

Student Number: 2213492

Module Code: ECSO5002

Assessment: 2

Introduction

Assessment 2: For an organisation of your choice identify the role that reflective practice plays in improving services.

This presentation will:

- Explore the meaning of reflective practice, including its formation and early concepts (Health and Care Professions Council, 2021; Sicora, 2017; Schön, 2016; Dewey, 1910; Bolton and Delderfield, 2018).
- Provide a brief explanation of Personal Construct Theory and how it relates to reflective practice (Fisher, 2021; Kelly, 2017).
- Discuss common models of reflective practice whilst highlighting why it is a valuable tool in improving procedures in organisations (Kolb, 2015; Gibbs, 1988; Ghaye, 2010; Vince and Reynolds, 2010; Tarrant, 2017; Davies 1995).
- Establish the role that reflective practice plays within the Samaritans organisation, specifically in relation to service users and staff, and its influence on suicide prevention policies and strategies (Samaritans, 2022a; Samaritans, no date; Samaritans, 2022b; Samaritans Cymru, 2022; Markham, Forshaw and Sutcliffe, 2020).
- Identify the barriers of reflective practice (Quilty and Murphy, 2022; Tarrant, 2017).

What is reflective practice?

A process that requires the individual to critique their actions with the aim of gaining a thorough insight into their practice and thus, leading to improvements and developments in their professional practice which may benefit them and the service user.

(Health and Care Professions Council, 2021, np).

Early Concepts of Reflective Practice

Key names often associated with establishing reflective practice include ***Schön*** and ***Dewey*** (Welsh Government, 2015, p.6; Sicora, 2017).

Donald Schön

- A prominent figure within the field of reflective practice (Sicora, 2017, p.9).
- The crisis of confidence in professional knowledge (Schön, 2016, p.17).
- Reflection in action (Schön, 2016, p.54).

John Dewey

- 'Active, persistent, and careful consideration of any belief or supposed form of knowledge in the light of the grounds that support it, and the further conclusions to which it tends, constitutes reflective thought' (Dewey, 1910, p.6).

