

# Greater Manchester Pastoral Support Toolkit

October 2019



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# Background

Since 2018 Universities and Healthcare organisations across Greater Manchester have collaborated in the formation of a Nurse Incentive Package. Following consultation with those students currently studying to become a nurse in Greater Manchester the package is aimed at; encouraging a diverse range of individuals to come and study nursing in Greater Manchester, for those choosing Greater Manchester to be fully supported whilst completing their studies and to develop pathways to enable eventual graduates towards their chosen career. A crucial element of the Greater Manchester package is the provision of pastoral support both within the university and healthcare setting. Greater Manchester recognises that studying to be a nurse can be challenging at times. Having to juggle studying, practical experience, living away from home and finance is inevitable but equally rewarding upon success. Greater Manchester believes the key to success is all-round support; academic staff, clinical teams and peer groups together have all pledged to share the responsibility of striving for the achievement of an optimum future workforce.

It is hoped that the inclusion of this collaborative Pastoral Support Toolkit within the overall Greater Manchester package will provide those studying to be a nurse in Greater Manchester with additional resilience and coping mechanisms to address any situations positive or negative they may encounter along their nursing journey.

Providing effectual Pastoral Support is inevitably time consuming especially where the students' needs are demanding. Sharing the support through appropriate use of signposting is key to the Greater Manchester best practice approach.

The Pastoral Support Toolkit provides information about the pastoral support and guidance offered within the four Greater Manchester Universities namely; Manchester Metropolitan University, The University of Bolton, The University of Manchester and The University of Salford. Additionally, Healthcare Organisations across Greater Manchester have contributed to the toolkit by providing student placement guidance for students and their Supervisors / Assessors.

# Studying and living in Greater Manchester

“I love that it’s so multicultural, and so diverse, and even though there’s so many different people from different backgrounds all in one place, there’s a real sense of unity wherever you go”

Cath, 3rd year Student Nurse

Whether you want the liveliness of the city centre, the pride and energy of the many nearby towns, or the tranquillity of the surrounding Pennines, it’s all here.

Rooted in our industrial past, investment over the last two decades has boosted our area’s reputation for innovation and creativity. Now we’re proud to say the city is the largest economy outside London.

We’re home to not one but four world-leading universities. With a thriving cultural scene, properties for all budgets and some of the nation’s most respected schools and colleges, Greater Manchester is a great place to live and work. We’re well connected too. It’s easy to get around Greater Manchester, with its comprehensive bus, tram and local train network. Manchester is only two hours from London by train, and minutes from the countryside.

Plus, there are regular trains to nearby Leeds and Liverpool, while Manchester International Airport connects to all of Europe’s major cities and beyond. Upon qualification as a nurse there are an impressive range of roles on offer within our trusts, hospitals, and primary and community services. There are different roles within hospital wards, outpatient units or specialist departments, or community, working in homes, GP practices or nursing homes. The wide range of settings offer an opportunity to care for adults, children, people with learning disabilities or mental health concerns.

**Welcome to the buzzing community that is Greater Manchester.**

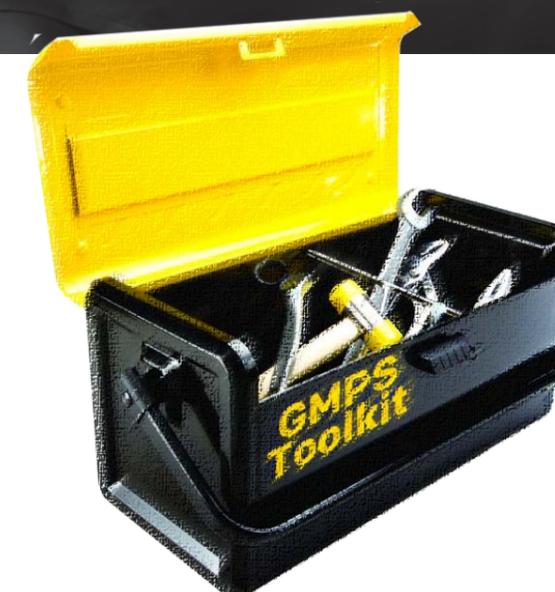
**Visit [greatermanchesternurses.co.uk](http://greatermanchesternurses.co.uk)**

# How to use this toolkit

This Resource is for; all potential or current nursing students across Greater Manchester and those providing pastoral support for student nurses whilst in University and on clinical placement

- It may be a one off read purely for your information and understanding of the best practice GM provide in terms of pastoral support
- It may be a sign-post towards the appropriate “go to” person
- It may be a motivational tool...for you to find out how previous nursing students have accessed pastoral support with positive effect
- It may support you in supporting others towards the success of a student nurses journey
- It may signpost you to access further help as a student or a Supervisor / Assessor to improve your role
- It may help you to understand what needs to be in your own personal toolkit for support?

