

Cyrenians hosted our event in partnership with St Martins in the Field and Faculty of Health and Homelessness looking at Preparing and Caring for Staff Working in Health and Homelessness. The event aimed to unpack the long term impact of health, wellbeing and resilience of frontline staff. In particularly, seeking to explore the role academia, employers and peers can have in preparing and caring for people in 'tough' jobs and compassion fatigue.

Below is an outline of the running order for the event:

Time	Activity	By whom / Role	Action/ Resources Required
8:30am	Event Set Up Main hall: 6 times round display tables, projector, AV equipment, registration table,	Lesley,	Promotional Material, table cloths, pens, post its, flip chart paper, discussion cards. Tea, Coffee for arrival, name badges, guest list,
9:30am	Registration/ Tea / Coffee	2x staff member on registration table	Guest List, Names badges

10:00am	Welcome and Introduction to the event, Emma Doyle, NHS Health Scotland, Amanda Bennett St Martins in the Field		Projector with Names and org in background
10:15am	Thought provoking introduction: 'Real life tale(s) of burnout and compassion fatigue' Spoken accounts by people 'acting' so as to protect people's anonymity	Amy to read out- (Still need to put these in a coherent format)	Lesley/ Amy source accounts/ case studies
10:30	<p>Ted x talk on Compassion Fatigue x2</p> <p>10:30- 11:15 first session, including 15 minutes feedback</p> <p>Overarching theme, including short presentations at each table by facilitators</p> <p>We would invite people to attend 2 out of the three discussions, meaning that people can avoid any area they have already considered/ explored/ have experience of.</p>		

	<p>Breakout discussion one: The role of academia/ formal learning in preparing people for frontline work.</p> <p>(possible speaker/ facilitator from Edinburgh or Queen Margaret University) 2 x facilitators</p> <p>Breakout discussion two: The role of organisations in providing care for staff by creating opportunities for support and reflection</p> <p>Breakout discussion three: How networks (such as this) can contribute to the care of staff in front line roles</p>	<ul style="list-style-type: none"> - Fiona Cuthill- Edinburgh University - Adam burley EAP - Amanda Bissett - Emma Doyle NHS Lothian 	
11:15	Coffee Break		
11:30	As with previous session people move to a new session		
12:15	Round up, thanks and request for evaluation feedback	Prepare survey monkey so people can do on their phones/ offer mail option also	

In order to ensure the event amplified the voices of frontline workers a key aspect of the event was to collect real life experiences of frontline workers to demonstrate the impact of compassion fatigue, these were read out by an actor and stories remained anonymous. An example of one of these case studies is below:

I was working as a frontline support worker, then later a coordinator role in a drop service. I had a social work related degree but not

a professional qualification. Prior to this I only had agency jobs in related types of work, and worked abroad in children and families setting. I was fairly young and inexperienced just a couple of years into my working life. I felt there was a lot of stress but lots of comradery and lots of out of work drinking nights to cope with stress. Different people managed the stress and lack of support in different ways from anger and frustration to upset and tears. Boundaries were very challenging due to little guidance and stress levels managing professionalism in an environment that feels unsafe for staff is not possible. The working situation made me feel very unhappy and stressed in and out of work. A desire to move on from a job which had elements of positivity in it. Started to question my own skills and abilities to do my job, and this made personal life relationships strained and unfulfilling.

At the time what a difference could have been made by having positive and healthy management and supervision structures. Clearer boundaries to begin with. More transparent systems around staff development and review processes. A message that it's ok to find things tough and not have to push on through every trauma. Bullying from leadership/management team need to be addressed and there was nowhere to go out with the organisation to report this issue/concerns. There needed to be a clearer support system internally and externally to protect us as a staff team from a chaotic environment with internally bullying issues. Having left since and now working in a much healthier environment I can reflect back on the need for staff to feel safe and confident in their roles to manage a job which requires engaging with other people's chaos but managing yourself well enough to stay healthy, resilient and happy.

We felt, that by cascading experiences of frontline workers at the outset of the event, it would encourage them to see the Network as their space; to explore, discuss and vocalise their priorities in relation to caring for the wellbeing of staff at the frontline of health and homelessness. Frontline staff also participated in facilitated discussions around the role of academia, employers and peer networks in preparing and caring for staff in frontline roles.

