

**Registered managers webinar: Recovery,  
reflection and moving forward**  
**Skills for Care webinar**  
**Thursday 23 September 2021**



Here are some useful links and websites for more information.

All of our recorded registered manager webinars on a variety of topics, including this one, can be found on the website [here](#).

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### Things to consider

Everyone's individual experience, perceptions and reactions are unique to them and it's important to touch base to check in and see how people are. Evidence tells us that how staff are supported as the crisis recedes is crucial to psychological health and wellbeing and it's important to know where to get support for yourself, as well as your staff.

Just a note of caution that there's evidence that well-meaning attempts to make people relive or debrief their experiences, usually by somebody outside the team itself, can do more harm than good and can increase the risk of developing post-traumatic stress disorder. It can be overwhelming if the person isn't ready or chooses not to talk about it. Staff should not feel obliged to share or describe experiences if they do not want to do so. Encouraging reflections on their experiences and how to get support must be managed sensitively and ideally with professional psychological support or specific training.

Throughout the webinar and in the tips and ideas here, we refer to reflection as a recognition of the experiences you and your staff have been through and encourage you to build different ways of working into your day-to-day to reflect on what works well and the changes you can make in the workplace as a result.

The webinar, tips and resources here will help you to think about recovery, reflect on how things have changed and ideas how to move forward with the wellbeing of yourself and your team.

### Things to do – ten tips

1. Take time to pause, reflect, recharge and act.
2. Give thanks and rewards for everyday going above and beyond.
3. Use the reflective questions to introduce team reflexivity into your day-to-day work.
4. Practice self-compassion and being kind to yourself, as well as others.
5. Provide spaces, permission and opportunities for ongoing peer support, for staff to connect with each other, either face-to-face, virtually or both.

6. Try out having open conversations about wellbeing.
7. Bring staff together with a shared experience where possible for example active events, team building opportunities, focused wellbeing time.
8. Contact your Skills for Care Locality Manager to find out more about what's available locally - [In Your Area](#)
9. Find out how to access your local [wellbeing hub](#) and what they offer – ask for promotional material and share with your staff teams to encourage take-up.
10. Explore and share any health and wellbeing support available through your local care provider association or in your local area.

## Things to do – reflection and moving forward

One aspect of compassionate leadership involves helping teams to review and learn from successes, difficulties and errors. This can help team members process negative emotions such as pain and grief where necessary, not just simply focusing on the positive. When team members regularly take time out together to review their objectives and processes, they collectively learn and improve at work whilst helping to ensure team member personal wellbeing – *Professor Michael West, [Compassionate Leadership](#)*.

Here's the example questions from the webinar slides to encourage open conversations, team reflexivity and moving forward.

### Open conversations

- . What's happening?
- . What are you noticing?
- . How are you feeling?
- . What patterns are you noticing?
- . What are you learning?
- . What can you now do?
- . What do you need from me?
- . How can I help?

### What have we...?

- Learnt
- Loved
- Lacked
- Longed for...

### Reflective questions

- What do we want to preserve?
- What do we want to eliminate?
- What do we want to avoid?
- What do we want to achieve?

### Moving forward

- What has improved in this team?  
How have you achieved this?
- What do you still want to work on/  
aspire to next?
- What have you learned about  
yourselves as a team?
- How will you continue to learn  
together?

## Resource links

- Our '[Effective supervision](#)' guides will help you to plan and deliver effective supervisions. Your workforce is your most valuable resource – and supervision plays a key role in supporting them to deliver high-quality care and support.
- [Learning from events](#) - This 35-minute, interactive module is designed to support managers and leaders in all adult care settings carry out learning reviews.
- Our [Building resilience](#) guides can support managers to build resilience at an individual, team and organisational level. We've recently created two bite-size guides '[What is resilience and why does it matter?](#)' and '[Coping in-the-moment and beyond.](#)'
- Watch the [Reflective Spaces](#) videos from Marlene and Bhavisha about the joint work with Auburn Mere Residential Care Home and the [Here for You](#) Health and Wellbeing hub.
- The [positive effects of staff support groups](#) - find tips and ideas how to create a safe support group from staff experiences at St Michael's Care Home in Stoke.
- [Support for registered managers](#) - find dedicated support and information we recommend for all registered managers and front-line managers during the COVID-19 pandemic.
- Find out more about the [Social Care Day of Remembrance and Reflection](#) Add memorial info and how you can get involved.
- Practice [self-compassion](#) – being kind and nurturing towards ourselves
- [Workforce Wellbeing](#) - you can find more information on our wellbeing pages including:
  - Our online wellbeing resource finder
  - Support for the diverse workforce
  - Learn from others – wellbeing good practice stories with practical tips and ideas