**Whatever your role or reasons for accessing this toolkit we just hope it helps.....**



# Common triggers for concerns



Managing Time within a busy life is difficult for everyone and needs work to perfect. Embarking on a new life including studying or taking on a new role requires planning and preparation.

**“Give me six hours to chop down a tree and I will spend the first four sharpening the axe”**

Make a study calendar, use a diary, have a to do list, whatever is best for you.

Prioritise, knowing your goals will help you plan better and focus on the things that will help you achieve those goals.



Research suggests that those people who choose nursing as a career often do so because they know someone who is a nurse, or they experienced good nursing role models within their life. This together with family pride and expectation may feel like an additional pressure to succeed, but see it as motivation.

**“You are capable of more than you know”**

Speak to your family and friends and tell them how you feel.

Know your own capabilities and know yourself and who you are don't make comparisons, you are an individual.



Taking the time to **manage** your money better can really pay off. It can help you stay on top of your bills. The first step to taking **control** of your money is working out your living costs, including knowing what's coming in, what's going out and when.

**“A personal budget is a manifestation of your decision to grab your finances by the horns”**

Financial support is available for students experiencing financial hardship during studies, covering additional travel and accommodation expenses on placements, so ensure you use it.



There is a wide range of Accommodation in Greater Manchester Student Flats, Halls of Residence and Private Halls close to campus. Shared Houses are a good way for nurses to save costs on rent whilst looking for somewhere permanent.

**“A good laugh brings sunshine into any house”**  
Utilise the resources around you, if you are new to the region ask those who live here for their **advice.**

Remember never be embarrassed to **tell** someone if you are struggling.



Maintaining a **healthy** diet as a student / nurse on a low budget, a tight schedule and working unsociable hours is without doubt difficult. But it is important to eat healthily when studying or on a shift. Remember plan and to take a break.

**‘Eat well feel well’**

Healthy eating relies on planning your menu around your schedule, eating a meal usually enjoyed in the evening at 6am may be strange at first but will become the norm as a nurse.

Planning your menu will also save you money, buying meals from retail outlets in the week can add up. Make your canteen lunch a treat and time to catch up with you **friends**.



The Greater Manchester area is the second most populous urban area in the United Kingdom with a diverse population of more than 2.55 million. The region **embraces** cultural and religious **diversity** and it is thought over 200 languages are spoken.

Spirituality is important for some more than others it may be that you require some guidance at certain times or you need adjustments to your working life, be **reassured** we **understand**.



Relationships with people whether personal or professional are not always easy, don't expect to agree on everything, all the time. The key is not to avoid conflict but to learn how to resolve it in a healthy way.

**“turn to each other, not on each other”**

By learning the skills, you can keep your relationships with friends, colleagues and loved ones strong and growing.

Affairs of the heart can be devastating if they go wrong and can affect studying and working lives.

**Speak** to someone it's likely they will have a similar story to share.



Greater Manchester spans 493 square miles and being a student / nurse can involve lots of travelling.

**“So keep calm and travel on”**

Get ahead, **organise** your route so you stay safe and find your best **option** to get to where you want to get to. Cost cutting schemes are there to help you so use them to your benefit.

If travelling is an issue for you, **inform** somebody sooner rather than later letting it affect your work.



You may be coming into / back to nursing with a career plan or will just see where a pathway leads to, either way the welcoming, accessible and multicultural environment that is Greater Manchester will put yourself ahead of the **competition** when the time comes to begin your career. An offer of guaranteed employment across GM is testimony to our commitment to your success.

**“The best way to predict the future is to create it.”**

With your employability in mind, careers services are there to **guide** you, at which ever point you need them.



Living away from home is exciting and scary in equal measures.

**“We don't develop courage by being happy every day. We develop it by surviving difficult times and challenging adversity”**

Missing home and family is understandable but necessary to **achieve** your goal. Use it towards your advantage see going home as a coping strategy and as a reward for all your hard work.



Whether you are studying for a degree, diploma or returning to study there will be some academic writing required.

