

Balens 2019 CPD Conference “Resilience in Healthcare ~ coping with clients with chronic or life limiting conditions”

Monday 20th May 2019 – Gallery Suites 1-3, NEC, Birmingham



09:15 – 09:45 Registration

09:45 – 10:00 **David Balen - Welcome & Introduction - Aims and Objectives of the Day**
Chairman - Balens Ltd

10:00 – 11:10 **Dr Catherine Zollman – Realistic Hope - Finding a resilient response in the face of chronic or life-limiting illness**

Medical Director Penny Brohn UK (formerly Bristol Cancer Help Centre), BA Physiol, MBBS, MRCP, MRCGP, Cert Med Ed, Fellow Integrative Medicine (Arizona)

When someone is diagnosed with a long term or terminal condition do they respond by searching for a cure, or by accepting their diagnosis? By concentrating on living well or by preparing to die well? Or is it possible to do all of these at the same time?

This talk will demonstrate how by supporting people and helping them to build resilience in all areas of their life, we can enable them to stay on a middle path between ‘false hope’ and ‘false hopelessness’. By encouraging them to take back some control and find realistic hope we can help them unlock their potential to live as well as possible for as long as possible.

11:10 – 11:25 Refreshment Break

11:30 – 12:45 **Dr David Peters – Resilience and the Healthcare Juggling Act**

Professor Emeritus, Westminster Centre for Resilience, University of Westminster, Editor in Chief, Journal of Holistic Healthcare

After they have been distorted, resilient materials bounce back into shape. But a human being isn't as simple as a rubber ball, we can learn and adapt. We respond to strain by changing in ways that either push us towards health and wellbeing or further away from this. Life's challenges can be opportunities to bounce forward, a stress-free existence is neither possible or even desirable. However when work is over-demanding and the ability to recover poor, persistent stress begins to distort the way we see ourselves, our patients, and our working world.

Research suggests that empathic Health Care Professionals are safer, happier in their work and perceived as more effective. But we know too that empathy fades as stress levels rise and that this is one aspect of the descent into ‘burnout’. When the daily round of meeting patients becomes an overwhelming uphill struggle, how can this downward spiral be reversed?

Dr Peters will show that a working knowledge of the interpersonal neurobiology of stress, emotion, social engagement and empathy can help us make sense of the caring role. Self-compassion, self-care and self-awareness, nurturing core values, and the ability to self-soothe, all help us to be at our best even in stressful circumstances, and to flourish personally and as professionals.

12:45 – 14:00 Lunch & Networking

14:00 – 15:10 **Julie Stone – Dark Humour for Dark Times**

Julie Stone is trained Lawyer and author of two books including ‘An Ethical Framework for Complementary and Alternative Therapists’, she is also an ethicist, yoga teacher and performance artist, brings humor to her talks.

In this provocative session, Julie explores the role of dark humour in discussing taboos and exploring dark issues, including psychosocial aspects of long-term conditions and palliative care. With a long standing expertise in professional boundaries, she explores how to blend creativity, ethics and comedy in discussing difficult moral issues.

15:10 – 15:25 Refreshment Break

15:25 – 16:20 **David Balen and Robert Verkerk PhD – Update on the Hawthorn Health App**

An update on the development of a Health App for our Big Data Research project, followed by:

Robert Verkerk PhD – The ‘Ecological Terrain’: a model for assessing whole system health

Founder & Executive Director, Alliance for Natural Health International

“Chronic”, “complex”, “multi-system”, “life-style related” - just a few of the words that describe the diseases that take most lives today. But what are the causes, the causes of the causes, what systems are affected, and by how much? The ‘Ecological Terrain’ model of human health and resilience allows you to look at each human being within his or her unique socio-ecological context.

In his presentation Dr Verkerk will outline the importance of whole system health assessment, how it helps you to track the underlying causes of dysfunction and how the model can be used in the management of your clients, whether in health or sickness.

16.20 – 17.00 **Q & A Panel Discussion** - most lecturers from the day

17.00 **Networking & Close**

Event Details:

Date: Monday 20th May 2019

Timings: Registration 09.15 (for 09.45 am start) – 17.00

Venue: Gallery Conference Suite 1 - 3 – Mezzanine Floor – NEC, Birmingham

Cost: £30.50 for the day, inclusive of refreshments, attendance certificate for 6 hours learning with others, speaker notes and free entry into the Holistic Health Show.

Refreshments: Tea/Coffee included, optional sandwich bag lunch served in the Holistic Health Show, and available at £11.00 per person.

Data Protection: We will require your express consent to pass your details to the Holistic Health Show organisers to register you for your complimentary show ticket. You have a right to withdraw your consent, and redact your details from the show organisers at any time

Filming: As in previous years, the event will be filmed, with recordings of all lectures available on our website after the event. If you do not wish to be recorded, we request that you please sit in a location out of camera shot and make your views known to the film crew.

Travel: **By Car** – Excellent motorway access, with ample parking available for which there is a charge.

By Train – Gallery Conference Suites are 5 – 10 min walk from Birmingham International Railway Station see also <http://www.thenec.co.uk/visiting-us>

Bookings: To secure your place please e-mail events@balens.co.uk confirming your:

- ✓ **Name & post code**
- ✓ If you wish to have **lunch or not**.
- ✓ If you wish to be registered for the **Holistic Health Show**

We will then contact you with regards to confirmation and payment details. Please note there may be a short turn around time for this.

Tickets: Your ticket for entry to the CPD Event, together with lunch voucher if booked along with receipt for your payment will be sent to you by e-mail after payment has been received.

We will also register you, with your consent, for the Holistic Health Show which this year will be in Hall 17. Your ticket for entry into the show will be sent to you under separate cover. **You will need to bring your show entry badge with you to gain entry into the show. Lunch for those who have booked this is being served in a reserved area within the show.**

COA: An attendance certificate noting 6 hours of learning with others will be sent to you after the event. It is important that you register with our teams on arrival, to ensure receipt of your Certificate of Attendance.

Cancellation: In the event you are unable to attend the CPD event there is a refunds policy in place:

- 12 weeks prior the event date full refund – less 10% administration / handling fee
- 6 weeks prior to the event date – 50% refund - less 10% administration / handling fee
- 4 weeks prior to the event date 25% - less 10% administration / handling fee

After this date no cancellation refunds will be given, but a credit towards 2020's CPD event will be issued at the discretion of the management.

Contact us: We trust that the event will be a successful and positive experience. Should you have any questions, please do not hesitate to contact us at events@balens.co.uk or telephone **01684 898 995**.

Event kindly sponsored by:

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