



Greetings and welcome. In this issue we have news on the progress of our publications *The Heart of Well-Being* and *Lifting your Spirits* and how our flagship publication, *Values in healthcare: a spiritual approach (VIHASA)*, is being shared in the UK and abroad. This issue includes a piece from retired surgeon John Fleet (Wales) and a report on the Building Resilience retreat that took place last November.

John comments on a need for greater compassion and values in caring and asks 'how can staff under pressure make time to care?' This is a theme taken up regularly in our seminars. Experience shows that, through the commitment of inspired individuals, positive messages do reach out to many in the NHS and further afield. In some countries, such as South Africa, VIHASA has been embraced with open arms. Enjoy reading!
Dr Kala Mistry, Editor

South West Yorkshire Partnership NHS Foundation Trust (SWYPFT) Conference: Enhancing Spiritual Values and Well-being at Work

Medical advisor to The Janki Foundation for Global Health Care (JF) and co-author of VIHASA, Dr Sarah Egger, gave a keynote address on **Values in Healthcare – why are they important?** to 60 delegates at the conference in Wakefield, in March. The attending healthcare professionals, from the Trust and neighbouring areas (Sheffield, York, Leeds) listened, contemplated, interacted and shared how they may integrate spiritual values to enhance well-being in the workplace.

After a welcome from SWYPFT Chief Executive, Steven Michael, Rev Mike Gartland, Head of Pastoral and Spiritual Care set the theme for the day and Nirmala Ragbir-Day, Spiritual Care Training Co-ordinator, with colleagues, brooked the topic of transition from intellectual learning to engagement and experience. This set the scene for the diverse threads explored in the afternoon workshops: *Maintaining Peace in Adversity* by facilitators Su Mason and

Dr David Goodman (former dentist and JF trustee), *Exploring the Heart of Well-being* with Dr Egger, consultant psychiatrist at Imperial College, London, *Rediscovering Values with Nirmala* and *Spiritual Care in Practice* with Mike Gartland.

Time was scheduled before lunch for meditation, prayer or a contemplative walk and the participants, all health professionals, enjoyed this highly interactive day.

December 2010: The Pastoral and Spiritual Care department of SWYPFT (NHS mental health trust) won an excellence award from the Trust last year for the sessions and retreats run with employees. These sessions, which aimed to deeply nurture staff, were experiential in nature and included aspects of JF publications *HoWB* and *VIHASA*. This builds on the excellent response from staff after JF facilitators ran all seven VIHASA modules over 2006/7 at the invitation of Mike Gartland.



Above: Su Mason, who co-facilitated a workshop at the SWYPFT conference and on her left, Maureen Jones, retired nurse, offering information to delegates.

Care and Compassion in the NHS...

Viewpoint by John Fleet



In February 2011 Ann Abraham, the Parliamentary Ombudsman for the NHS (National Health Service) gave a report based on the common experiences of ten patients,

that there was a stark contrast between the reality of care that patients receive and the principles and values of the NHS.

There was a reasonable expectation that an older person might have a dignified, pain-free, end-of-life care, in clean surroundings and the cases reported to parliament show that this was far from the case.

Last year, there were over 9,000 complaints and 18% were about the care of older

people. Relatives and older patients feel they had not been cared for with sensitivity, compassion and professionalism. The Ombudsman report was discussed widely in the press and on BBC radio 4 and can be read at www.ombudsman.org.uk. I wrote to all the parties concerned suggesting they looked at VIHASA as it addresses the themes of values and compassion in healthcare training and provision.

I am pleased my local hospital and hospice are keen to incorporate *Values in Healthcare* into staff training. BUT it is NOT mandatory. Currently I use VIHASA for leadership training for senior staff nurses and sisters at my local General Hospital and local Hospice. They always find it difficult to slow down at first and take time to reflect and yet, by the end of the day they do not want to leave! I will run about 15 workshops

this year, whereas last year it was nearer 25, as there is difficulty in getting staff to cover on the wards.

What I see in today's health service are good staff who are so pressurised they fail their patients. They have forgotten they are human beings, and only see themselves as human doings, chasing their tails all day long. I often remind them of the story of the man employed to chop down trees. The first day he chopped down 20, the second day 18 and the third day 15. His boss called him in and asked if he had remembered to sharpen his axe. "I am far too busy to sharpen my axe", he replied.

This is what the Health Service Ombudsman has highlighted. I feel that until trusts adopt VIHASA as part of Continued Professional Development (CPD) and staff take time out to look at the values of care and compassion that brought them into healthcare, there is no impetus towards real change.

News from UK

The Heart of Well-being (HoWB)



(Above) Author Jan Alcoe shares her thoughts on HoWB on a relaxing afternoon in June, JF office.

