cultures to promote resilience and wellbeing for social care and health professionals

Tuesday 10th March 2015
Holiday Inn Bloomsbury,
London

Book on or before
6th March to secure a place for
just £199 plus VAT

Attend this key, national event to:

- Understand **how support can be constructively improved by changing team, management and organisational cultures**
- Receive **practical tools to support the workforce to do 'a difficult job better'**
- Understand **why and how wellbeing and resilience should be at the heart of supporting caring and compassionate professionals**

Gain from insights on:

- What evidence shows us about **stress, mental health and wellbeing in social work and health settings?**
- If - and how - **resilience and positive wellbeing can be 'grown'**
- Whether we can **balance interpersonal aspects of supervision: Separating performance management** from formal and informal supervision
- How to **promote a positive culture** of frontline support

Featuring expert contributions from:

- **Professor Ivan Robertson**, Director, **Robertson Cooper**, and Emeritus Professor of Organizational Psychology, **University of Manchester**
- **Mike Bush**, member of Professional Capabilities Framework Group, **The College of Social Work**
- **Dr Martin Webber**, Director, International Centre for Mental Health Social Research, Social Policy and Social Work, **University of York**
- **Dr Clare Gerada MBE FRCP FRCGP MRCPsych**, Medical Director, the **Practitioner Health Programme**
- **Professor John Carpenter**, Professor of Social Work and Applied Science, School of Policy Studies, **University of Bristol**
- **Peter Beresford OBE**, Professor of Social Policy, Brunel University London and Co-Chair, **Shaping Our Lives**
- **Annie Hudson**, Chief Executive, **The College of Social Work**
- **Ruth Smith**, Director of Content, **Community Care**
- **Lori Goossen**, Organisational Development Consultant, Children's Services, **London Borough of Bexley**
- **Dr Chris Manning**, Mental Health Policy Lead, **College of Medicine**
- **Martin Seager**, Consultant Clinical Psychologist, Adult Psychotherapist and member, Mental Health Advisory Board, **College of Medicine**

This event is relevant for all frontline workers across social care and health, for their managers, heads of service, directors, workforce development leads and educators.

Endorsed by:



For further information or to register go to:
www.communitycareconferences.co.uk/beatingburnout2015
call 020 8652 4659 or email events.registration@rbi.co.uk

Protecting the frontline against burnout:

Creating cultures to promote resilience and wellbeing for social care and health professionals

Tuesday 10th March, Holiday Inn Bloomsbury, London

Managing risk is a huge responsibility for all health and social care workers. Amid rising demand for services and reduced resources, workload is 'the tip of the iceberg' in terms of stressors. **Protecting the frontline against burnout** has never been such an imperative. Biting austerity, heavy and increasingly complex case-loads and a lack of positive public perceptions are becoming the norm.

The emotional impact on caring, humane, professionals can be overwhelming, with strong evidence of stress related illness, linked to both physical and mental health, within the health and social care workforce.

A 'perfect storm' is developing encompassing:

- **Absenteeism and long-term sick leave**
- **High staff-turnover and use of agency, bank staff and management consultancies**
- **Expensive and on-going recruitment and retention processes**
- **Errors and impaired quality and safety of social and health care**

This Community Care conference will focus on **creating cultures to promote resilience and wellbeing for social care and health professionals**, through examining positive structures across teams, management and organisations as a central theme throughout.

Attend to ensure you, your staff and your organisation are best placed to take preventative measures against staff burnout.

Who should attend:

- Social workers
- Senior social workers/practitioners
- Team managers and team leaders
- Supervisors
- Managers
- Approved mental health professionals
- Mental health social workers
- Departmental heads and leads
- Independent reviewing officers
- Principal social workers
- Heads of service
- Deputy directors and directors of service
- Practice leads and managers
- Workforce development leads and managers
- HR professionals in the public sector
- Doctors
- General practitioners
- Ambulance staff
- Paramedics
- Nurses
- District nurses
- Community nurses
- Community mental health nurses
- Health and social care educators
- Practice educators

CommunityCare Every social worker joined the profession because they care about the vulnerable and the helpless. But who cares about social workers? Budget cuts, violence from service users, spiralling caseloads, poor supervision and support- all these issues are creating social workers who are too burnt out to do their jobs properly. Next year, on January 5, Community Care has set itself a New Year's Resolution- to investigate the extent and impact of the issue and to take a stand. Stay tuned to www.communitycare.co.uk to join us.

To sponsor or exhibit at 'Protecting the Frontline Against Burnout' contact:

Nicky Davies on **0207 911 1332** or by email on nicky.davies@rbi.co.uk



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For more information about working with us, please contact **Alan Mitchell**, Head of Business Development: alan.mitchell@rbi.co.uk or **+44 (0) 20 8652 8256**

Conference programme

This key event will be run under the Chatham House rule to encourage a safe and confidential space to explore key issues.