**“The first step is the hardest”**

You will be surrounded by **others** in the same position as yourself, all developing skills and maximising **success**.

You are the future and your achievement as students / nurses is needed, so everyone is there to help you and provide the tools for achievement.



You may have heard that it rains every day in Greater Manchester don't let that get you down, it's not true!, but just in case, invest in a good coat and an umbrella and remember.....

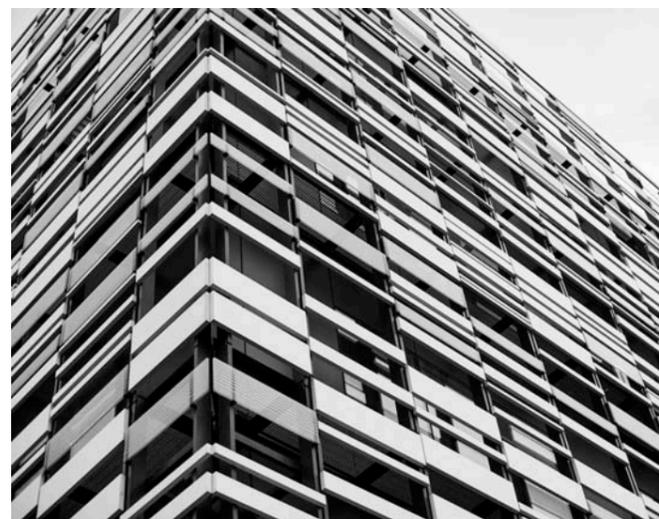
**“Sunshine is delicious, rain is refreshing, wind braces us up, and snow is exhilarating; there is really no such thing as bad weather, only different kinds of good weather”**



It is important to look after your health when moving away from home or familiar surroundings. This includes registering with a new GP and finding your local sexual health service. You may need to register with a GP as soon as possible.

That way you can receive emergency care if you need it, and access health services quickly and easily. This is especially important if you have an ongoing health condition, particularly one that needs medication.

Also let your colleagues and supervisors know if you have any ongoing health conditions so that **adjustments** can be made available to **assist** you.



# The Pastoral Support our GM Universities provide





Each of the 4 Universities across Greater Manchester pride themselves in providing quality pastoral support.

### Spiritual Care

All Universities provide Chaplaincy and pastoral support, supporting all faiths, non faiths and traditions. The provision of Prayer Rooms and religious facilities are widely available across all Universities, to meet the needs of those students who require them. Whether it be to discuss questions about student life, to be a listening ear when life is challenging or to find support with faith you will be supported.

### Disability / Additional Support

All University students across Greater Manchester have access to a number of advisors within disability services. Students can freely discuss concerns with the advisors regarding physical, psychological or learning difficulties. Universities offer a range of support services for students, ranging from guidance and provision in identifying and managing additional learning needs to counselling services available by appointment or drop ins. Pastoral support in the form of counselling, financial advice and careers guidance is available to all students when required and also students can utilise the Student Union.

### Mental Health Support

All Universities work closely with their partner organisations to ensure that the journey of the student is transparent, effective and issues related to practice can be dealt with in a timely manner, with the aim to reduce any student anxiety. The teams are aware of the challenges of undergraduate study and university life; leaving home for the first time, exposure to independent living, financial worries, exposure to difficult clinical situations and undertaking more advanced academic studies can be overwhelming for some. As such the teams are trained in Mental Health First Aid to recognise and gain support for students if required. The Mental Health Advisor role is essential for students who may be experiencing a crisis or deterioration in mental state or mood. In addition to one to one / group support proactive workshops throughout the year aim to promote and support positive mental health.

### Communication

Pre course social media sites, Twitter, Facebook, WhatsApp Groups, Student Unions and University Websites are ways students can become part of the student life before the course has begun and make life-long friendships. These can be accessed via the University web pages.

Pre-entry engagement is important for students to feel a sense of belonging at their university of choice. All Universities have easy to access websites, whether that be for contact details or services required there is a wealth of information available.

### Peer Support

All Universities provide 'Peer Support' in different ways and some students benefit greatly from speaking with people who have already experienced student life. This contact can be made prior to starting University and may for some continue throughout the full three years

### Manchester Metropolitan University (<https://www2.mmu.ac.uk/>)

Invite pre-university students to join an online platform "Nursing Buddies", where they are able to chat and ask questions of staff and final year Peer Mentors. The Peer Mentor scheme continues during the programme whereby identified students act as "mentors". Each student is assigned a Personal Tutor who ensures support is provided from a pastoral, teaching & learning perspective.

