

**What we did:** At SHSC we have been holding Schwartz rounds for almost 2 years, initially during the first year, we held the Rounds at Trust Headquarters to help establish the rounds. However as a Trust with many people working in the community we have frontline staff based at different locations rather than a single point where staff are based in large numbers. Feedback told us that people attending the Rounds felt they were really helpful; however we weren't getting a wide enough reach to frontline teams and attendance needed to be widened. In 2016 we started to hold the Schwartz rounds at a different operational site each month to encourage people to attend close to their workplace. This was seen as successful to introduce staff to the rounds, but again seemed to be smaller numbers.

In 2015 as part of our response to the Francis Report, SHSC held a staff Compassion Conference with a theme around "building a culture of compassion", with the keynote speaker Paul Gilbert. This was well attended and had really positive feedback. This year, in planning the follow up Compassion Conference with a theme around "maintaining a culture of empathy and compassion" we built in the final session as a Schwartz round. The Conference was co-produced with Service User volunteers and governors. Conference speakers were Kate Lucre on "Compassion Focussed Staff Support Initiatives" and Tony Sumner on the "DNA of Care and Staff Digital Stories". There were 8 workshops for delegates to attend over a range of subjects from vicarious trauma to mindfulness and CBT taster sessions. Quite a range of activities and topics for reflection over the day, then at the end of the day, the Schwartz Round. This meant holding a round for all the 150 staff conference delegates at the end of an emotional day, along with any other members of staff arriving specifically for the Round. Often at a conference, delegates drift off early, however at this conference, not a single spare seat was available at the end of the day.

The theme of the Schwartz Round was "Work hitting home" and we had two excellent panel members of Rowena Cartwright, an administrator, and Kevan Taylor, the CEO of the Trust.

Rowena spoke about dealing with harrowing phone calls from a deeply distressed service user, how this had affected her and the impact of how her colleague's actions affected her. Kevan spoke about the impact of the death of a patient during the night and the subsequent investigation had on him personally, and how it affected him checking on his young son every evening. Gaby Dale and Dan Tully were the facilitators and managed the silences and audience participation in their usual professional and empathetic manner.

The feedback was excellent and gave 150 members of staff the opportunity to attend a Schwartz round, and 5 people came forward to be panellists for future rounds.