

# Compassion Fatigue Awareness Training

Jayne Ellis  
Lucy Tebbit  
October 2019

Oxford

**Patient  
Safety  
Collaborative**



**EF training**  
from stress to strength

Frimley Health   
NHS Foundation Trust

Who are we?



# Compassion Fatigue

**“the natural consequence of  
stress resulting from caring for  
and helping traumatized or  
suffering people or animals”**

*Charles Figley*



# Vicarious Trauma

# 2018 NHS Staff Survey

## Staff health and wellbeing

Staff health and wellbeing is declining by most measures used in the survey

More than half of staff are thinking about leaving their current role

Less than 1/3 feel that NHS takes positive action to address health and wellbeing

28% of staff have experienced harassment or bullying from patients and relatives

19.1% reported experiencing bullying and harassment from their colleagues

# 2018 NHS Staff Survey

## Staff health and wellbeing

39% of staff in the NHS in England reported being ill due to work stress (Up 2% from 2017)

NHS' bill for staff sickness is estimated £2.4bn a year, or £1 for every £40 it spends

Mental health conditions two main reasons staff take time off

325,218 days lost to 'stress' 2018

30.4% increase since 2013

# Nurses



NMC - 33,000 nurses left the profession in 2018



More nurses left the register than joined it



2018 NHS staff survey 37% of staff in the NHS in England reported being ill due to work stress.



Source NHS Digital 2019

# Doctors

2017 - 57.4% of Foundation Year 2 doctors did not enter higher-training posts and 9000 doctors left the NHS

44% of senior doctors report that working has had an adverse effect on their own health and wellbeing, reporting, sleep loss, weight problems, heavy drinking and negative impacts on relationships and family life.

Three quarters of doctors have had to work more hours than in their contract

Junior doctors feel overworked and undervalued – more than 50% report work beyond rostered hours on a weekly basis

Working in a System that is under pressure: BMA: 2019

# Frimley Recognised the Problem in ED

Staff with excellent skills working under pressure of targets and challenging patients

Newly qualified nurses were not staying past preceptorship

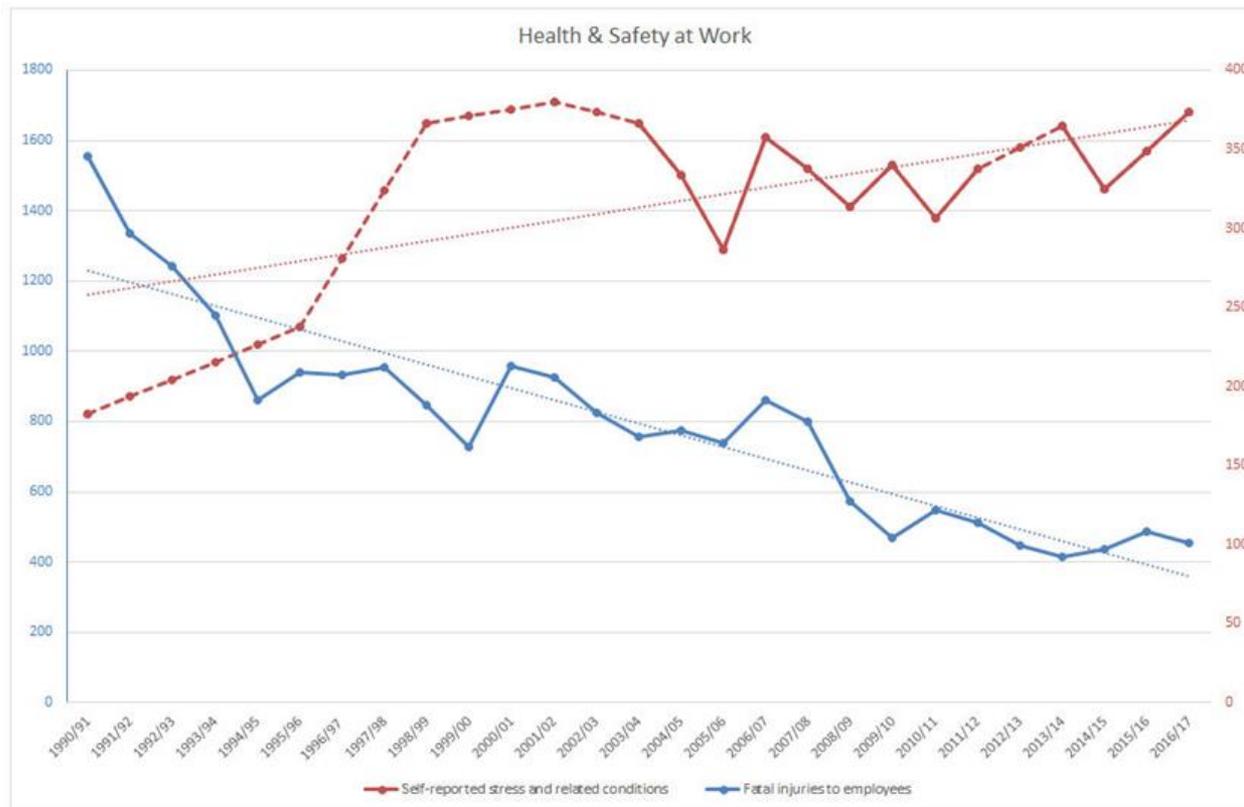
Exhausted staff not looking after themselves or each other