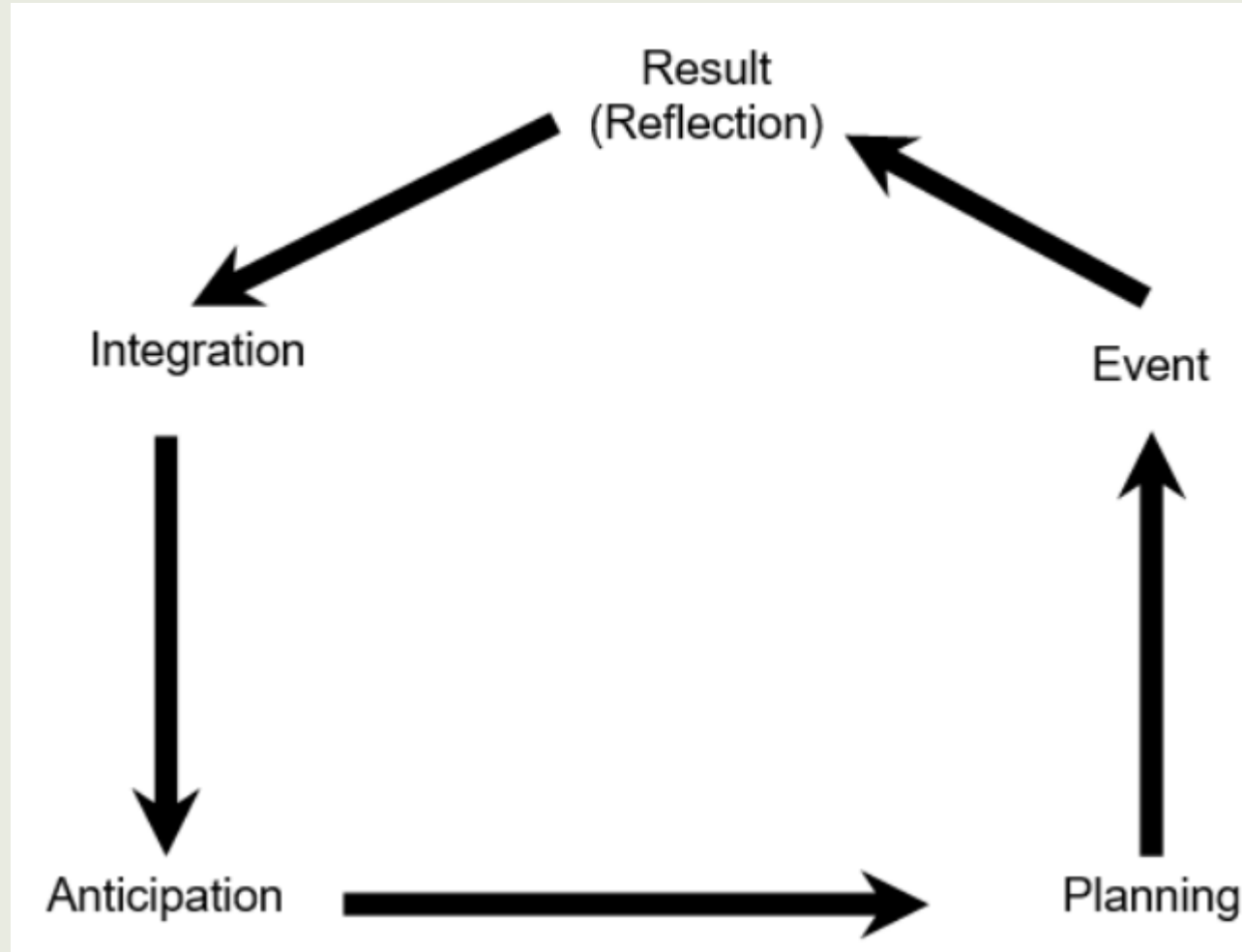
Reflection vs Reflexivity

- Reflection: An extensive and thorough review of events that questions the event and experience of the person reflecting, often encompassing how it made them feel.
- Reflexivity: An approach that involves questioning personal attitudes, assumptions and the 'complex roles' (p.10) that exist between people. It also examines how personal behaviour and characteristics plays into organisational structures against personal morals.

(Bolton and Delderfield, 2018, pp. 9 – 10).

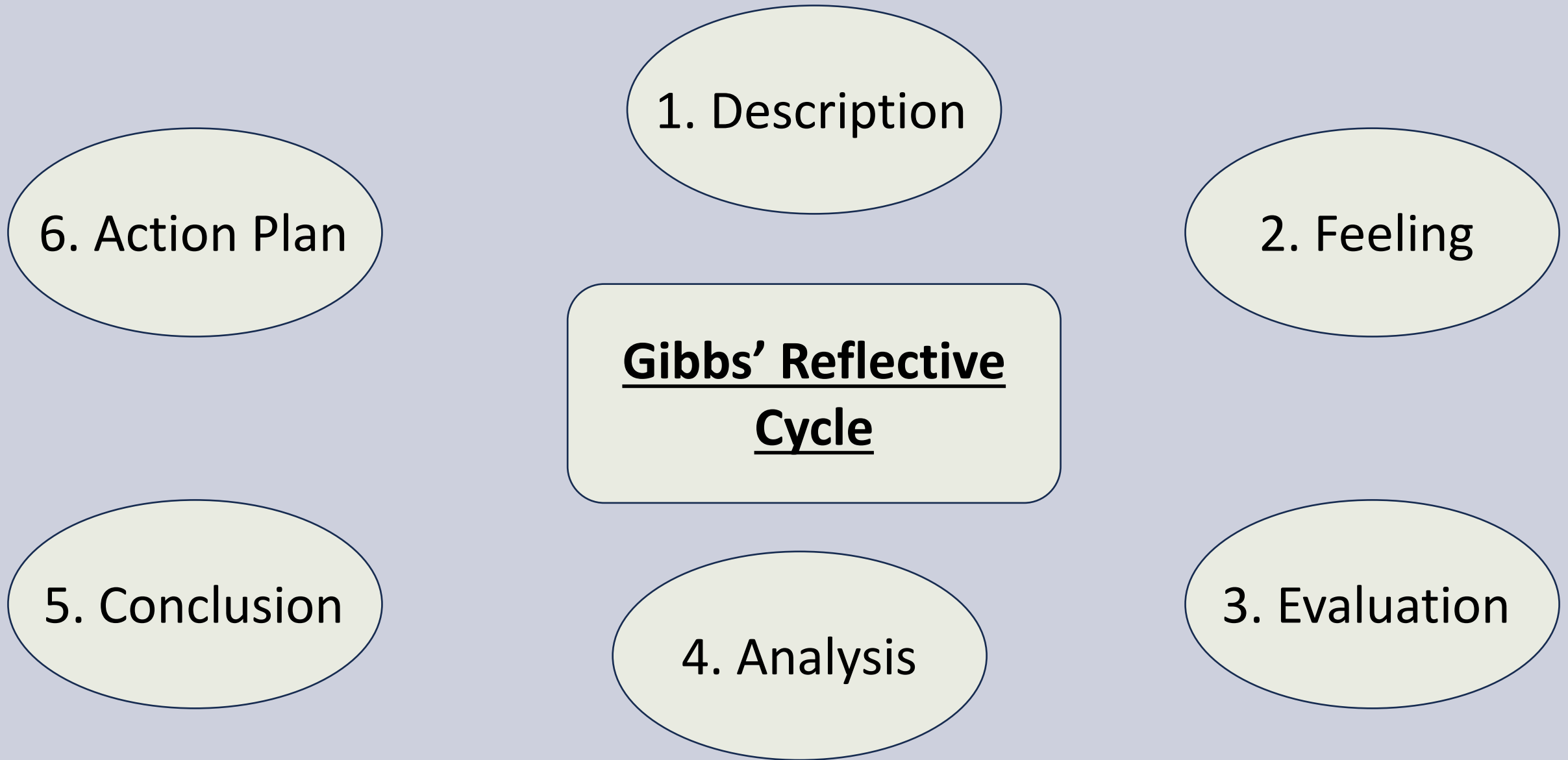
Personal Construct Theory

Figure 1: Kelly's Experience Cycle



Models of Reflective Practice

(Gibbs, 1988, p.49)