### The University of Bolton (<https://www.bolton.ac.uk/>)

Offer a peer mentoring scheme that is delivered by student volunteers. This scheme provides valuable opportunities for both the mentors and the mentees to develop their communication skills and share knowledge regarding employability. Additionally an enhanced personal tutoring scheme delivers pastoral, curriculum and academic support.

### The University of Manchester (<https://www.manchester.ac.uk/>)

Deliver a PASS Support Programme whereby students can Buddy up with another student from their same programme, this together with continual support from Field Specific Academic Advisors provides a sound foundation for pastoral care.

### The University of Salford (<https://www.salford.ac.uk/>)

Provide a Peer Buddy Scheme encouraging support from Senior Cohorts. Students are regularly seen by their cohort specific Personal Tutors who can refer to them to additional services if required, ensuring they are well supported. Towards the end of the nursing programme Preceptors are invited to meet students in preparation for qualification.



### Clinical Practice Links

All Universities have really good practice links with Practice Education Facilitators (PEFs) across Greater Manchester Organisations. The PEFs provide a vital link between each University and Placements to ensure full support is given to every student. The students on the pre-registration Nursing programmes all have assigned clinical tutors / academic links within the Trusts who provide advice on site, but also assist in personal and professional issues that the students may encounter during their time on placement. Encouraging a sense of belonging to the placement trust is the aim of all Universities and practice partners.

### Academic Support

Workshops, podcasts, and virtual learning environments provide a plethora of information to develop academic skills across the Universities. Personal face to face tutoring and group tutorials are some methods utilised to ensure every student is receiving the correct academic support, providing individual action plans and academic support at the right level with tips regarding common concerns such as academic writing and referencing techniques. Student support advisors additionally provide advice and assistance with mitigating circumstances, appeals, suspension and withdrawal of studies if required.

The academic teams within the Universities acknowledge and appreciate the challenges of completing an undergraduate programme in Nursing. The teams across Greater Manchester are committed to providing a supportive network which enables and empowers students to enjoy their programme of study and succeed in becoming outstanding practitioners. This commitment begins from the time when students accept a place to study within GM to the point of graduation, employment and further study.

It is recognised that meaningful relationships with academic staff can promote transition to University life, reduce attrition and promote progression and success.

‘The atmosphere here is so lovely and the teachers are really supportive’- 3rd Year GM Student.

### Employability

The final aim of your three year University course is for you to secure employment. Each University works alongside Healthcare Provider Organisations to ensure you are supported with guidance on job applications and facilitated interview practice. Towards the end of your course you will receive lectures from senior nursing staff and Alumni (previous students) who will share their experiences of their journey from student to qualification. You will learn to manage expectations and skills to enable a smooth transition to becoming a Registered Nurse.



# The Pastoral Support our GM Healthcare Organisations provide



### Practice Education Facilitators

The Practice Education Facilitator (PEF) role across Greater Manchester provides a vital tripartite link between the student, university and clinical practice to ensure students are fully supported throughout their placement. PEF's as a minimum see the students at the beginning and end of each placement term, **Stockport NHS Foundation Trust** like to call this their 'bookend approach'. PEFs provide 'top tips' for students as to how to get the best out of the placement. If an event/incident occurs in the placement the student can immediately contact

their personal tutors via the PEF team ensuring they are able to appropriately seek the services provided by the university.

### Induction

It is important to all organisations across Greater Manchester that students feel safe and part of the team. Introductions on arrival are seen as essential to this, **The Christie NHS Foundation Trust** provide Student Welcome Days / Inductions with an opportunity to develop a sense of belonging and engage with their PEF and clinical teams.

Trust induction will provide students with the essential information about how the Trusts work every day. Knowledge of emergency procedures for resuscitation, fire and major incident are crucial in providing patient safety.

Equally important on induction is providing students with advice and guidance regarding those values and behaviours expected of any nurse. Whilst this may seem daunting at first PEFs will be available to allay any worries students may have.

### Inter-professional Learning Opportunities (IPL)

All organisations across Greater Manchester encourage Inter-professional learning opportunities. Greater Manchester believes collaborative practice, across healthcare professions, enabling working and learning, will enrich the student and ultimately the patient experience. This may be a reflective workshop, a teaching session or a shadowing opportunity, all of which aim to encourage a more holistic view of the patient journey. Monthly Multi-professional Student Study Days, held at **Bridgewater Community NHS Trust**, across different sites, allow learners from different professions to share experiences and make improvements for the future students.

