

The View from Here

Reflection cards

These images are intended to prompt, challenge and create conversations.

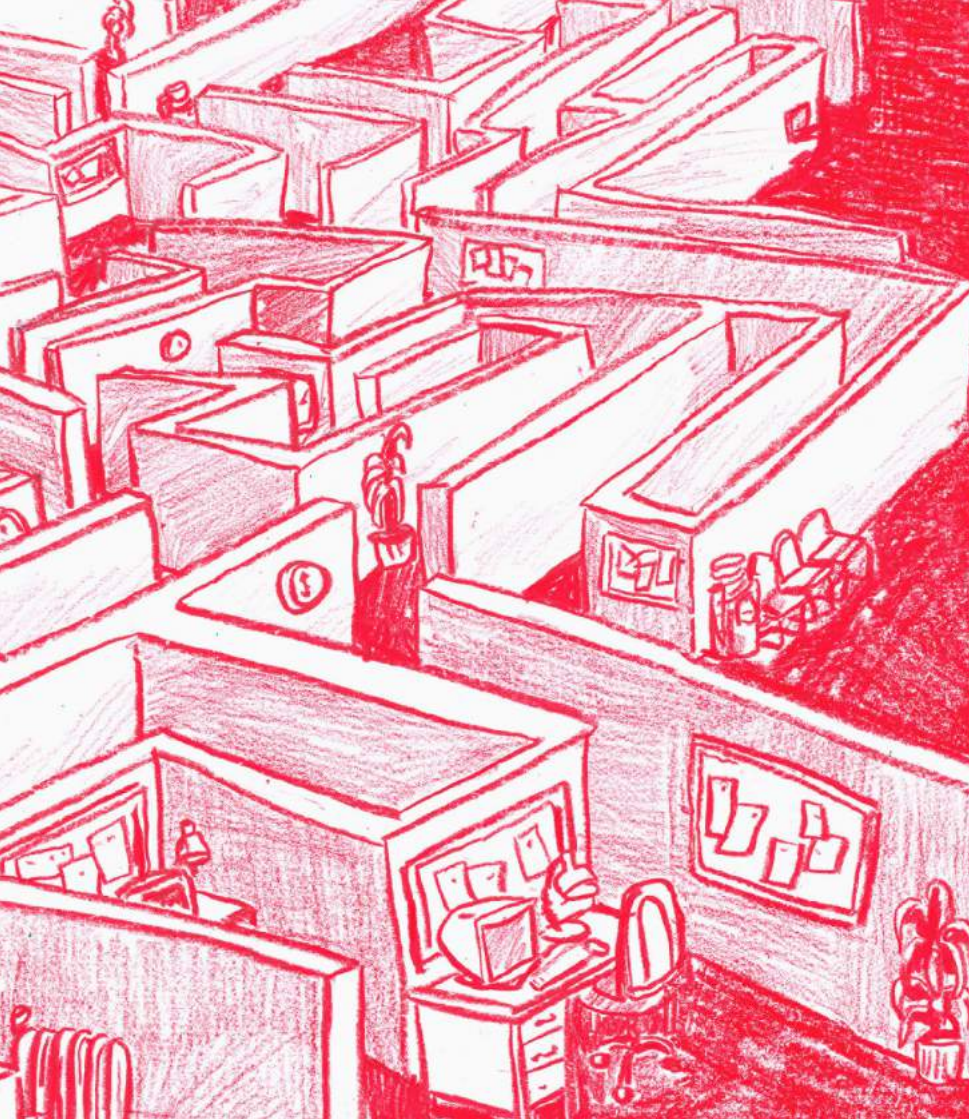
The cards are excerpts from diaries written by staff working closest with people supported by services. This work was done as part of Iriss's View from Here project.

We worked with 74 practitioners to understand the experience of supporting people.