08:45 Delegate registration

09:30 **Chairs' welcome**
Dr Chris Manning, *Mental Health Policy Lead, College of Medicine*

SCENE SETTING: Personal explorations and reflections on burnout

09:40 **Case study: A holistic exploration of burnout**

- Examining cause and effect: An examination of the relationship between frontline stress and mental health issues and impacts on service users, managers and organisations
- Feedback and observations

Mike Bush, *Member, Professional Capabilities Framework Group, The College of Social Work*

10:10 **Discussion: An experiential reflective space to explore burnout**

- What does it mean to me?
- What does it mean to us collectively as professionals?
- What assumptions do we make?
- Who or what are the 'vessels' for negative experiences?
- Are public sector working environments toxic?

Dr Clare Gerada MBE FRCP FRCPG MRCPsych, *Medical Director, the Practitioner Health Programme*

10:25 **Debriefing session**

10:40 **What does evidence show us about stress, mental health and wellbeing in social work settings**

- Exploring the scale of the problem: Discovering prevalence of mental ill-health and secondary trauma in frontline professionals
- What does research tell us about what does - and what doesn't - work in approaches to overcome these locally
- Scoping the impact of environmental factors including hot-desking; caseloads and case complexity; media reporting and public expectations; multi-agency working; IT systems; allegations and constant change
- Identifying good practice to support positive mental health in the workforce

Dr Martin Webber, *Director, International Centre for Mental Health Social Research, Social Policy and Social Work, University of York*

11:05 **Questions and answers**

11:10 **Refreshments and networking**
Talking point: Can professionals reasonably apply therapeutic approaches to manage their own stressors?

KEYNOTE ADDRESS

Chaired by:
Mike Bush, *Member, Professional Capabilities Framework Group, The College of Social Work*

11:35 **Reinforcing resilience and wellbeing in the frontline: Just add water?**

- Why is psychological well-being important - for the health and performance of caring professionals?
- What are the factors that impact on well-being at work?
- What is resilience and how can it be developed?
- Weighing up whether and how, burnout can be avoided or reduced
- Key messages for organisations, managers, teams and individuals in harnessing resilience and wellbeing and promoting healthy working cultures

Professor Ivan Robertson, *Director, Robertson Cooper and Emeritus Professor of Organizational Psychology, University of Manchester*

12:30 **Questions and answers**

12:35 **Management culture matters: Outcomes focused supervision models**

- Understanding the different functions of supervision: Separating performance management from formal and informal supervision
- Evaluating research on the effectiveness of supervision
- Recognising how the wellbeing agenda can be brought effectively into supervision
- Examining the effectiveness of reflective supervision: Can supervision protect against stress?

Professor John Carpenter, *Professor of Social Work and Applied Science, School of Policy Studies, University of Bristol*

1.00 **Questions and answers**

1.05 **Lunch and networking**
Talking point: What do organisations need to do to build a culture of support for professionals?

2.05 **DEBATE SESSION**

Chaired by:
Martin Seager, *Consultant Clinical Psychologist and Adults Psychotherapist and Member, Mental Health Advisory Board, College of Medicine*

Enhancing organisational cultures: Promoting positive frontline support

- Effecting change in the 'blame culture': Enabling positive relationships with the public
- The great caseload debate: Approaches to ensure caseload numbers are manageable
- Transforming support for teams and the frontline: Emerging models to improve workforce morale
- Changing cultures: Creating a case to ensure Employer Standards/ Professional Capabilities Framework and the Public Health Responsibility Deal pledge are made mandatory

Panellists:

Peter Beresford OBE, *Professor of Social Policy, Brunel University London and Co-Chair, Shaping Our Lives*
Annie Hudson, *Chief Executive, The College of Social Work*
Ruth Smith, *Director of Content, Community Care*

2.45 **Refreshments and networking**

Talking point: Is it reasonable to expect frontline professionals to manage stress as part of their role?

3.10 **PRACTICE FORUM: Practical tools and strategies for frontline professionals**

Participate in each of these informal, group-work sessions with expert facilitators and your peers, to gain practical tools help support your wellbeing.

Overcoming compassion fatigue and secondary trauma

- Knowing the symptoms and impacts of secondary trauma
 - Strategies to mitigate against secondary trauma and post-traumatic stress disorder
 - Understanding management and organisational responsibility
 - Managing emotional fall out: Diffusing the transfer of emotional, stress and anger issues
 - Using education as the key to organisational and emotional change
- Lori Goossen**, *Organisational Development Consultant, Children's Services, London Borough of Bexley*

Managing risk to the frontline of violence and threats of abuse

- Defining risk assessments for home visits
- Recognising 'red flags' and tips to promote de-escalation
- Appraising when a situation becomes unsafe to remain in

Survival tips: Enhancing your own health and wellbeing

- Recognising the importance of looking after ourselves
 - Developing a range of strategies to protect ourselves
 - Identifying strategies for coping with stress
- Mike Bush**, *member of Professional Capabilities Framework Group, The College of Social Work*