### Supervisors and Assessors

As part of an overall network of support, Greater Manchester students will be assigned Supervisors and Assessors in practice.

Following recent changes to Nursing and Midwifery Council standards all Greater Manchester Organisations and Universities have worked together to develop practical guidance for Supervisors and Assessors, ensuring they are fully prepared to support students in practice.

**Manchester University Hospitals NHS Foundation Trust** has specifically developed the Mental Health Toolkit. This resource has been developed to support those who are supporting

students, particularly those students who are having difficulties, are in a challenging situation or who may be experiencing distress and/or issues relating to their mental wellbeing.

### Additional Pastoral Support

Across Greater Manchester 'Facilitated Support Sessions' are advocated, students are asked to "Look at their overall placement experience" and ask themselves **'So how do you feel about that ...?'**

The students will benefit from the sessions by; capturing situations in the "Now", enhancing the students' ability to raise concerns, managing expectations, encouraging problem solving, developing critical thinking through peer support. **Pennine Care NHS Foundation Trust** has a well-established Preceptee programme which includes resilience training and 'Being Resourceful' training workshops.

### One of the students who attended a Greater Manchester Guided Reflection commented;

"I attended the guided reflection for student nurses for the first time today. I'm currently based on an acute medical ward and it really isn't an easy placement, but I really found it cathartic attending the reflective session, due to the support from peers and yourselves. Providing there's no limit on how many you can attend I will be attending a lot more whilst I finish my placement and will be encouraging other student nurses to attend too! Just the short session has done wonders for my own stress levels and anything that helps your mental health should be applauded".

A monthly coffee club arranged at **Bolton NHS Foundation Trust** or Executive lunches at **Northern Care Alliance NHS Group** are open to all Pre – Registration students on placement at the Trusts. The environment is a safe zone where students can discuss their current placement and learning and development opportunities. The coffee club offers ongoing

peer support across all nursing fields. There is the opportunity for students to discuss areas of best practice as well as raising any areas of concern and is fully supported by PEF's, Clinical Educators and academic tutors where required.

Students from all areas (internal and external) can access the **Wrightington Wigan and Leigh Foundation NHS Trust** 'Steps 4 Wellness' via the Trust intranet service; this is supported by clinical placement managers or can be accessed through self-referral. The 'Steps 4 Wellness' covers Health and Wellbeing and supports employees and students through the day to day challenges of working in a patient facing environment. It offers a reactive approach, through CISM (critical Incident stress management), physio therapy (self-referral), and Proactive approach through Mindfulness sessions, Resilience training, Counselling and suicide prevention, alongside health education and flu vaccination. You can also follow them on Twitter @Steps4Wellness.

### Support in Clinical Practice

All Greater Manchester organisations recognise that debriefing is an essential element of working within any clinical environment.



**Greater Manchester Mental Health NHS Foundation Trust** provide a forum for supporting staff in the course of their day to day work and following incidents that have the potential to be particularly stressful.

Post Incident reviews, local debrief and post incident debriefing support, facilitated by appropriate trained staff are encouraged across all Greater Manchester Organisations. By supporting students who may have been involved with or witnessed an incident and reviewing their individual wellbeing and facilitating psychosocial recovery through promoting personal coping mechanisms is likely to reduce the likelihood or impact of future incidents.

All students across GM are given the opportunity to evaluate their experience throughout their placements. Any issues are dealt with promptly by the PEFs in collaboration with the clinical teams and Universities. In GM we really do value your opinion.

### Celebration

Across GM we love to celebrate success, whether that be a student nurse nominating a member of staff or clinical teams for 'certificates of excellence' or staff nominating students for 'Student Recognition awards'. We see this as a great incentive for GM student nurses to be the best they can possibly be.