The trust provides psychological support to staff through an employee assistance programme and some are trained mental health first aiders

Although these are great initiatives – they are not about teaching the staff to look after themselves within our team

# Pro-active not Re-active

- Physical Health & Safety is a combination of prevention and treatment
- For Mental Health & Safety to be effective it must be the same



# EF training Ltd

---

Founded in 2011, EF training Ltd is the only UK based company providing bespoke courses that pro-actively address the impact of Compassion Fatigue

---

Our courses have been developed in conjunction with traumalogists, psychologists and other professionals and are certified by the International Association of Trauma Professionals and CPD accredited

---

Our trainers are qualified and experienced teachers who have also completed courses in Compassion Fatigue with the Traumatology Institute

# Bespoke training

Meet with Managers & Stakeholders

Identify

- Specific issues that need to be addressed
- Staff who might need extra support
- Company specific language

Pre-course questionnaire

Pre-course letter to outline the day

# Compassion Fatigue Awareness Training

## EF training Ltd

1 day – 6 hours

Up to 20 staff at a time

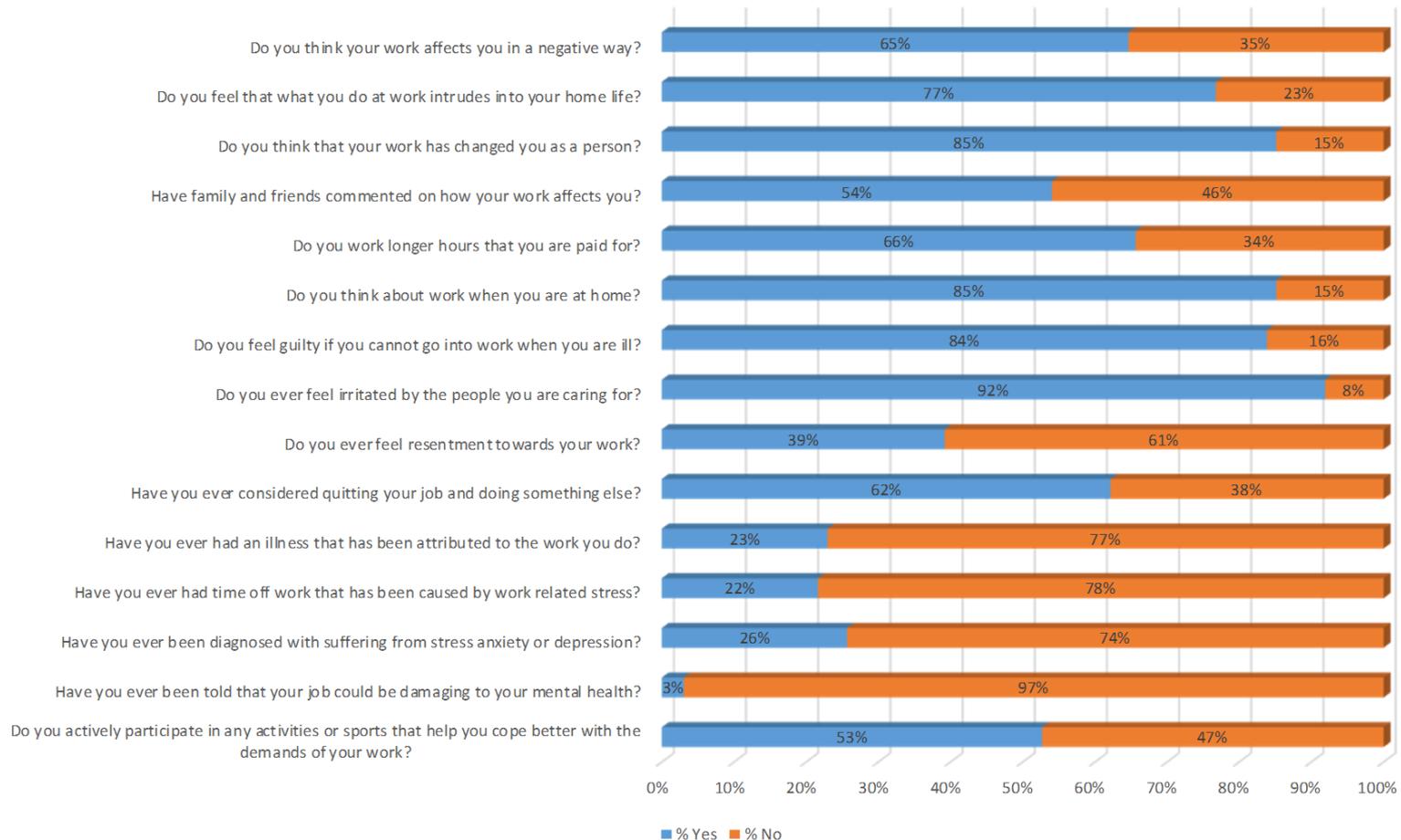
Course content:

- Identify signs, symptoms and causes of Compassion Fatigue
- Explore a variety of self help tools and strategies to improve and sustain emotional resilience
- Discuss ways for the organisation and management to improve their strategies to better support staff emotionally



# Pre-Course Questionnaire

Survey Results



# The Training Session

- Emotional – tears and laughter
- Sharing of ‘stories’
- Empathy towards each other
- Support and understanding
- Understand the underlying reasons for the feelings
- It’s got a name!
- I'm not going mad - it’s normal and ok!
- My emotions are ‘a call to action’
- Now I know what to do when I get these feelings



# Comments from staff who attended courses

- “I don’t think the organisation we work for recognises Compassion Fatigue or its dangers but I am confident that our senior sisters and manages can make a massive positive difference”
- “Clearly our team needed this – time well invested”
- “Very emotional we all recognised the feelings in ourselves”
- “I’m excited to have new tools to help me cope better at work”
- “Excellent course – please come back?”
- “Should be part of mandatory training”
- “Very good course and needs to be rolled out to all nurses and medical staff”



# Feedback

”A fantastic and engaging day; delivered with care, compassion and a sense of humour. We have already seen improvements in the staff morale.”

Lucy Tebbit RGN

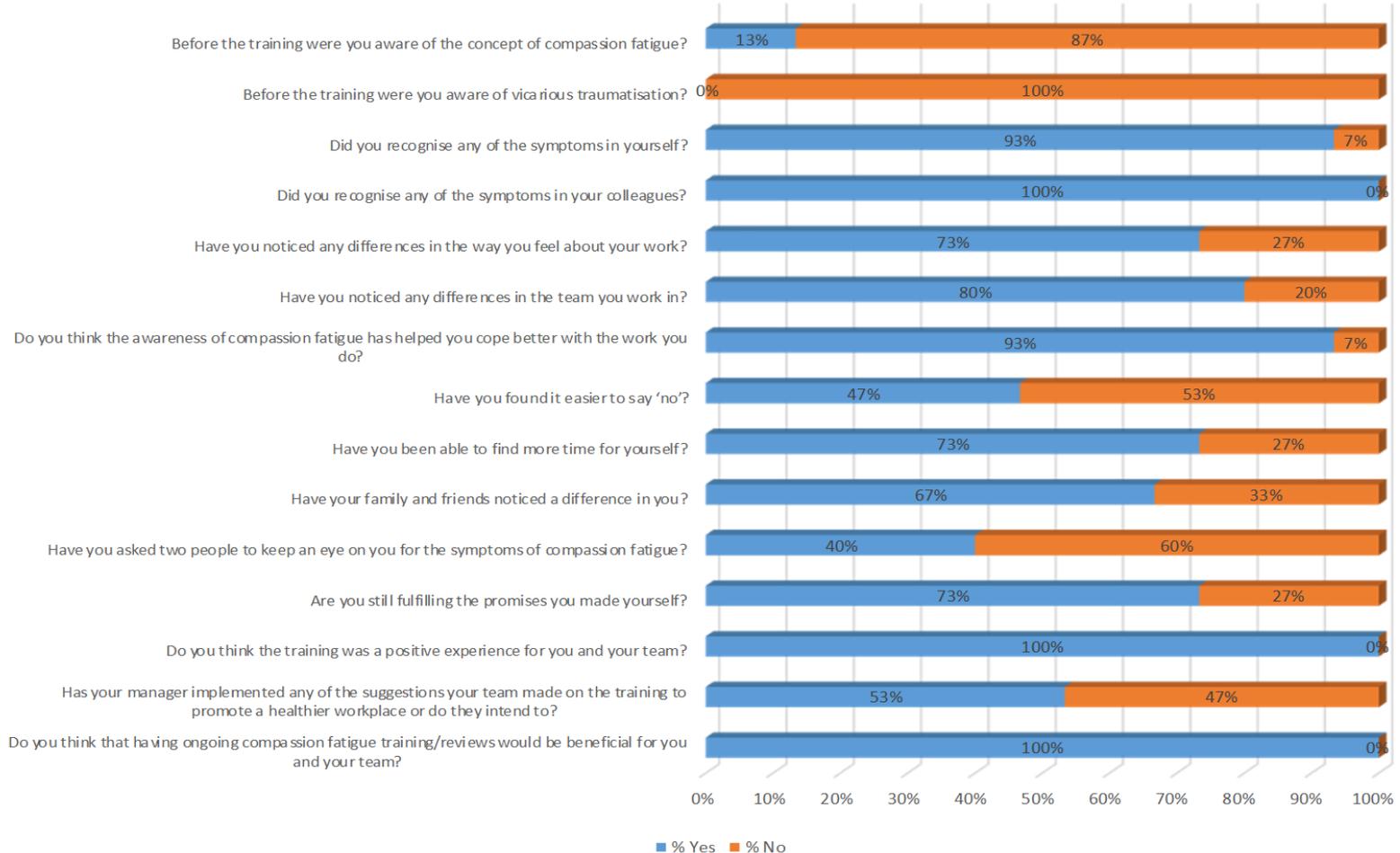
Clinical Practice Development Nurse

Emergency Department

Frimley NHS Trust

# Post-Course Questionnaire

## Survey Results



# Comments after three months

- My family asked what had made such a huge difference as I am so much happier and nicer to be with – this is because I have been putting your advice into action!
