



SESSION SYNOPSIS

Resilience: Character – Colleagues - Community – Culture

Pamela Sherliker, St Helens and Knowsley
Teaching Hospitals NHS Trust



Speaker: Pamela Sherliker, Practice Education Lead, St Helens and Knowsley Teaching Hospitals NHS Trust

Session Type: Plenary

Resilience in all its forms is necessary to sustain and develop ourselves, our teams, services, organisations and community. The word resilience derives from the Latin verb *resilire* meaning 'to jump back' or 'to recoil' but is now perceived as 'the ability of people or things to recover after something unpleasant, such as shock or injury (Oxford English Dictionary).

This has been brought into sharp focus with the Covid-19 pandemic experience and the potential paralysis / inability to move forward both at an individual, operational group and strategic level. However, pre pandemic reports such as that of Sir Robert Francis QC, Chair of the Mid Staffordshire inquiry in 2018 stated that: "A huge number of staff are working in, frankly, unacceptable and unsafe conditions ... and the stress of not being able to deliver what a nurse or professional knows should be delivered. That must make life impossible."

The Health and Social Care Committee report on workforce burnout and resilience in the NHS and social care acknowledged that part of the problem is that we are relying relentlessly on the good will of our staff. However, that discretionary effort is not sustainable. Workforce burnout was an issue in the NHS and social care workforce long before Covid-19 and it needs to be tackled now if we are to attract and retain skilled staff, keep them physically and mentally well, and provide high quality care to patients and service users (Health and Social Care Committee 2022).

This session will examine and explore:

- .Resilience in Healthcare / Social care settings
- .Emotional labour and dissonance
- .External factors impacting on a persons resilience
- .Emotional intelligence
- .Developing individual resilience

Learning Outcomes:

Delegates will be able to

1. Describe what Resilience is – and isn't.

2. Identify how they can protect and build their own personal and professional resilience.
3. Explore strategies to improve resilience in their team / service / organisation.

Speaker biography:

A Nurse by background with many years experience as a Moving and Handling Advisor, Teacher and Human Factors practitioner. An Advanced member of NBE and Loughborough Alumni Research Forum / HFE Patient Safety Hub. Pam has presented at local and national fora and has contributed to several publications.

This session is aimed at those working in:

- Social Care
- Community care
- Experienced trainer
- Acute care
- Strategic advisor
- Novice Trainer