# Ten top tips to ensuring students receive the right support

Student Nurses should be encouraged to .....	Those supporting students should .....
1. Be self - aware	Develop strategies to encourage self-awareness in students
2. Talk to someone	Provide a listening ear and hear what students are saying
3. Utilise reflective practice	Encourage students to reflect
4. Be proactive	Utilise coaching strategies to encourage proactivity
5. Know your sources of support	Have readily accessible resources available for your students
6. Know your personal tutor	Inform students how to contact you
7. Get to know fellow students	Promote shared student 'social events'
8. Engage in support activities	Offer a wide range of support activities to meet diverse needs
9. Know where to get academic support	Advertise what's on offer
10. Plan your time	Offer 'How to guides'

## Self – awareness

Self-Awareness is having a clear perception of your personality, including strengths, weaknesses, thoughts, beliefs, motivation, and emotions. Self-awareness allows you to understand other people, how they perceive you, your attitude and your responses to them in the moment. When you are aware of your thoughts, words, emotions, and behaviour, you will be able to make changes in the direction of your future.

## Talk to someone

With technology today being a major mode of communication an actual conversation may seem difficult at first, it is extremely necessary to maintain a healthy lifestyle and engage in different thoughts and emotions. Whether it be talking about something that's troubling you or just having a general chat, communication is vital in achieving a better mental state. Talking more to the people around you will help you to get to know them better thus allowing your relationship with them to grow.

When feeling troubled, it can be difficult to take a step back and look at the problem from a different viewpoint. Talking to someone can allow them to give their own opinion and helpful advice which you may not have thought of yourself.

Even if it is just hearing a reassuring voice, healthy relationships provide the support and encouragement needed to rise to new and different challenges. Moreover, having someone who will listen without judging when you're feeling down or frustrated gives you the freedom to express yourself.

Although you think talking may not be for you, it may benefit you in the long run.

## Reflective Practice

Reflective practice is the ability to examine ones actions and experiences with the outcome of developing their practice and enhancing clinical knowledge. Reflection should be purposeful, focused and questioning.

Reflection needs to scrutinise when situations have gone well, or investigate why or how something went wrong, adopting a structured approach will allow meaningful conclusions to be reached and an action plan agreed to inform future practice.

## Be Proactive

Being proactive means anticipating what might happen, planning ahead, preparing in advance and acting ahead instead of simply reacting to circumstances. Someone once observed:

“There are three kinds of people: those who make things happen, those who watch what happens, and those who wonder what happened”.... Proactive behaviour refers to the first kind of person - those who make things happen. Everyone has the potential to be the kind of person who makes things happen. That is, everyone can display more or less proactive behaviour, depending on their motivation in the situation. E.g. A nurse who, whilst waiting for the doctor to arrive to see a patient, anticipates and prepares the equipment and information that the doctor might need, enabling the doctor to do her job much more effectively and rapidly which is much better for patient care.

## Know your Sources of Support

Be proactive! Find out information from Universities, placements and employees. This may be your Tutor or Assessor's contact details, pastoral support links on the university website, how to contact someone for spiritual care and know the number of your new GP. You probably may never need them but if you do you will have them ready in your 'back pocket' for easy access.

## Know your personal tutor

Whichever way and at whatever University you are studying nursing across Greater Manchester you will be given a Personal Tutor or Academic Advisor so get to know them. Take advantage of the support they offer both personally and

for your academic work, using their experience and feedback to improve your performance.

## Get to know fellow students

Peer support is when people use their own experiences to help each other. There are lots of examples of peer support across Greater Manchester both in the Universities and in the Healthcare Organisations providing placements. Peer support can help people feel more knowledgeable, confident, happy and less isolated by sharing common concerns. Whatever our experiences we have all felt at some time 'it's only me who thinks this', 'I can't ask they think I'm silly', 'why do I only feel like this', it's not until you talk together you realise everyone is feeling the exact same way.

## Engage in support activities

As the old saying goes, you can 'lead a horse to water but you can't make it drink'.

There will be lots of support activities available to you, but your participation is your own personal choice. Be open minded see what's on offer and ask 'What the benefit would be for you' you never know you may enjoy it !

## Plan your time

Time management is an essential skill to be learned and with support around you will learn that skill just delve into your Mental Health Top-up Kit and believe in yourself and...

## Be Positive.

## Healthy Minds = Healthy Body

Whether you are a student, a newly qualified nurse or a nurse supervising learners a good tip to remember is a healthy mind lives in a healthy body.

Good mental health is imperative for physical health. If the mind is clear, it will help in maintaining physical well-being and health.

Using 'The Ten Top Tips' will help to achieve this but at times if you need a little extra help why not find your own personal tools and techniques?

### Take a minute to think about how you think .....

**All - or - Nothing Thinking;** Do you think in absolutes, as either black or white, good or bad, with no middle ground? Try not to condemn yourself on the basis of one single event not going the way you plan. Remember the word FAIL can stand for First Attempt in Learning.

