

Tea-brief

Supporting Workforce Challenges is a continuation of Iriss' project The View from Here, which aimed to understand the experiences of Scotland's social services workforce. It was developed as a response to the wealth of qualitative data about the daily challenges facing those who provide care and support.

The project was a test of what kind of small-scale improvements the sector would find useful, as well as a test of how The View from Here materials could be used to prompt reflection and change.

For further information, please visit iriss.org.uk

PROCESS

This project prioritised the emotional experiences of social care practitioners. Evaluation of The View from Here project showed that emotional reflection formed an important part of reflective practice which was valued by the workforce.

WORKSHOP 1

- Responded to The View from Here materials
- Reflected on the experience of delivering care and support
- Discussed key themes and challenge

The group concluded that they wanted to focus on those days where everything seemed like it was going wrong which, it was felt, engenders a feeling of hopelessness.

WORKSHOP 2

- Explored this phenomenon further
- Invited practitioners to think about how they felt on these stressful days
- Identified a single stressor
- Explored their own thoughts, feeling and behaviours
- Highlighted that there was no breathing space to focus on themselves

The group identified and planned two interventions which aimed to help them take space to focus on themselves and cultivate stronger relationships: the **Afternoon Tea** and the **Tea-Brief**. Using a Plan/Do/Study/Act cycle, the group intended to test their improvement ideas over a three month period.

WORKSHOP 3

- Evaluation of interventions
- Space to reflect on the process
- Addressed ongoing challenges in the sector