16:40 **Chairs' summing up**
Dr Chris Manning, *Mental Health Policy Lead, College of Medicine*
Mike Bush, *Member, Professional Capabilities Framework Group, The College of Social Work*
Martin Seager, *Consultant Clinical Psychologist and Adults Psychotherapist and Member, Mental Health Advisory Board, College of Medicine*

16:45 Close of conference

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TO REGISTER:

Tel: 0208 652 4659 Fax: 0208 652 3482 Email: events.registration@rbi.co.uk
Online: www.communitycareconferences.co.uk/beatingburnout2015

PROTECTING THE FRONTLINE AGAINST BURNOUT:

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Tuesday 10th March 2015, Holiday Inn Bloomsbury, London

Promo code: WEB

Conference code: A1063

5 EASY WAYS TO REGISTER



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L4, Quadrant House,
The Quadrant,
Sutton,
Surrey,
SM2 5AS, UK

DELEGATE DETAILS (PLEASE COMPLETE IN BLOCK CAPITALS)

Dr/Mr/Mrs/Miss/Ms	First name
Last name	
Job title	
Department	
Company name	
Address	
Postcode	
Tel	

Mobile
Fax
Email
<input type="checkbox"/> Please tick here if you require a visa letter (issued when payment received)
Dietary / Access requirements (if any)

PAYMENT

Invoice Please provide invoice details if different from delegate details

Dr/Mr/Mrs/Miss/Ms	Contact name
Invoice name	
Invoice address	
Tel	Email

Credit/Debit card We accept payment from the following card types:

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Name on card
Company name
Cardholder address (if different from above)
Cardholder email address
Card number <input type="text"/>
Start date <input type="text"/> / <input type="text"/> / <input type="text"/> Expiry date <input type="text"/> / <input type="text"/> / <input type="text"/>
Security code <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Amount to be charged <input type="text"/>

REGISTRATION FEES

- Public and Private Sector Rate: **£199 + VAT on or before 6th March 2015**
- Public and Private Sector Rate: **£299 + VAT from 7th March 2015 onwards**
- Third Sector Rate: **£199 + VAT**

TERMS AND CONDITIONS:

Data Protection: By registering your details you indicate your consent for us to email you information about selected products, events and services from Community Care, our parent company, affiliated companies and from carefully chosen third parties unless you object to receiving such messages by ticking the boxes below.

I do NOT want to receive other emails from:

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Confirmation: If you do not receive email confirmation of your booking within two working days please contact us to confirm the booking.

Payment: Payment may be made by credit card at the time of booking or by invoice if requested and agreed by us. Full payment must be received in cleared funds no less than 2 working days before the event takes place or admittance may be refused. Payment must also be made in full for cancellations made within 31 days of the event date.

Visa Invitation Letters: If a Visa application is declined and you wish to cancel your place more than 31 days before the Conference, we will refund the amount paid less an administration fee of £100 (or currency equivalent). If your Visa is declined within 31 days of the Conference taking place and you can provide evidence of this to our satisfaction, we will refund the amount paid less an administration fee of £100 (or currency equivalent). However if you cannot provide such evidence, no refund will be given.

Insurance: Delegates are advised to take out appropriate travel insurance. We accept no responsibility for travel, accommodation or other expenses incurred as a consequence of cancellation or postponement of the event. We accept no liability for any other loss, including incidental or consequential loss, in excess of the amount paid for the booking.

Cancellation policy: All cancellations must be made in writing to:

Kim Lascelles

Protecting the frontline against burnout

4th Floor Low Rise, Quadrant House, The Quadrant, Sutton SM2 5AS, UK

E: events.registration@rbi.co.uk

T: +44 (0)20 8652 4659

You may cancel one or more delegate place on your booking at any time. If cancellation is more than 31 days before the event date we will at your option accept a substitute at no extra cost (please see substitute section below) or refund 75% of the applicable delegate fee. If cancellation is less than 31 days before the event date a substitute will be accepted but no refund will be given. Failure to attend the event counts as a cancellation.

Substitutions: If any delegate is unable to attend we will accept a substitute delegate at no extra cost. Please notify us in writing by fax: +44 (0) 20 8652 3482 or email Kim Lascelles at: events.registration@rbi.co.uk with the name, job title, email address & telephone number of both the registered and substitute delegate. Please also advise if a visa invitation letter is required, and whether the substitute delegate has any special dietary or access requirements.

Alteration and Cancellation: It may be necessary to alter the venue and content of the event, or the timing of the programme. If we cancel the event for any reason, we will make a full refund of any booking fees paid. If we have to alter the date or location of the event this booking will be transferred to the revised date and these Terms and Conditions shall apply to the transferred booking. These terms and conditions are governed by English law and the courts of England and Wales will have exclusive jurisdiction over any dispute.

Name _____

Signature _____

Date _____

I have read and agree to the terms and conditions and the cancellation policy.