

Information for leaders working in home care

## Looking after the wellbeing of your workers

Providing care to older people can be rewarding, but also demanding and stressful. Your workers may be exposed to verbal or physical aggression, or to the pain and trauma experienced by the people they care for. They may feel overwhelmed by high workloads, or feel isolated. Some may be affected by their work with people who experience trauma because of their own trauma histories.

These stressors can accumulate over time and impact on wellbeing and work performance.

Looking after your wellbeing and supporting your team are essential components of Trauma-informed Care. Workers who are supported and resourced to maintain their wellbeing can better manage stressful situations, are more satisfied with their job, less likely to burn out, and better able to support people affected by trauma.

### Tips on how you can support your team

- Wellbeing training – ensure that you and the supervisors who report directly to you, have the training to identify workers who are not coping, and the skills to talk to workers who disclose wellbeing issues.
- Regularly discuss self-care with your team - this includes being a role model and demonstrating to your workers your own self-care practices.
- Encourage team cohesion and peer support – encourage team mates to talk to each other and share stories about their successes and the difficult times.
- Ensure workers have the information they need to access extra support (e.g., access to resources in their language recommending the use of EAP services, talking to their GPs who can refer them to a counsellor, or talking to family and friends).

**It's important to create a culture where people can report concerns, and seek help in a timely manner. Let your workers know it's OK to be impacted by the work they do. Provide opportunities for them to talk about it.**

### Remember:

Your mental health and wellbeing are important too. It's easier to support others if you look after yourself. When you maintain your own wellbeing, it sends a message to your team that everyone's health and wellbeing matters.

