

STRESS, COPING + RESILIENCE

ADVICE FOR HEALTH + CARE PROFESSIONALS

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SCOTTISH QUALITY & SAFETY FELLOWS · NHS SCOTLAND @SQSFellowship

OPEN CHANGE

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NHS EDUCATION FOR SCOTLAND

<https://learn.nes.nhs.scot/741/quality-improvement-zone>

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STRESS, COPING + RESILIENCE

HEALTHCARE +
SOCIAL SERVICE
WORKERS



MULTIPLE
UNKNOWNNS

COMPLEX

COVID19
HEALTH
CRISIS

STRESS

THREATENING

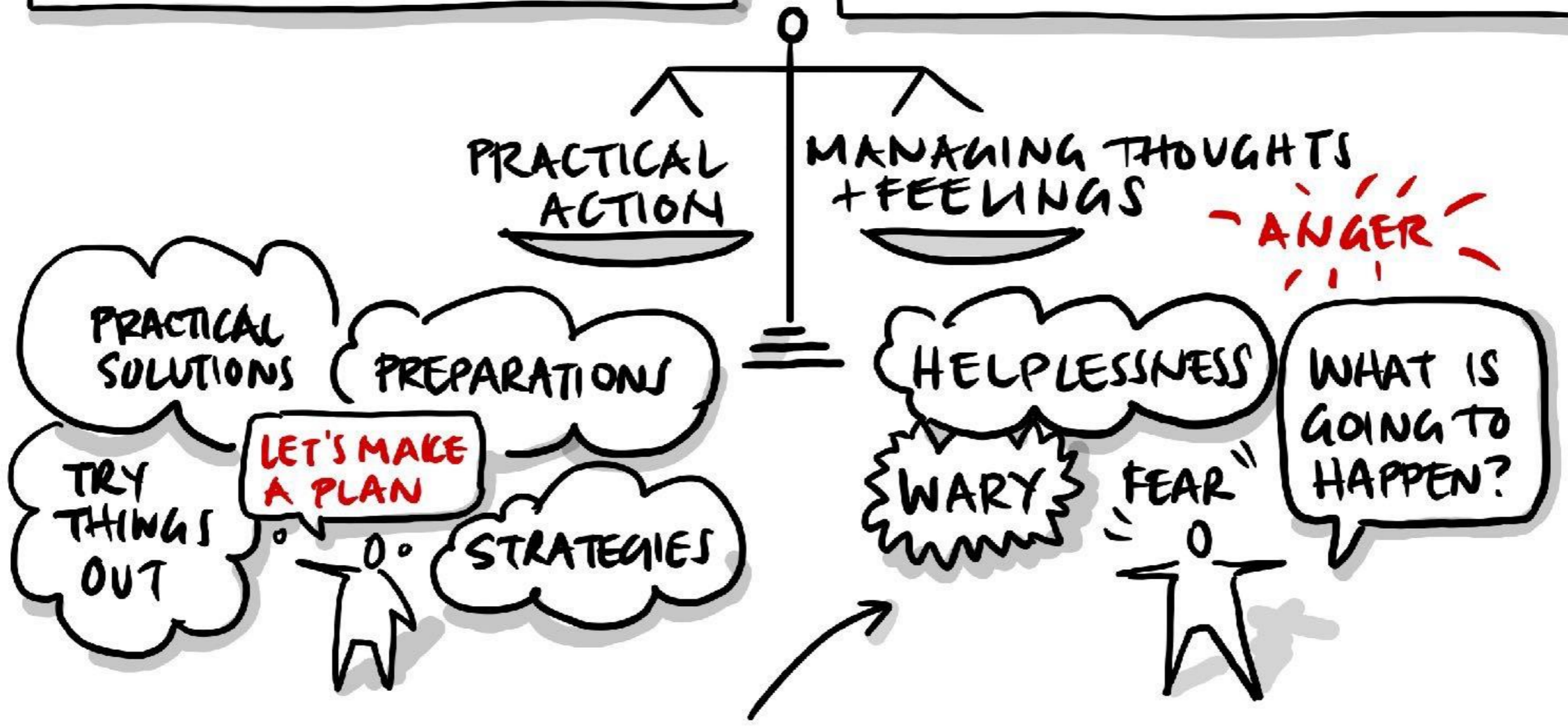
UNPREDICTABLE

- YOU ARE THE FRONT LINE OF DEFENCE + PROTECTION
- YOU HAVE YOUR OWN FEARS OF EXPOSURE OR GETTING THINGS WRONG
- YOU HAVE FAMILY TO TAKE CARE OF + WORRY ABOUT