More information about the project and our findings is available at: <http://blogs.iriss.org.uk/viewfromhere>

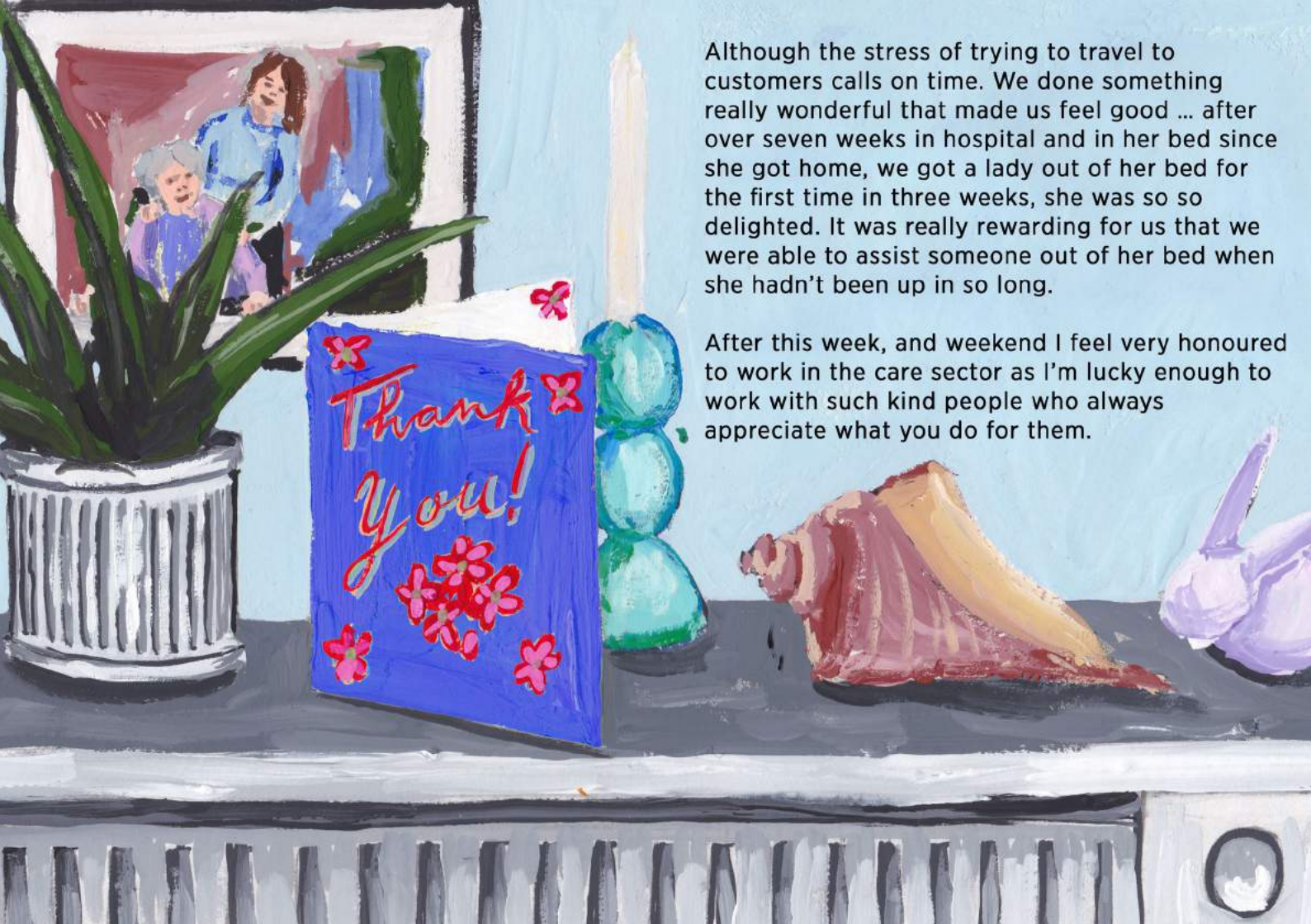
Read one of the cards and answer the following questions:

1. Does this remind you of a story of your own?
2. Do you think this story is representative of the experience of supporting people in your organisation?
3. Does this story prompt you to take action or make a change?
4. Who do you want to tell about this story?



