

O-14 Riding the wave of expectations, use our life jackets and avoiding sinking!

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Introduction

We have all been impacted by the COVID-19 pandemic. During this time we have had to adapt to patient expectations. It has resulted in an increase in anxiety, isolation and other mental health issues (Hardy, 2021). A change in team dynamics, and reduced support systems such as General Practitioners (GP), Multidisciplinary Team (MDT), consultant flexibility and Care Nurse Specialists (CNS) have played their role. Our patients have multifactorial needs which are not necessarily being met on a local level which ultimately influences health (Wild and McGrath, 2018) leading to an increase in the support required by our patients from the CNS, often due to the fact that the CNS is accessible.

How do we as Specialist Nurses maintain our own health and wellbeing whilst ensuring we continue to develop our service and offer gold standard patient care?

Collaborative working is key.

Content

As CNS' we want to embody the challenges our patient's present and try to fix them. If the CNS remains unsupported this may lead to burnout.

Three factors from the Health and Wellbeing National Health Service (NHS) Framework (NHS, 2021) are:

- Relationships
- Fulfilment at work
- Professional wellbeing

A regional forum allowing collaborative team working demonstrated jointly experienced challenges and we were able to discuss:

- Different tools to stay afloat
- Motivational Interviewing

The Drama Triangle.

Conclusion / outcomes

When we work together and succeed as a team, strong bonds are formed. It is good for your organisation, as employees who like and trust each other are more likely to:

- communicate well
- support and motivate each other
- work cooperatively

(NHS, 2021).

Being afforded the opportunity to reflect within a group of nurse specialists enabled the team to add the following tools to our toolbox:

- Pause

- Naughty Monkeys
- Motivational Interviewing (Wild and McGrath, 2018).

Learning outcomes:

- Understanding that taking time to build meaningful relationships and networking has assisted in managing own expectations and is a cost effective way to develop ourselves (Westcott, 2018).
- Importance of flexing to individual team members
- Confident in encouraging patients to take responsibility for their own health care needs.