



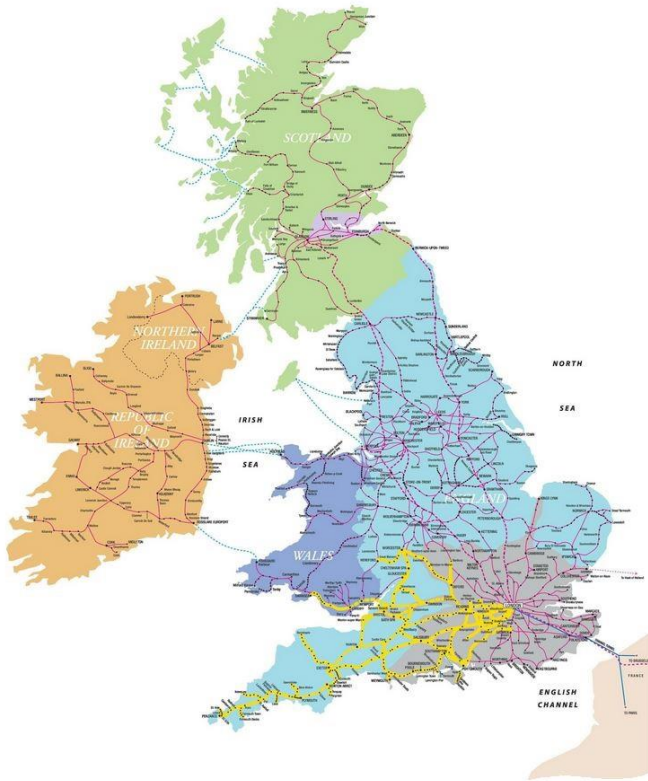
**Juggling  
responsibilities:  
supporting staff to  
keep all the balls in  
the air**

**Alison Jarvis, NHS Lothian,  
Scotland**

# NHS Lothian



- Provides a range of primary, community-based and acute hospital services for the second largest residential population in Scotland – about 800,000 people
- Increasing population projection - 15% increase between 2010 to 2025
- 24,000 full and part-time staff employed



# Why?

- Identification of ‘hidden’ carers & those not in contact with carers’ organisations a priority
- Research tells us that there is a relationship between staff well being & various dimensions of staff & patient reported experiences
  - Staff who feel well supported are likely to support patients more effectively
  - Staff who are well supported by colleagues & managers are buffered from issues of emotional exhaustion & burnout caused by the challenges of day to day care
- A Government standard for NHS - sickness absence rate of 4%
  - If managers are discussing with staff the most appropriate policy to use, people may not take time off as sick

# How?



- 8 lunchtime roadshows in all the main hospital and community sites across Lothian
- Sessions chaired by Employee Director; Employee Relations practitioner outlined leave policies and a member of staff who was a carer shared her story of caring
- Opportunity for questions from attendees

# So?

- Almost 100 staff either attended or requested information
  - wide range of clinical and non-clinical backgrounds
- Information given on leave and working options
- Information also been given on support provided by occupational health, staff counselling as well as local carer organisations
- Collated Q&A; a composite 2 case scenarios to reflect the complexities of care situation & the available leave policies were sent to all those who attended & those that expressed interest. Also added to intranet
- The need for managers to respond compassionately, flexibly on a case by case basis was stressed through out each session

Although it did not resolve my problem it allowed me to discuss with others how they coped. I realise that far from being alone I am one of a large number of carers who work full time and try to juggle family life with work” Labs

I felt the session made me feel there was a structure in place and this in-turn makes me feel more supported (policy wise) for when the time comes for me to access these policies in relation to my Mum’s early on set Dementia. I felt the session was a very useful one ...  
Consultant

“As a carer of my adult daughter [ ] it can at times be overwhelming especially through times of transition. Just the fact that you were having these road shows made me feel that my role as carer/employee was recognised. Thank you so much for that.” Nurse

# And now?



- Identify areas where there is low uptake of carers leave/high absence rate
- Briefing sessions at all management and union meetings
- Exploring becoming a Carer Positive Employer

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