2

PROBLEM FOCUSSED COPING

EMOTION FOCUSSED COPING



ACKNOWLEDGE FEELINGS
DON'T BOTTLE THEM UP

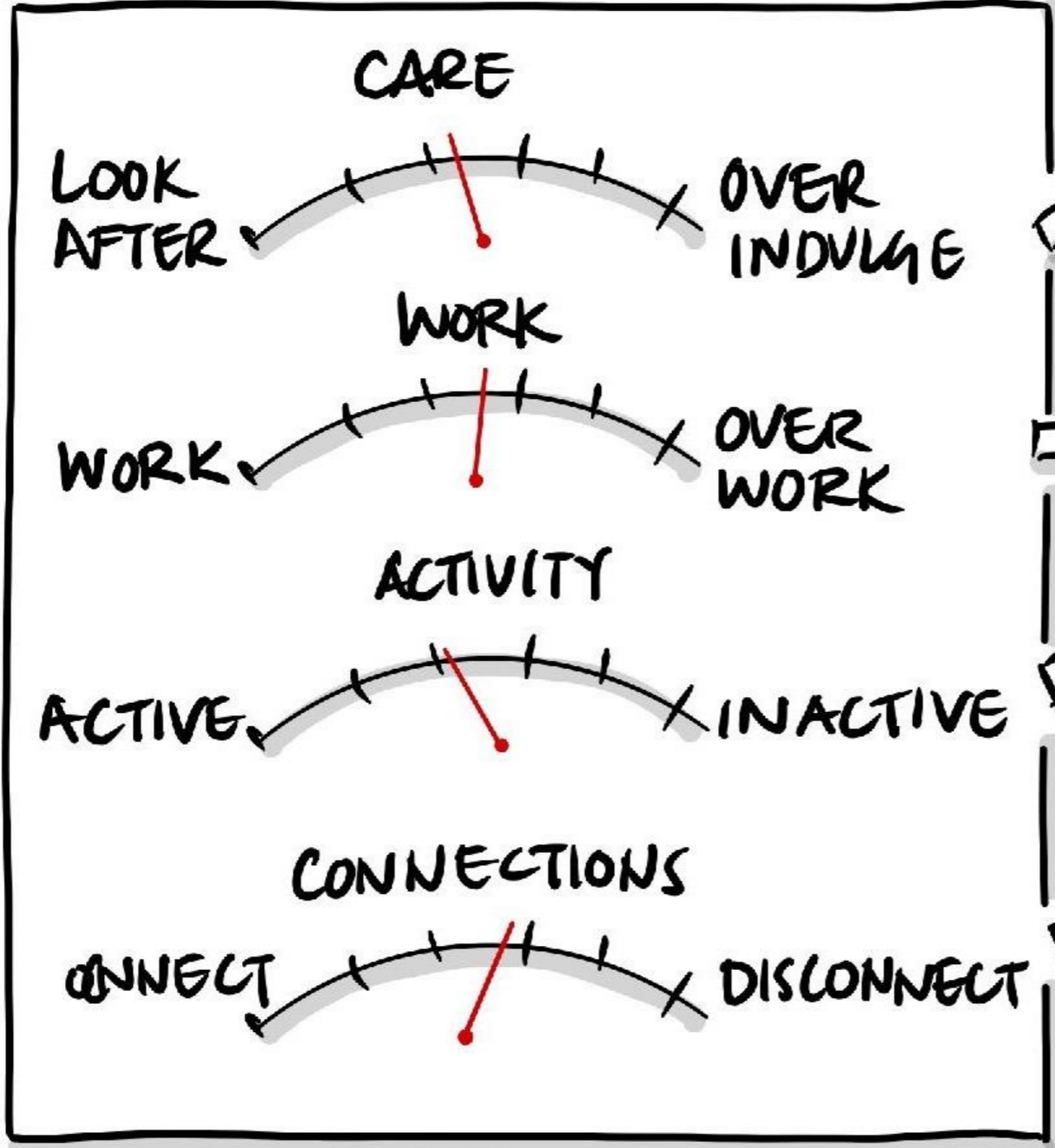
BE COMPASSIONATE -
YOU ARE DOING YOUR BEST!