**Catastrophising;** Do you tend to magnify and exaggerate the importance of events and how awful or unpleasant they will be, overestimating the chances of disaster; whatever can go wrong will go wrong?

**Personalising;** Do you take responsibility and blame for anything unpleasant even if it has little or nothing to do with you?

**Negative Focus;** Do you focus on the negative, ignoring or misinterpreting positive aspects of a situation and focus on your weaknesses and forget your strengths?

**Jumping to Conclusions;** Do you make negative interpretations even though there are no definite facts?

**Living by Fixed Rules;** Do you tend to have fixed rules and unrealistic expectations, regularly using the words 'should', 'ought', 'must' and 'can't'?



## Healthy Minds = Healthy Body

**We are all prone to 'distorted thinking' which at times can become exaggerated. By realising this and re-framing the situation it may help to change your thoughts towards reality. Actively focus on what you have, rather than on what you don't have, making a list if it helps. Stay focused on the silver lining whenever you can.**

### Music is great for the mind

It has been generally accepted that both listening to and creating music can have various positive effects on mood and mental health. Incorporating music into your everyday life can help to:

- elevate your mood and motivation
- aid relaxation
- increase the efficiency of your brain processing
- focus your attention
- express yourself
- provide a social connection with others
- inspire creativity
- motivate you to do something you have got to do

### Accept positive feedback you receive

Nurses are renowned for not being able to accept a compliment 'I'm just doing my job' but regardless save it, write down and look at it if you need a confidence boost and it will instantly give you a lift.

### Celebrate achievements

Having a goal to reach is essential for success but three years of studying or the years it takes to become a manager/specialist nurse may seem a long way away. Break your goal into manageable amounts and celebrate when you have completed each section rewarding yourself at each stage.

### Be kind

Medical science has proved being kind alters your body chemistry, improving your mood, lowering your blood pressure and increasing your positive thinking. The kicker – an act of kindness – boosts serotonin, a natural antidepressant in your brain, in the giver, the receiver and those who witness it. And remember to be kind to yourself as much as you are to others.

### Laugh whenever you can and smile often

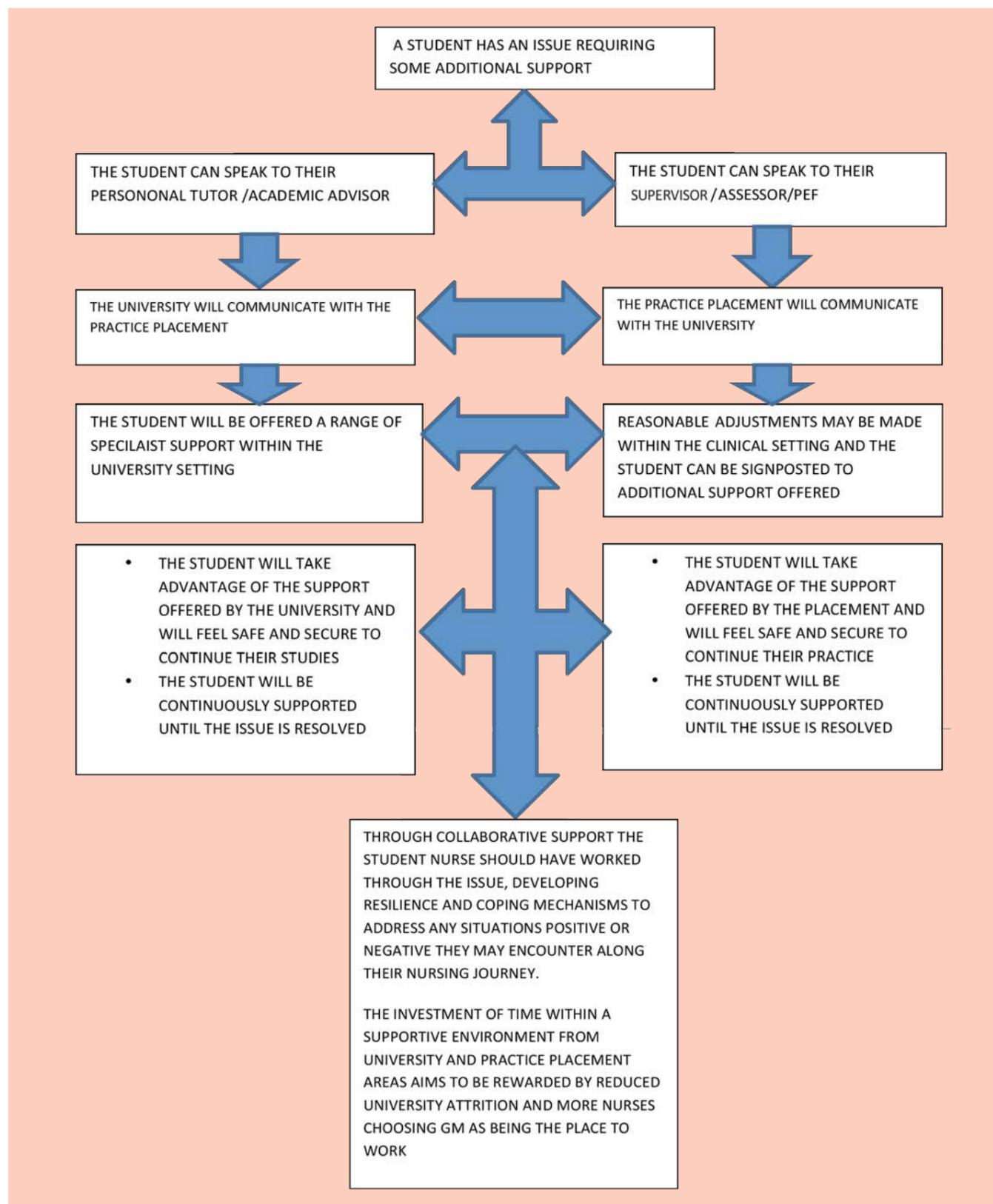
In the nursing profession there is obviously a time and a place for laughter but laughter decreases stress hormones and increases immune cells and infection-fighting antibodies, thus improving your resistance to disease. Laughter triggers the release of endorphins, the body's natural feel-good chemicals. Endorphins promote an overall sense of well-being and can even temporarily relieve pain. Also your patients will benefit from you being happy in your work.

