

## Schwartz Awards 2020: Most Powerful Round

### “Great Expectations” January 2020

For our first Schwartz Round of 2020 we had the most powerful stories to support us during this most busy and challenging of winter periods when the weight of expectations on the NHS felt huge, and we all held expectations for the year ahead.



Julie, a senior community nurse, spoke about an unexpected situation she walked into in a patient’s home. Having to deal with a patient at risk of a catastrophic haemorrhage and a frightened carer who had been warned that this might occur, brought back memories and emotions from experiencing a patient having a bleed when she was a very junior nurse.



Anne, the Financial and Welfare advisor at a local hospice spoke about a client who disclosed news about his awful financial situation with the expectation that this would not be shared with his wife, who as a consequence risked losing her home.



Nicky, shared her journey from being a Health Care Assistant for many years to newly qualified Nursing Associate, with all the expectations that this training and her new role placed on her. She read her poem “Just Breathe” (see below) which beautifully demonstrates her emotions and applies to all of us.

#### Themes:

The audience shared their own stories and rated this round as excellent/exceptional. Themes that came out from this most powerful round include:

We are only human and it’s OK to feel. We can all feel angry when we find ourselves faced with difficult situations, through no fault of our own

How our role and uniforms impact on patient and family

We all place expectations on ourselves, which can be greater than the expectations that others actually have of us. It’s important that we remember to tell ourselves that we are doing OK.

It helps if we focus on what is *really* important.

Experiences from our past stay with us, and inform how we behave. Recognising this means we can better understand people’s behaviours. We can make our behaviour positive for the future – for us and our colleagues, so negative experiences are not repeated.

**Ripple Effects:** Nicky is being recorded reading her poem, shared throughout the Trust to remind us to “Just Breathe”

# Just Breathe

So much to think about, so much to do,  
Expectations now raised of you,  
In depth knowledge of clinical skills,  
Undertaking medication rounds,  
And knowing your pills.  
Just breathe its ok,  
Just take your time.  
You're doing ok,  
You're doing just fine.

Relative's questions, quick and fast,  
Overload of information,  
Too much to grasp.  
Just breathe, slow down and take your time.  
You know the answers,  
You're doing just fine.

Time management and prioritising the load,  
Delegation to others,  
Letting things go.  
Trust in them,  
You can't do it on your own.  
Just breathe,  
You're doing fine you know.

Take your breaks,  
You need time out,  
Time to take five,  
Clear that self-doubt.  
Take something to eat,  
Something to drink,  
Time to reflect upon, space to think.  
You need to look after you,  
So you can look after them.  
Take in the calm, let go of the mayhem.  
Give yourself praise,  
Let yourself shine,  
Just breathe,  
You're doing just fine.

As each week passes, so will the nerves,  
You're doing great, give yourself the praise you deserve.  
You will find your routine, do things your way,  
Don't get me wrong - the stress won't go away,  
You will still have the occasional bad day.  
Everyone has bad days from time to time,  
Just breathe,  
You're doing just fine.

Learn ways to relax,  
Take time out,  
Release what's inside,  
Or it will build, there is no doubt,  
Go out with friends, take up a hobby or have  
that glass of wine  
Whatever it takes for you to unwind,  
Release that tension that's built inside.  
Just breathe,  
You're doing just fine.

Be proud of who you are and how far you have  
come,  
Give yourself praise for all you have done.  
Don't be so hard on yourself, you're still finding  
your way,  
Every day is a school day.  
And when you are feeling at your worst,  
Take five and remember why you're a nurse.  
It will all work out, things take time.  
Just breathe, it's ok,  
You're doing just fine.

*-Nicki Jones*

Registered Nursing Associate  
Taken from:  
"The Secrets Beyond My Eyes"  
by Nicola Jones.  
Amazon Publishing



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