STRESSFUL

Arrived on shift and was advised by my colleague that staff member due to relieve me later (4pm) was ill and would not be in. Stressful, as I'm due to work with person 2 at 5pm! :(The onus is now on me to try to find cover for later and also for this colleague's next shift, this coming Sun-Mon and sleep over. Management sometimes try to say colleagues should try to find cover but that's daft, if you're not well, you're not up to making endless calls!



Although the stress of trying to travel to customers calls on time. We done something really wonderful that made us feel good ... after over seven weeks in hospital and in her bed since she got home, we got a lady out of her bed for the first time in three weeks, she was so so delighted. It was really rewarding for us that we were able to assist someone out of her bed when she hadn't been up in so long.

After this week, and weekend I feel very honoured to work in the care sector as I'm lucky enough to work with such kind people who always appreciate what you do for them.

Manager not seeing the individual worth of each of my colleagues and myself. I feel that she must control every small detail ... I want to work more on my own initiative and not feel so pressurised, frustrated and flat.



I feel all the negativity is very draining and it impacts on my mental health



DIFFICULT DECISIONS HAVE BEEN MADE

It's taken a lot to get this family to trust me and they are in a chronic situation verging on adult support and protection. Today's visit was a joint visit with a specialist nurse who has a great relationship with the family. It was a really positive breakthrough visit and we have a plan to keep everyone safe in the short term to allow for a comprehensive assessment. I leave feeling really positive, difficult decisions have been made but I truly believe they are the right decisions and from here there is the opportunity for some really positive and creative work to get things right for this family.

MR. F GOING TO VALENTINES BALL TONIGHT -
HIS DRESS SHIRT IS REAL TRICKY TO IRON
SO I'M DOING IT FOR HIM AND CHECK HIS
METRES ETC. I ONLY DO 8 HOURS WITH
MR F A WEEK (WHEN THIS HAPPENS
THEN 9 TIMES OUT OF TEN I'LL DO IT ON
MY OWN TIME) - I'M NOT ALONE, TONS OF
FOLK IN THIS LINE OF WORK DO THAT -
BUT IT REALLY SHOULDN'T BE HAPPENING -
INFURIATING REALLY - DON'T GRUDGE
MR F THE TIME BUT HE OBVIOUSLY REQUIRES
MORE SUPPORT HOURS





CAN I REALLY JUSTIFY DOING A JOB
WHERE I TRAVEL FOR MORE HOURS
THAN I GET PAID? NO, I FEEL LIKE
I'M STILL DOING IT BECAUSE I FEEL
GUILTY ABOUT LEAVING THE CLIENTS.



ONE OF THE LADY SERVICE
USERS WITHIN THE LOUNGE
I WORK IN WAS ALSO VERY
POORLY DUE TO SUFFERING
A STROKE THE PREVIOUS
DAY. HER DAUGHTER WAS
EXTREMELY DISTRESSED BY
THIS AND REQUIRED SUPPORT

THE DAUGHTER MADE THE
DECISION TO LEAVE AS SHE
WAS EXTREMELY FRIGHTENED
OF HAVING TO WATCH HER
MUM PASS AWAY. SPENT
TIME REASSURING THE
DAUGHTER THAT I WOULD
ENSURE SOMEONE WAS
WITH HER.

THE LADY PASSED AWAY PEACEFULLY
IN THE EARLY HOURS OF THE NEXT
DAY. IT WAS VERY DIFFICULT WATCHING
THE LADY'S DAUGHTER BASICALLY FALL TO
BITS AS SHE NORMALLY APPEARED STRONG

IT CAN BE HARD EMOTIONALLY NOT TO REACT

I find it challenging when incidents happen. In that case the health safety and wellbeing of the individual is the priority. It can be hard emotionally not to react when someone exhibits challenging behaviour or suffers from an addiction or mental health problem.



