

ST CLARE HOSPICE



STAFF SUPPORT POLICY

Policy reference number: C43

Authorised by: Chief Executive Officer

Date:

Approved by: Sub Committee

Date:

Endorsed: Board of Trustees

Date: 18 August 2003

Revision date: 01/2006

Policy Statement

St Clare Hospice is committed to high quality patient care and believes that high quality staff care is the underpinning principle to achieve this.

Each member of staff is responsible for cultivating an environment of care, for affirming, valuing and supporting each other.

Each member of staff also has a personal responsibility to try to keep a balance in his/her own life, to be aware of personal stress levels and to have a working knowledge of the service offered by each person's professional body.

Responsibility / Accountability

The ultimate responsibility for incidents concerning this policy belongs to:

Name: Miranda Bowen

Title: Director of Nursing & Patient Services

Policy Monitoring and Review

- A three yearly review will be held, unless required otherwise.



SCOPE

Each manager in the clinical areas has a responsibility to ensure that:

- The physical working environment is safe
- Proper breaks and holidays are taken
- The workload is reasonable
- Necessary information is given
- Lines of management / accountability are clearly stated
- There is adequate access to education and training
- Clinical supervision is available as appropriate

Support that is available:

1. Informal peer support is immediate and often the most effective
2. Managers are available for staff support
3. The need to sometimes take time out, either for oneself or to be a listening ear is validated
4. Each new member of staff will be allocated an existing member of staff for six months. It is the responsibility of the line manager to appoint this person and the role is envisaged as informal friend / supporter
5. Clinical Supervision should be developed and accessible within working hours for all staff
6. All permanent staff may access a session of counselling, with a named counsellor. Please see attached sheet.



ST CLARE HOSPICE PATIENT SERVICES

Before you contact a counsellor please read through the following questions:

1. Is there anyone within the hospice you could or should be talking to about this?
2. Do you need to take action within the work place?
3. Could your own professional organisation help?
4. Have you thought this through?
5. Do you need to talk to your GP?
6. What expectations do you have of the counsellor?

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The counsellor may be contacted confidentially through Jane Clay.