

'Online' Supportive Conversation & Reflection Sessions(OSCaRS)

(adapted from Hockley 2014)

CH:

Date of reflection:

Supportive reflection sessions have been designed to support staff in care homes as a result of the COVID-19 pandemic. Whilst care home staff are used to caring for people at the end of their lives, COVID-19 has put an unprecedented burden on staff in care homes. This tool has been adapted from monthly 'face-to-face' reflective debriefing sessions where they were used to support staff and help them learn from the situation to an 'online' supportive reflection for staff to share the difficulties they face during the pandemic and any further waves of the pandemic.

Who should come?

- Sessions work best if staff WANT to come – no-one should be cajoled to come because it is thought they will benefit!
- We welcome anyone who works in the care home who has built up a relationship with the person/s who have died – that includes:
 - nurses/carers who do hands-on care for residents
 - ancillary staff – domestics, handy-man, gardener
- It is not necessary to have the CH present – but important to feedback to them after the session

Confidentiality:

- Everyone on the call needs to:
 - keep what is said 'confidential'
 - respect what different people say
 - not interrupt when someone is talking

Practicalities:

- We use ZOOM.us or MS Teams
- Session last about 40 minutes
- Those attending the sessions need to be visible on the screen - socially distanced but close enough to the screen to be heard
- If more than four people want to attend a session please use another device in another room
 - Works best if there are 2-3 people per device in different rooms
 - Nurses/carers on night duty who would like to join the session can call -n from home

- 1. Who is present in the session – everyone (including their facilitators) attending the session tells the group their name, background/how long they have worked at the care home and their role:**

2a. One of the facilitators (F1) will encourage those present to 'centre' themselves – suggesting they try and leave behind the hurriedness of the day so far. Everyone will be asked to take two deep breaths in and out.

After a short pause F1 will then ask those present the following question:

'Thinking about residents who have died or are dying, and their relatives, what for you has been the hardest thing over the last few weeks?'

2b. Members of the group will be invited to share. The other facilitator (F2) will actively contribute to what is spoken about by drawing from their own experience of caring for frail older people in care homes who have died. Learning will be shared as appropriate.

Once discussion comes to an end then F1 will encourage another person in the group to share what has been hard for them until everyone has spoken.



4. Ten minutes before the end of the session, F1 will invite those present to share their thoughts to a final question:

'What one thing has gone well for you over the past few weeks?'