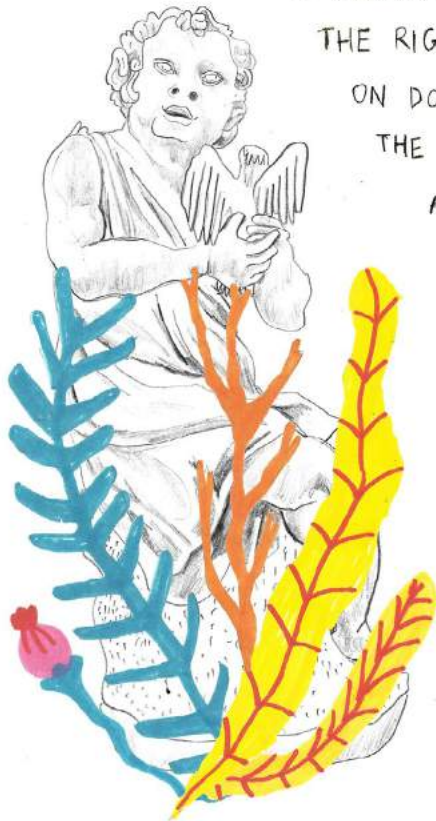
The service user and I have a good chat and interact well together for a good part of the shift however he goes to his room and i look for things to do to occupy my time. I am happy with the interaction and our spending time together. I feel a bit isolated when the service user goes off to his room. Today felt like a long day.



I ALWAYS SHARE THAT IF YOU DO THE RIGHT THINGS,
THE RIGHT THINGS HAPPEN BUT IF YOU KEEP
ON DOING THE SAME OLD- YOU'LL GET
THE SAME OLD RESULTS. HE LAUGHS
AT ME, AND HUMOURS ME,
AND TELLS ME WHAT HE
THINKS I WANT TO
HEAR

I GUESS MY JOB IS
'SEED PLANTING'

SOMETIMES GERMINATION
IS A JOY



THE YOUNG PERSON WAS VERY TEARFUL WITH HIS MUM WHO IS MOVING AND I SUPPORTED THEM TO SHARE THEIR FEELINGS ABOUT THIS - SOMETHING THE FAMILY ARE UNABLE TO DO EASILY.



I'VE WORKED WITH THIS FAMILY EVERY WEEK FOR A YEAR



THIS CONTINUITY AND STRUCTURE HAS REALLY HELPED TO BUILD A TRUSTING RELATIONSHIP WITH THE YOUNG PERSON



HE ASKED IF I COULD OR WOULD FOSTER HIM IN FRONT OF HIS MUM. SHE SAID I HAD A STRONG BOND WITH HIM



THIS IS SUCH HARD WORK AND I GET VERY LITTLE SUPPORT. HIS SOCIAL WORKER HAS ONLY MET ME ONCE IN THE YEAR I'VE BEEN WITH HIM.





YOU'S ARE ALL I'VE GOT.



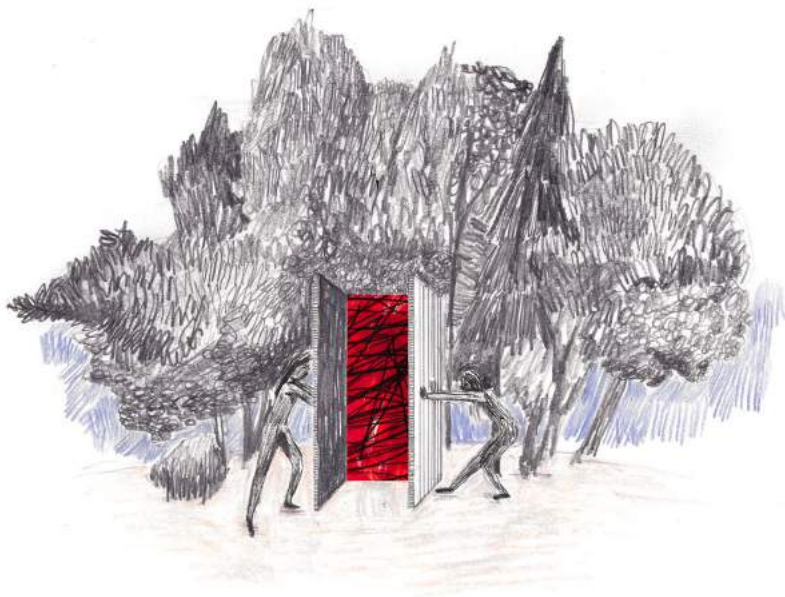
*You just CANNOT WIN. Such
a productive conversation and then
bam vodka and threats of suicide.
"You's are all I've got"... this leads to a
VERY difficult professional relationship.
Boundaries get blurred and policies ignored.*