Enhancing human flourishing through reflective practice

Knowing

Relating

*Strong intent
towards...*

(Ghaye, 2010, p.4)

Action

Organising

The Importance of Professional Reflective Practice

- Assists the practitioner in evolving their values and attitudes whilst questioning the impact that their work is having.
- It is a reminder to the professional that their practice has an impact on those who they are both *responsible for* and *responsible to*.

(Vince and Reynolds, 2010, p.10; Tarrant, 2017, p.65)

- May improve certain aspects of a practitioners work that incorporates meticulousness as well as extending work-based skills and autonomy.

(Davies, 1995, p. 168)

Figure 2: Samaritans Logo



(Samaritans, 2024, np)

A Samaritan answers a call for help *every 10 seconds*

Across the UK and Republic of Ireland, somebody dies by suicide every 90 minutes

The Samaritans

(Samaritans, 2022a, p.8)

The Samaritans are the only suicide prevention service that offers 24/7 assistance in the UK and Republic of Ireland.

Carrying out extensive research surrounding suicide and self-harm and what can be done to prevent it.

Samaritans: Using reflective practice to support its employees



- Access to a 24- hour confidential helpline to discuss issues relating to health and wellbeing
- Mental Health First Aid (MHFA) trained employees who can provide emotional support face to face
- Regular meetings with management
- Access to e-learning to enhance professional development
- Free subscription to *Headspace* that promotes and supports wellbeing and mindfulness

(Samaritans, no date, p.1)

Policy: Suicide Prevention Strategy

Incorporating reflective practice by...

1. Holding focus groups with people who have lived experience surrounding suicide
2. Utilising information from ongoing work and research through investigating, recognising and channelling the voices of the people who are involved with Samaritans.

(Samaritans, 2022b, p.1)



To ensure that...

1. Suicide prevention is viewed with socioeconomic inequality policy issues in mind
2. People are always taken seriously and can access support
3. Extensive investment is allocated into early intervention aspects such as mental health support in high-risk areas and training

(Samaritans, 2022b, p.2)

Samaritans: Using reflective practice to support its service users

Instant Outcomes

(p.30)

Average distress level at beginning of call:
7.36

Average distress level at end of call: **4.19**

Secondary Outcomes

(p.43)

57% of participants said they felt less
isolated/alone

77% of participants reported that they felt
listened to

(Markham, Forshaw and Sutcliffe, 2020)

Figure 3: Samaritans Listening Wheel



(Markham, Forshaw and Sutcliffe, 2020, p.51)

Barriers of Reflective Practice

Group

1. May promote homogenous thinking
2. May internalise 'benchmarking' , leading to a risk of the organisation adopting 'institutional naval gazing' (p.2)
3. Separates it from individual practice and focuses on the system, structure and the team as a whole

(Quilty and Murphy,
2022, p.2)

Individual

1. Not enough time
2. Too busy
3. Makes the person feel threatened
4. The belief that they are already doing it
5. Lack of trust

(Tarrant, 2017, p.79)

Conclusion

- The act of reflective practice involves a thorough analysis of experiences to not only learn and improve professional practice , but also to help process and accept past happenings (Health and Care Professions Council, 2021; Schön, 2016; Dewey, 1910; Bolton and Denderfield, 2018).
- Personal Construct Theory demonstrates that people experience events in different ways and thus, creates a sense of awareness surrounding individual experiences in professional practice and highlights the need for reflection (Kelly, 2017; Fisher, 2021).
- Reflective practice can be beneficial in challenging complacency relating to attitudes and long-standing practices in the workplace and can be implemented via several channels (Gibbs, 1988; Vince and Reynolds, 2010; Tarrant, 2017; Davies, 1995; Ghaye, 2010; Institute of Development Studies, 2024).

Conclusion

- The role of reflective practice within the Samaritans ensures:
 1. Employees feel supported and thus, its service users feel heard and get the best possible advice and expertise during difficult times (Samaritans, no date; Markham, Forshaw and Sutcliffe, 2020; Samaritans Cymru, 2022).
 2. The recommendations and improvements put forward by those with lived experience surrounding self-harm and suicide are heard and can be implemented into policy to inflict change in practice (Samaritans, 2022b).
- Despite the benefits of reflective practice, it can have some weaknesses both within a group setting and on an individual level (Quility and Murphy, 2022; Tarrant, 2017).

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