

# Relational & Restorative Practice at UHMBT

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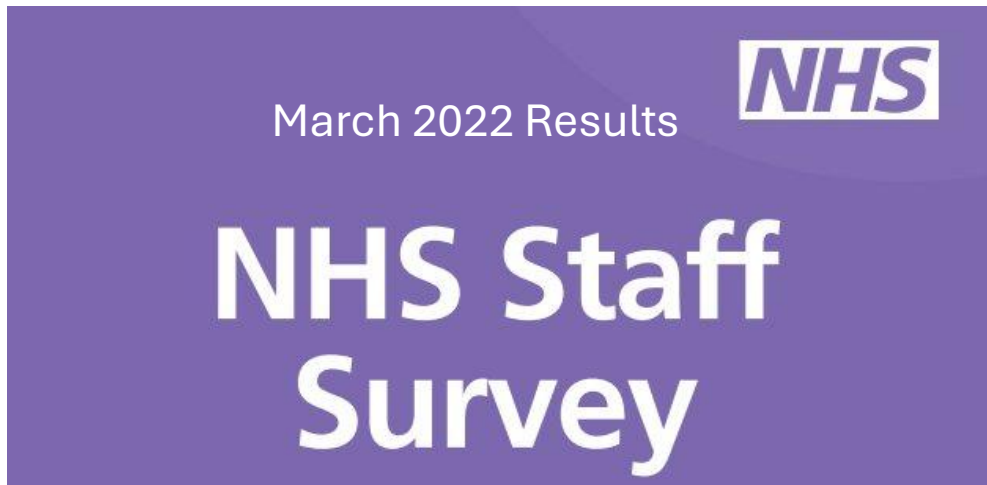


# What is Relational & Restorative Practice?

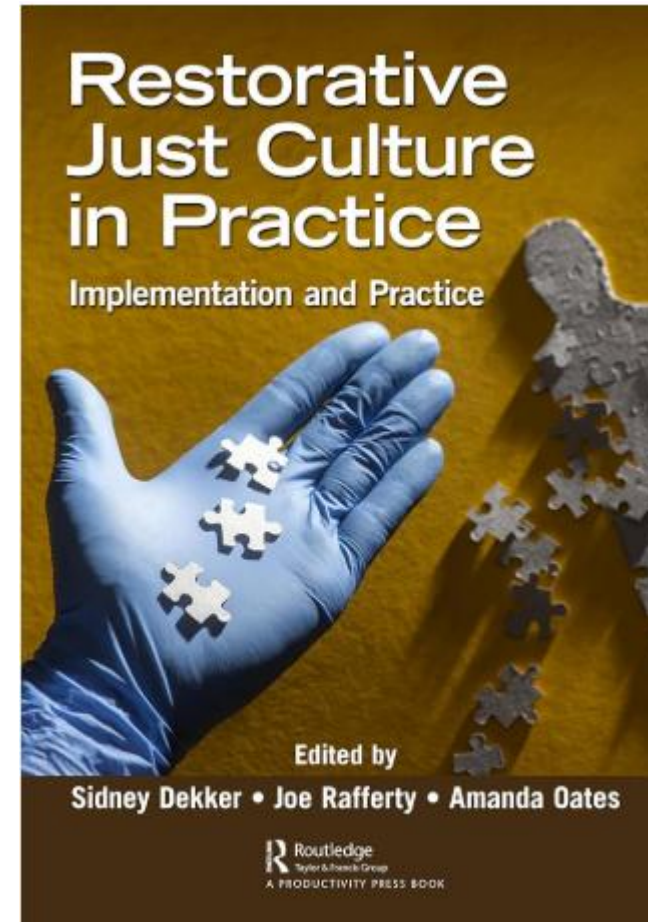


- Building & maintaining positive relationships
- Developing new habits through practices and tools

# Why our interest?



Q5c – Relationships at work are (un) strained



# What we did



## Pathway to test how far restorative practice can:

- Cultivate better working relationships and team cohesion
- Build social capital and equality of voice
- Enhance shared responsibility-taking and accountability
- Make it easier to have conversations that are difficult
- Find alternative ways to solve problems collectively
- Foster the language and behaviours that enable psychological safety
- Help facilitate a culture of continuous improvement



# How relational & restorative practices are supporting our pharmacy teams

**We are UHMBT**  
Together, we are creating a great place to be cared for and a great place to work

**NHS**  
University Hospitals of  
Morecambe Bay  
NHS Foundation Trust

**Andrea Scott**  
Chief Pharmacy Technician – Dispensing Services  
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Pharmacy Team





# What are we doing now & plans for the future?



## Activity - Introduction to Restorative Enquiry Questions

- What happened?
- What were your thoughts at the time?
- How were you feeling at the time?
- What have your thoughts been since?
- How do you feel now about what has happened?
- Who has been affected by what has happened?
- In what ways have they been affected?
- What needs to happen to make things right / move forward?

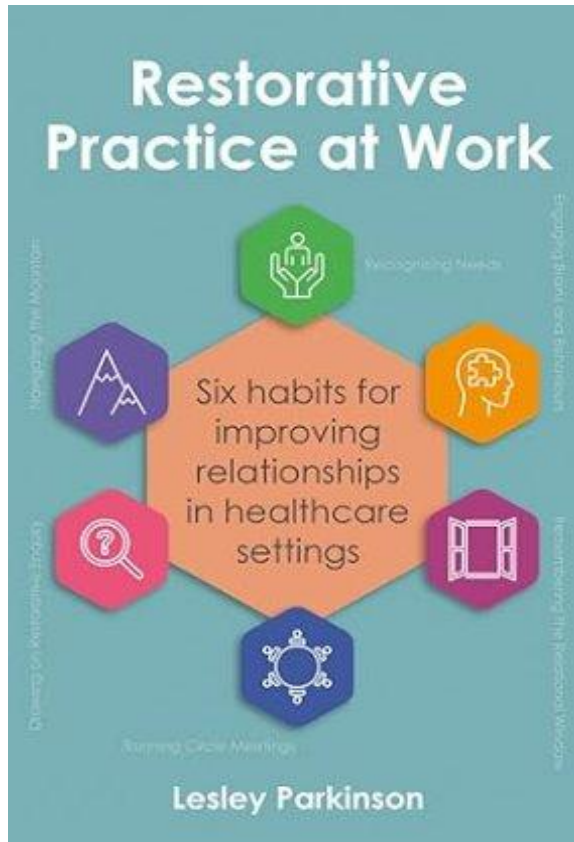
*(Included with kind permission of Relational & Restorative Thinking)*





# Q&A Session





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