Friends of the JF and new supporters have shown great interest in our latest publication, HoWB, since before the launch last July. Jan Alcoe wrote a comprehensive 5-page article, identifying the key facets of well-being and outlining how to use the book and CD resource for reMEMber magazine (September 2010), which resulted in many enquiries. That issue even features the front cover of HoWB on its front cover!

More recently, HoWB was quoted as 'BOOK OF THE WEEK' in **YOU Magazine**, a publication of the Mail on Sunday, on 20 February 2011. Congratulations to author Jan Alcoe and editor Dr Craig Brown, chair of the British Holistic Medical Association and trustee and medical advisor of JF, who worked closely with Jan.



Those attending HoWB were healthcare professionals and JF office helpers.

Martin Gill, Assistant Editor of YOGA Magazine also reviewed HoWB and wrote: "an extremely practical book ... with visualisations to help you achieve inner peace ... feel healthier, cope with stress, learn new skills, improve self-confidence and [find] personal fulfilment and meaning."

SWYPFT staff retreat on values, well-being and spirituality in healthcare, Dec 2010.



Telford and Wrekin NHS Community Health Services

Mel Parker, Senior Health Improvement Service Manager for Adults & Older People, has incorporated creative themes from *Values In Healthcare* in the development of a new course, an add-on to **Something More**, a self-esteem programme for vulnerable women. She also used VIHASA to guide the programme for staff development and support, and included Laughter Yoga. Mel reports, "The feedback from our service users and facilitators was excellent. I feel this has given our service and staff a much needed focus during very difficult times."

Scotland

Dr Astrid Bendomir and Stephanie Morrison facilitated a substantive workshop on health and well-being with 15 participants in Aberdeen and followed this with an afternoon seminar in Glasgow for the Scottish Inter Faith Council annual women's event. In the session, entitled The Heart Of Well-being: Journey to nurturing our health and well-being, they used experiential exercises from HoWB and encouraged the women to discuss and create action points for their own nurture, and to express their creativity.

JF Workshops for healthcare practitioners

April: Nurturing Resilience

Two experienced VIHASA facilitators, Rev Lizzie Hopthrow, chaplain, and Nannette Jackson, counsellor and bereavement coordinator, brought new energy to JF office this spring as they met old friends and new in Willesden, London. Professionals from diverse health settings came together to explore how we access resilience when the going gets tough. Building and nurturing our resilience is something we all aim for and participants found this workshop inspiring.

Here are some of their comments:

'Reinforced my self-respect and self-trust.'
'Made me more aware that I have the power within.' *'Good tools for reflection.'*
'Reinforced the faith I should (!) have in myself.'

May: Compassionate Care

Twelve enthusiastic healthcare professionals joined facilitator, Mai Newe, VIHASA trainer and Personal Development Training

Consultant, for an engaging afternoon re-connecting with their innate qualities of patience, generosity, love and kindness. "We are often challenged to be kind", writes Dhani Ramnarine, IT Auditor, who has recently been helping out in JF office, "and I think we all especially appreciated the exercise on listening. Listening is the spiritual tool to bring compassion into care."

Other comments from participants: *'Refreshing, an important subject!'* *'I learnt practical ideas to apply in my personal and professional life.'* *'This workshop allowed me to recognise my own issues and face up to them.'*

Bahrain



Clinicians of Bahrain Specialist Hospital attending a presentation on VIHASA before the start of their day.

On a visit to **Bahrain** in January, psychiatrist and JF medical advisor Sarah Eagger, ably assisted by Nirmala Ragbir-Day, introduced the work of the JF to eminent local doctors. At the Ministry of Health, she delivered an overview and taster exercises to demonstrate the experiential learning approach of VIHASA for the Bahrain Medical Society to staff from primary care, public health, family practice and the College of Health Sciences. After her talk: **Enhancing Well-being: Rediscovering Inner Values**, Nirmala shared how she uses VIHASA and HoWB with staff in Wakefield, SWYPFT.

On the invitation of Mr Nasser Al Hashimi, Development and Marketing Manager, Dr Eagger and Nirmala made an early morning trip to Bahrain Specialist Hospital where 60 clinicians listened to an introduction on VIHASA and HoWB before starting their day. Sarah was in Bahrain to present sessions on health and well-being at Awakening Your Inner Power and Potential, the First International Meditation and Self-Empowerment Conference, Kingdom of Bahrain.

Dr Sarah Eagger (middle) with, left to right, Dr Awatif Sharaf, Dr Najah Rashid Al Zayani, one of the Board of Directors of Bahrain Specialist Hospital and Dr Qassim Aradati.



South Africa First National Nurses Conference, March

Dr Balbadhur presented Values in Healthcare at this national conference for nurses, focusing on creating balanced, assertive nurse practitioners within the healthcare system who will provide highest quality services and create a positive practice environment.



