



## Facilitating the Development of Person-centred Cultures: A Residential Programme hosted by the Foundation of Nursing Studies

### A Factional Summary of the FoNS Residential Programme Evaluation Report

Dear Diary...

#### Sunday 22 April 2024

Arrived. First impressions – Sedgebrook Hall is a fantastic location, not far from Northampton. The staff are very friendly, and helpful. Looks like there's lots of outside space to explore.

Feeling excited and nervous at the same time. Looking forward to meeting the facilitators - Kate Sanders, Person-centred Practice Facilitator, Foundation of Nursing Studies, UK; Sheila McGovern, Associate Facilitator, Foundation of Nursing Studies, UK; and Maria Mackay, Independent Facilitator, Australia, as well as the other participants.

*I'm hoping to network and to improve my knowledge, develop new skills and learn about workplace culture and feel more confident to make positive changes. I want to gain new ideas and to develop and enhance my practice; to be inspired and re-ignite my passion!*

But I'm also a bit worried that I might find myself *out of my comfort zone* and that I will *not be able to make a change in workplace*. It's pretty tough in practice at the moment.

#### Day 1: Monday 23 April 2024

Start the day with a delicious breakfast! Then it's time to meet the other 26 participants – from across England, Northern Ireland and even Australia.

Day 1 felt like the beginning of a journey of growth and discovery. We started to explore our understanding of self and person-centredness, and began to lay the foundations of facilitative relationships with each other. Working in different groups with different people, a lot of it is about us learning with and from each other and co-creating our own learning environment – not something I am used to.



*I think that today's learning about person-centeredness means understanding oneself. To be able to apply to my practice, I have to understand each individual is different (like values and beliefs).*

As a leader, I am used to doing things for other people, but today has been *about facilitation of learning rather than "doing to"*. This will mean a shift in telling/guiding to facilitating learning.

I also want to think about developing a *shared understanding of the team, in order for all to have shared culture of working. This will take time.*

Although I was tired, there was time for a quick swim before dinner.

### **Day 2: Tuesday 24 April 2024**

As part of our journey, we used creative approaches to explore our workplace culture, first on our own and then with our group. There was an opportunity to think about how to apply learning at work in collaborative and facilitative, rather than directing ways. Reflecting on this, *I will start thinking about how I formulate critical questions to help others find solutions rather than me find solutions for them.* Today's activities have *demonstrated how collaborative working can incorporate the individual strengths of each member and collectively impact on outcome in a powerful way.*

### **Day 3: Wednesday 25 April 2024**

Today we looked at the multiple influences on workplace culture, explored how we can evaluate culture and the value of using different approaches to learning. We worked in the various large and small groups – which is a really good way to get to know and learn from the other people here.

There was quite a bit of learning today. I've realised *the voice of the patient needs to influence our practice/all we do. I need to work with the team to find improved ways of collecting meaningful feedback on the patient journey and experience. Also, I learned that I need to slow down, pause and hear the voices of others; Sitting with discomfort is OK - something that previously I really haven't done. This I will take back to my role and allow.*



### **Day 4: Thursday 26 April 2024**

Today's focus was more about reflection, though to be honest, there's a lot of reflection throughout the week. I didn't think that creativity was my strong point, but I'm realising it's a way to help us think in new ways. I have even been able to write a poem:

*'When I think of me, I now can see  
I need to pause to let others be  
My mind is full of things to do  
But is my thinking right for you?*

*I need to listen so I can hear  
Others' ideas as well as their fears  
What do they think? What do they need?  
For their growth, what can we feed?*

*To come together and reflect  
Shows active listening and mutual respect  
I don't need to fix or try to mend  
It's unfair as they will depend*

*For growth belongs to everyone  
Our journey has just begun  
Grateful and proud for this time  
The learning I will continue to find*

*Crafting healthful relationships will be key  
Until I look deeper, I will not see  
Being open to learn, unlearn and relearn  
Person-centred care I will discern'*

#### **Day 5: Friday 27 April 2024**

Today was all about capturing our learning from the week. I'll be very sad to leave, it's been a *thought provoking week absorbed in the transformational process of active learning and a wonderful opportunity to meet like-minded professionals. I'm very grateful to be a part of Residential Programme hosted by the Foundation of Nursing Studies.*

The facilitators asked us to re-visit our hopes and fears from the beginning of the week as well as looking again at our levels of confidence in facilitating culture change. Seeing the change was quite amazing!

*I have gained an incredible amount of knowledge in five days and feel able to start conversations in work. My confidence as a leader and to make change improved! I feel that I have learned a lot, I was equipped with loads of tools that I can now take to my working area and create change. Even if it is only a small step change.*

Some of the other participants mentioned they *thought this has definitely been achieved through collaboration, interpersonal relationships, and teamwork.*

We all agree *lovely colleagues and facilitators! Really great networking!*

Some fears still remain, but it is *OK to have that fear and feel unsure, uncomfortable. But the importance is to never give up. Believe that we can change even when it is challenging. Small steps also count. And I now feel I have a support network, ideas and knowledge to take back.*

#### **Final thoughts:**

*Back from what has been the most phenomenal and transformative 5 days with such inspiring people. I feel so grateful and thankful for this opportunity. Ready to take lots of learning back to my trust.*