*Substituting one substance for another.
I feel HEAVY.*



On return to office 2 more cases allocated to me and I'm playing catch up this week. due to the snow last week when I had to cancel a day of visits and was unable to get hold of many people. Case load pressures are a constant feature of my work. Only a year or 2 ago there was an understanding in our team that we would only get 2 new cases a week. occasionally, whereas now it is the norm.

Additional 2hr worrying time at night. I know I need to try and manage this unhelpful habit.



WENT OUT FOR A WALK IN THE COUNTRYSIDE WITH A CLIENT. SHE WAS MORE FAMILIAR WITH THE TERRITORY THAN I WAS. THERE WAS A CONTRADICTION IN WALKING THROUGH PEACEFUL LANDSCAPE WITH SOMEONE WHO IS TROUBLED AND NEEDS TO VOICE THIS WHILE WALKING. I FELT SAD THAT SHE IS UNABLE TO GET ANY SENSE OF PEACE BECAUSE OF WHAT SHE IS GOING THROUGH IN HER LIFE 24 HOURS A DAY, 7 DAYS A WEEK.

WHAT IS ALWAYS HIGHLIGHTED TO ME THROUGH THIS CLIENT ALSO, IS HOW NO MATTER HOW MANY STATUTORY AND VOLUNTARY "PROFESSIONALS" ARE INVOLVED IN THE SITUATION, OR HOW MANY MEETINGS OR DECISIONS ARE MADE, THERE NEVER SEEMS TO BE ANY SOLUTION OR RESPITE FOR HER. SHE DOES NOT FEEL HEARD BY THEM. I HELP TO SUSTAIN HER TO COPE. BUT DUE TO CIRCUMSTANCES THIS IS AS GOOD AS IT GETS AT THE MOMENT. WE KEEP TRYING AND HOPING... AND SHE HAS SOMEWHERE TO EXPRESS HERSELF AND FEEL SUPPORTED.

So much time is spent worrying about if you've done everything correctly and in line with the SSSC, Care Inspectorate and in line with all policies, to everyone's satisfaction. You spend your day trying to please management and staff when really the only people that I really care about are the ones I support. My hopes are that I can make a difference to the unit and still enjoy every minute of my job.



IT PROBLEMS!!!

Me: Hello I can't print from carefirst

IT: Yes we know, you now have the wrong printer there, you need to do screenshot or save as PDF/then convert/then save on the drive with the clients folders

Me: ARE YOU JOKING???? 26 pages by screenshot or a massive exercise for each report instead of pressing PRINT

IT: we don't care, we are IT for all the council

Me (and all my office): Noone listens when we say what is going wrong and holds us all up



Me ---->



I work in a house where many people
live and work. The amount of
brain activity must be enormous.

it's hard to

SWITCH
OFF

The fact which stays with me at the end of the
day is I've been told John may not be able to
play his guitar in his new place: the walls are
paper thin. How will he relax, switch off, escape
from pressure — escape from other people?



Took a days A/L as full
of the cold. Still
managed to speak to
two colleagues and a
client. Most of us keep
phones on most of the
time even on holiday or
sick leave. Sometimes
feels we are...



Unable to identify individual tasks as I am completing so many ongoing tasks they are becoming a blur. **Re-active** not **Pro-active**. Squeezing 5 days works into 2 never good, should not have went on training!!!

so many ongoing tasks



a



It's cold,
dark,
I'm tired,
slippy,
just wanna go home



THE VIEW FROM HERE

<http://blogs.iriss.org.uk/viewfromhere>

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