Johannesburg: NGO PUSH delegates with VIHASA facilitators after compassion workshop.

South Africa

'Healing is more than keeping free from illness and promoting a healthy lifestyle. It is about developing self-confidence and self-respect, as well as learning through our experiences to find meaning for ourselves'.

Extract from an invitation to a workshop on Self-Care, for Entabeni Hospital, Durban.

Nowhere is the impact of VIHASA more apparent than in South Africa, where the facilitator team of *Values in Healthcare* South Africa (VIHSA) continues to grow from strength to strength as they reach out to new organizations, healthcare institutions and individuals. The numbers of regular and new sessions in Port Elizabeth, Cape Town, Johannesburg and Durban have expanded.

The VIHSA team has reached a number of NGOs so far this year. We include here a synopsis of their news from 2011.

Durban: 36 social workers from FAMSA (a national NGO that supports FAMILIES in SA) attended a workshop on Inner Values, which they loved, in April. The director also came and has requested quarterly workshops and wants to approach FAMSA nationally to train staff in VIHASA.



VIHASA workshop for NGO Novalis caregivers, who work with orphans and street children in Cape Town.

Cape Town: Facilitators Gayl Hansen and Shireen Davids shared VIHASA modules at Novalis, an NGO supporting caregivers who work with vulnerable children including orphans, those in institutions, youth awaiting trial and in communities with

children infected and affected by HIV/AIDS. **Port Elizabeth:** New developments over May-June include a half-day workshop at the Department of Social Development in Humansdorp and in Grahamstown, the latter with 21 social workers from different NGOs and different areas of Eastern Cape.

Workshop testimonial: *The day was great. I have learnt that it is important for every healthcare worker to remind themselves of why they are doing what they are doing, to always be passionate about your work and not to behave as if you are forced to do what you are doing.* Yandisa Klaas, Port Elizabeth.

Johannesburg: Shirley, a community leader, and Naledi, a social worker facilitated exercises from the module *Compassion to a two-day debriefing session* at the Lido Hotel organized by NGO PUSH (Persevere Until Something Happens). They also run monthly modules, with translation into dialects, for staff of Observatory and at Fordsberg Clinic since January this year. Amy Bagwandeem, Fordsberg Clinic manager is especially appreciative of the calm and patience with which Shirley and Naledi managed queries from the staff and wrote to thank VIHASA:

"My colleagues and I thoroughly enjoyed the workshop yesterday....This morning, as I walk through the theatre and ward complex, staff are in such a jovial mood and I can see the difference in them since we have started these workshops. The theatre staff told me that so many good qualities are brought to the fore in the sessions; if they find that someone is stressed or unhappy they remind them of the things learnt in the workshop and provide support. Special thanks to ... Naledi ...and thank you for organizing these workshops."

For more information, email Dr Balbadhur on valuesinhealthcare@telcomsa.net.

Turkey

Speech and language therapist Reyhan Ergüden has presented *Lifting Your Spirits* (LYS) over 4 consecutive workshops in January to a patient group with different chronic illnesses. Participants found it very helpful and have requested the book and CDs in Turkish. LYS booklet and the CDs are now translated into Turkish and may be available in print soon.

Ghana

Following an inspirational VIHASA facilitator training retreat in Worthing last September Vishaal Mohan, business development manager and Ranjeet Jamdar, marketing manager of Luex/ Unichem (Ghana) Limited, have introduced VIHASA to numerous healthcare professionals in Ghana. They report: "We presented the *Values in Healthcare* programme to staff in the hospitals at which we promote the brand and have had an overwhelming response from nurses and pharmacy council board



Accra: Vishaal Mohan and Ranjeet Jamdar with a colleague, sharing VIHASA with their team.

members so far. Subsequently, we ran a full module at Christ the King School for 20 nurses from three reputed hospitals in mid-April and had great feedback from those who attended."

It all started in December 2010, when they decided to share VIHASA with their colleagues, using an ice-breaker and exercises from the Co-operation module with sales and pharmacy staff based at the Head Office in Accra. They were pleasantly surprised: "Usually we end Saturday meetings at 12 noon, but this one went through to 12.30pm and not a single person commented on the time! ... Everyone left in a relaxed and light mood."

This encouraged them to do a presentation to LAPAG (Lady Pharmacists Association of Ghana), a group of influential pharmacists, where they were thrilled with 'a breakthrough'. Vishal describes it: 'I gave a presentation on VIHASA and Mr. Ranjeet facilitated a taster activity, the Temple of Co-operation, with 50 top pharmacists! Afterwards, the main organizer Ms Cynthia asked us to sponsor the next LAPAG event and conduct a special session, **VIHASA for LAPAG** in 2011."

