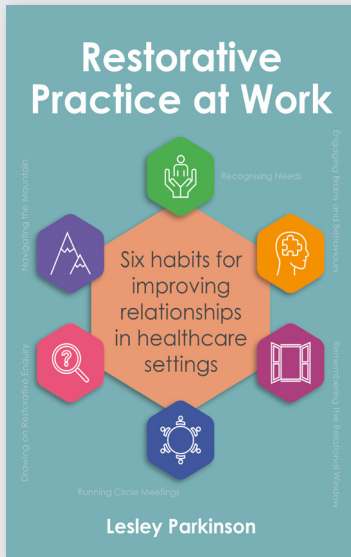


P R E S S R E L E A S E

“Here is a reference guide that any team member, whatever their role, would be glad to have nearby, and one that they can dip into for reminders and guidance.”

– Heather Bruce, *Freedom to Speak up Guardian*, University Hospitals of Morecambe Bay NHS Foundation Trust



Restorative Practice at Work

Six habits for improving relationships in healthcare settings

By Lesley Parkinson

ISBN: 9781785836893

Price: £17.99

Published by: Crown House Publishing

Date of publication: 4th September 2023

Demonstrates how anyone working in healthcare can draw on restorative practice to develop six habits that improve relationships and help to foster compassionate and inclusive workplace cultures.

Restorative practice and the NHS: how can it help?

On an almost daily basis, we are bombarded with news about the huge pressures on NHS staff and systems in healthcare settings (hospitals, nursing homes, GP surgeries and dentistry, to name but a few).

Issues around workforce burnout, retention, low staff morale and patient safety are becoming increasingly challenging. A recent report from The House of Commons Health and Social Care Committee states that “workforce burnout... needs to be tackled now if we are to attract and retain skilled staff, keep them physically and mentally well, and provide high quality care to patients and service users.”

In recent days, the horrific trial of former nurse, Lucy Letby, has further highlighted the issue of junior staff feeling unable to raise concerns due to the hierarchal nature of healthcare settings.

So, what can be done to overhaul these systems? How can the culture in these settings be made to be healthy, open and supportive? How can we improve the wellbeing of healthcare staff in an era of high workload? How can individual healthcare managers embrace change for the benefit of their teams?

Restorative practice is emerging in healthcare settings and systems as a highly effective means of improving relationships and enabling positive change. It consists of a set of theories, principles, skills and processes that shape our thinking around the way we interact with others. When restorative practice is adopted consistently within and between teams, it becomes ‘the way we do things round here’, a set of restorative practice ‘habits’ that all recognise, use and refer to.

A habit is a learned or routine behaviour, something that you repeat regularly to the point that you give it little or no thought. Habits are difficult but not impossible to change, and we can develop new habits at any time. Lesley Parkinson’s practical new book, *Restorative Practice at Work*, is designed to help everyone working in healthcare focus on the habits that will make a genuine difference both to their well-being and self-belief and that of their colleagues and patients. Whilst the current, popular emphasis is on using restorative practice as a means of resolving harm or conflict within teams and with patients, this book sees it being used as a set of six proactive habits to change and improve day-to-day communications, ease some of the many daily challenges faced in healthcare and foster more effective working relationships, potentially leading to improvements in patient care and patient safety.

P R E S S R E L E A S E

Lesley says: “It is my firm belief that restorative practice habits can both ease the current demands by fostering better relationships, positive mental health, improved communication and team cohesion, and can be part of key solutions in areas such as staff engagement and retention, patient safety and care, culture change and improvement, and civility and respect.”

Whilst reading this book, the reader will be introduced to the essential elements of restorative practice as well as practical exercises to enhance awareness. These elements include: looking beyond challenging behaviour; noticing, and responding to, needs and unmet needs; understanding our responses to outward behaviours; solving problems together; implementing alternative meeting processes; and processing incidents and problems.

The aim of *Restorative Practice at Work* is to make a notable, positive difference to the reader’s daily workplace experience, whether they are a public-facing receptionist, member of a clinical team, administrator, manager, senior leader, cleaner or consultant – any and every role in healthcare. This book will challenge and support their knowledge, understanding and thinking around restorative practice as a workplace philosophy in healthcare.

Suitable for NHS leaders, managers, clinicians and staff and those in other healthcare settings such as researchers, academics, HR professionals and educators.

“*Restorative Practice at Work* offers a timely and accessible guide to the why and how of developing better work-based relationships via six habits of restorative practice that ultimately foster better performance outcomes.”

– Nicola Burgess, Reader and Associate Professor of Operations Management, Warwick Business School



About the author

As Executive Director at Restorative Thinking, **Lesley Parkinson** supports a restorative education for all (including pupils, children, parents and carers, workforce professionals, young and adult offenders), promoting key life skills in restorative practice via training, consultation and coaching.

Scan to learn more:



Articles and interviews available

Lesley is available for interview, expert comment or by-lined articles on a range of topics, such as:

- Relationships as a key performance indicator in healthcare
- Restorative practice and patient safety
- Restorative practice and the NHS: how can it help?
- How can restorative practice improve recruitment and retention in healthcare settings?