**The muscles you use to smile help release endorphins, which make you feel good!**



# Pastoral Support Flow Chart

The flow chart below is a guide for students, Supervisors and Assessor in seeking the right support, with the right people, at the right time.



# Support Directory

## Finance

[www.nhsbsa.nhs.uk/learning-support-fund](http://www.nhsbsa.nhs.uk/learning-support-fund)

<https://www.moneyadviceservice.org.uk/en/articles/living-on-a-low-income-tips>

## Security

Police – Easy Read pages to find information across GM

<http://www.gmp.police.uk/live/nhoodv3.nsf/triage-section.html?readform&s=4B7CD48E92E1A18180257B81003EBD5C>

## Health and Well Being

<https://www.nhs.uk/conditions/stress-anxiety-depression/time-management-tips/>

<https://www.nursingtimes.net/students/healthy-eating-while-at-work/5031552.article>

<https://www.nhs.uk/live-well/healthy-body/getting-medical-care-as-a-student/>

<http://www.studentminds.org.uk> Student Minds is the UK’s student mental health charity/

<http://www.samaritans.org/>

<https://www.thecalmzone.net/>

<http://lgbt.foundation>

<http://42ndstreet.org.uk/>

Read more at: <https://inews.co.uk/light-relief/jokes/jokes-kids-funny/>

## Housing

[https://www.manchester.gov.uk/info/500341/housing\\_help\\_and\\_advice](https://www.manchester.gov.uk/info/500341/housing_help_and_advice)

[https://england.shelter.org.uk/get\\_help/local\\_services/manchester](https://england.shelter.org.uk/get_help/local_services/manchester)

## Relationships

<https://www.helpguide.org/articles/relationships-communication/conflict-resolution-skills.htm>

[https://www.nationalvoices.org.uk/sites/default/files/public/publications/peer\\_support\\_-\\_what\\_is\\_it\\_and\\_does\\_it\\_work.pdf](https://www.nationalvoices.org.uk/sites/default/files/public/publications/peer_support_-_what_is_it_and_does_it_work.pdf)

## Travel

<https://www.stagecoachbus.com/regionaltickets/greater-manchester/manchester/unirider>

<https://www.systemonetravelcards.co.uk/>

<https://tfgm.com/tickets-and-passes/tram-concessions-and-child-fares>

## Studying

<http://www.bbc.co.uk/learningenglish/gothedistance/academicwriting>

<https://journals.rcni.com/doi/pdf/10.7748/ns.30.36.34.s44>

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