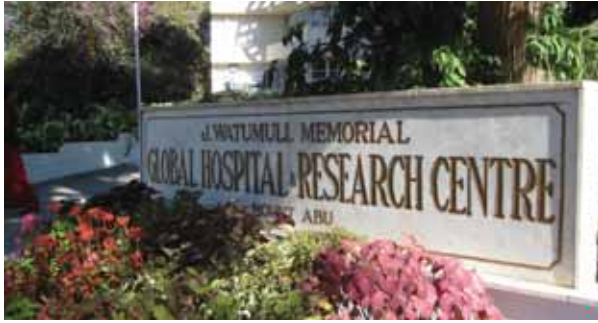
Director of Health Services in Asuagyaman District, Mrs. Irene Ofei, was also present and invited them to introduce VIHASA to healthcare staff of hospitals in her area, which they have scheduled for June.

Vishal finishes: "One touching story of success that stood out for me is about a nurse who calmed a fiery couple down and made them see that their arguments were bad for their child... It has been a positive start for VIHASA in Ghana."





India



news, visit them on Facebook: <https://www.facebook.com/GlobalHospitalandResearchCentre>

Values in Healthcare sessions and trainings

Mathilde Sergeant, nurse educator at GHRC, facilitated a one-week training programme on spirituality and VIHASA at GHRC for 10 Masters

degree student nurses from Civil Hospital, Ahmedabad in May. This is the largest hospital in Asia and Mathilde had visited it earlier in the year to run a one-day VIHASA session.

As nurse educator, she has run VIHASA sessions and facilitator trainings regularly with students and clinical staff at GHRC for many years. This year, she has led two facilitator trainings, one for 16 hospital staff and nurse tutors in April, and a five-day training in February with Nirmala Ragbir-Day for staff and students from GHRC and the new Trauma Hospital, Abu Road, where interest in the spiritual care aspects of health provision is growing.

We gleaned some details: after introducing VIHASA, the aims and objectives of

training, facilitation skills and a whole module to acquaint them with a range of learning methods, each staff member was asked to facilitate and reflect on their own presenting style. A day was set aside to discover the seven spiritual tools for learning and healing, through experiential workshops on image, movement and sound. A special focus on self-assessment and role playing encouraged participants to become more comfortable with the openness that invites growth and learning to take place.

Students' VIEWS

VIHASA part-modules run with first-year and second-year nursing students have proved immensely popular due to the creative and experiential nature of the teaching sessions. The students, who are mostly from the locality of Mt Abu, described the sessions as 'excellent' and said that they enjoyed the non-verbal communication and highlighted meditation, role-playing, active listening and working in pairs and small groups as effective learning methods.

Global Hospital and Research Centre, Mt Abu, Rajasthan, India has launched a new website www.friendsofghrc.org to share information and news on its achievements and services.

The site makes it easy for visitors to view projects and how they can assist the hospital with its work. For really up-to-the-minute



Mathilde and Nirmala (far right) with staff, students and visitors of GHRC who attended facilitator training earlier this year.

Building Resilience, Oxford

Dr Emily Mitchell

Prof David Peters, University of Westminster School of Life Sciences, and Dr Sarah Eagger led the plenary discussions on the theme of Building Resilience at the JF retreat for healthcare practitioners in Oxfordshire last November. Over 60 people including general practitioners, pharmacists, surgeons, psychiatrists, counsellors, nurses and holistic therapists attended to explore the idea.

Dr Peters initially shared some ideas: "the capacity of people to cope with stress and adversity in a positive way" as a definition and the idea that resilience describes the ability to 'bounce back' rather like a ball. He explained, "The flexibility to accept adversity without wasting energy on it allows us to rebound to a higher level and potentially mould to a slightly different shape". This demonstrates to me how resilience is a gateway to growth and learning.

In smaller groups, we used creative tools such as poetry and drawing to further explore what resilience means to us. The wonderful diversity of thoughts, ideas and experiences were then shared during the closing session. We also took part in a marvellous range of activities including laughter and sound workshops, Wu Chi and Sacred Dancing.

Practical ideas included the idea of making space and time for lightness, positivity, stillness and finding inspiration through reflection. We had the option to find such stillness and positivity through a guided meditation each morning; this helped set a peaceful tone for the retreat.

Someone said that taking an 'I' out of resilience leaves 'RE SILENCE'. As well as the opportunity to *re-silence*, I appreciated the opportunity to meet so many interesting and interested people and will, I think, continue to benefit from this valuable experience in my working and personal life.



The retreat delegates contemplated and conversed. Later they relaxed while participating in workshops on sound, laughter, Wu Chi (pictured below) and sacred dance.



Below: Dr David Peters addresses healthcare practitioners on the topic of resilience.