BREATHING IN
CALMS MY BODY

BREATHING OUT
CALMS MY MIND

3

FIND YOUR WAY ALONG THESE CONTINUUMS



- CARE FOR YOURSELF + OTHERS. AVOID EXCESS - JUNK FOOD OR ALCOHOL
- WHEN WORKING HARD - YOU NEED TO DECOMPRESS
- FIND WAYS TO MOVE, CONNECT WITH NATURE + REST
- CONNECT TO YOUR VALUES + TRUSTED INFORMATION USE TECH. POSITIVELY + VALUE DISCONNECTION TOO!

4

RESILIENCE

"THE ABILITY TO WITHSTAND AND REBOUND FROM ADVERSITY"
F. Walsh

INDIVIDUAL RESILIENCE

RELATIONAL RESILIENCE

OUR OWN STRENGTH



STRENGTH FROM RELATIONSHIPS



STRESS + CRISES CHALLENGE US,
BUT THEY DON'T NECESSARILY
DAMAGE US.

HOW TO KEEP ON, KEEPING ON...

BE FLEXIBLE. ABLE TO CHANGE, REORGANISE + FIT CHALLENGES OVER TIME

RESPECT INDIVIDUAL (+ YOUR OWN) NEEDS, DIFFERENCES + BOUNDARIES. PAY ATTENTION

KEEP CONNECTED. MUTUAL SUPPORT + COLLABORATION

KEEP IN TOUCH WITH YOUR VALUES + WHAT IS IMPORTANT TO YOU

DON'T FORGET THERE IS A WHOLE WORLD OUT THERE - AND YOU ARE PART OF IT

COMMUNICATE. TALK TO PEOPLE

REST. DO SOMETHING COMPLETELY DIFFERENT

SEEK HELP IF YOU NEED IT



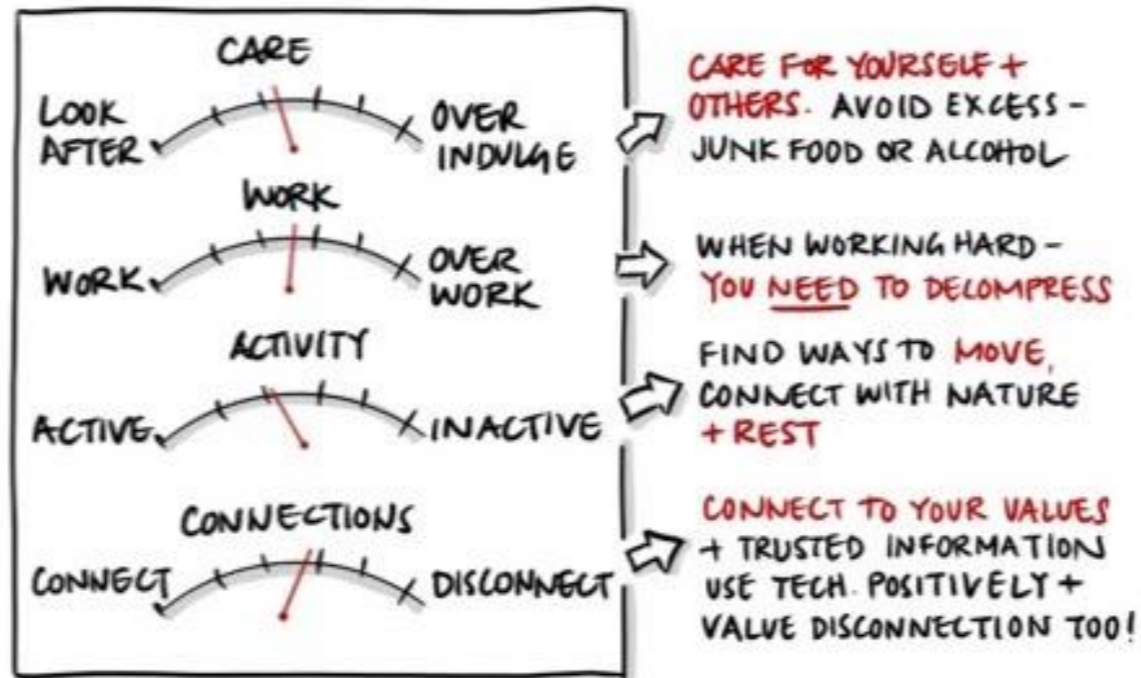
1 STRESS, COPING + RESILIENCE



2 PROBLEM FOCUSED COPING + EMOTION FOCUSED COPING



3 FIND YOUR WAY ALONG THESE CONTINUUMS



4 RESILIENCE



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