

## Shining Stars Award 2021 Nomination – Charlotte McCabe BHSCT

Charlotte has been the hub for our Team Time development & delivery.

Charlotte, a graduate intern, joined the Schwartz team as admin support in September 2020 – into our virtual world necessitated by COVID.

If we did not have Charlotte’s support, we would not have been able to offer this reflective space to teams that have taken the opportunity to date.

Charlotte has not met ANY of the team in person! Maybe she thinks we actually live together in boxes.

Reflecting on her experience so far Charlotte says...



***‘I have been challenged and encouraged by this work.’***

***‘Team Time works!’***

***‘I recognise the work people are doing “behind the scenes” not just on “the front line.” ’***

***‘I have gained so much by listening to and learning from participants.’***

- Developing flyers & promoting sessions
- Co-ordinating facilitator team meetings
- Organising Team Time sessions
- Attending every Team Time session
- Managing the evaluation process
- Collating activity reports



**HSC** Belfast Health and Social Care Trust  
caring supporting improving together

### Team Time

**Team Time: an opportunity to reflect with colleagues on the challenges we are facing**

**What is Team Time?**

Staff across the NHS are working under unprecedented pressure. Research has shown that support to cope with rising stress and anxiety can be beneficial to long-term health, improve relationships between colleagues and ultimately benefit patients.

Belfast Trust is working with the Point of Care Foundation, who supports our Schwartz Rounds program to offer Team Time sessions. Team Time is a safe, facilitated forum for colleagues to reflect together on the unique challenges they are facing, and to share experiences of their work in health and social care. The focus is on participant’s emotional and social response to their work. However, the audience is limited in size (6-25 participants) and is intended to be drawn from a specific department within the trust rather than across the organisation. Thus, the audience would consist of colleagues who are experiencing similar situations in a particular speciality.

**How to Organise a Session and Why?**

Managers who feel that their team would benefit from a session contact us to organise a date and time that would best suit the team and the facilitators. Managers who contact us want to ensure that their team feels connected and supported in the middle of these challenging times. They want their team to be able to share how they are feeling and to build stronger relationships between colleagues.

**Is your Team suitable for Team Time?**

While Team Time is an excellent opportunity to connect with your team and to share how you are feeling, it is not designed for problem solving or questioning one another. It is an opportunity to reflect together on the unique challenges that the team are facing and seek ways to support and encourage one another. It is not a time for conflict resolution or an opportunity to share all your discrepancies that you have with the team. If this is the case, Team Time would not be the right fit for your team.

**The Format of Team Time**

Trained Schwartz Facilitators, experienced in managing reflective forums, manage the sessions which take the following format:

**Before the Session**

- Those attending the session are sent an email inviting them to Team Time and an MS Teams invite where they will find the link to access the meeting
- They will also be asked to copy, paste, and return a confidentiality agreement that

Schwartz Rounds