- I really enjoyed the training and keeping up with the strategies has made my job much easier
- This training needs to be part of all new nurses training. I've told everyone about this training as I think it's really important
- Thankyou so much EF team and everyone especially the head of nursing who recognised our wellbeing. It helped a lot to know about Compassion fatigue, I know now to give myself time to reflect and relax.



# What the training did



- Encouraged people to talk about how they feel and recognise when staff are struggling.
- Staff feel the management is caring about them
- Gave staff the tools and techniques to take better care of themselves and their colleagues
- Reduced sickness rates – staff are taking better care of themselves
- Raised morale – perimeter mile, good mood food and a new well being room.



# What the training didn't do!

- Replace good compassionate leadership – top down approach – modelling the behaviour!
- Shift the blame onto the staff
- Make them all go off sick!!

# In Summary

Compassion Fatigue is  
the normal  
consequence of work  
in a caring role

To deal with it  
affectively you need to  
be aware of it

The organisation needs  
to be pro active in its  
approach to the  
wellbeing of staff

Emotional health and  
safety must have equal  
importance as physical  
health and safety

# Lucy Tebbit

Clinical Practice Development Nurse  
Frimley NHS Foundation Trust

**0300 6152031**

**lucy.tebbit@nhs.net**

# Jayne Ellis

Founder/Managing Director  
EF training Ltd

**07889 770619**

**jayne.ellis@eftraining.co.uk**