



Mutkins

**STRESS, COPING, SUPPORT &
BURNOUT IN INTELLECTUAL
DISABILITY SUPPORT STAFF**

**STRESS, COPING AND
BURNOUT**



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BURNOUT IS NOT JUST STRESS

- ◉ Emotional Exhaustion
- ◉ Depersonalisation
- ◉ Loss of professional effectiveness



Maslach 2001

WHERE DO WE SEE BURNOUT?

- ◉ Nurses
- ◉ Case Workers
- ◉ Police
- ◉ Ambulance
- ◉ Teachers



“Anyone who is required to give emotionally of themselves to do their job” (Maslach, 2001)



RESEARCH: OUR QUESTIONS



- Do people working in Disability Support experience burnout?
- What leads to burnout?
- What, if anything, can be done to stop burnout?



SURVEY: PARTICIPANTS

- 80 support workers and administration staff in 14 organisations.
- 72.5% female, 27.5% male
- Support workers 56.4%
- Management/admin 43.6%
- Average age 46.6 years



SURVEY: WHAT WE ASKED

- ◉ What type of work they do
- ◉ Are they stressed, anxious or depressed?
- ◉ What do they do to cope?
- ◉ What kind of social support do they have?
- ◉ Do they have support from their employer?
- ◉ Are they showing signs of burnout?



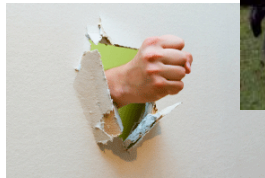
RESULTS

- ◉ People who were more stressed, anxious or depressed were more likely to show signs of burnout.
- ◉ Disability workers show similar levels of burnout to other human services workers however;
- ◉ Disability workers are less likely to lose their sense of *Professional Accomplishment*.



CHALLENGING BEHAVIOUR

- If you work with clients with challenging behaviour your risk of burnout is increased.
- Risk of burnout is higher if you are in a “threatened” situation even more than an “actual” situation.



COPING

- Our study did not find any particular method of coping more effective than another, but some others have.

(Carmona et al., 2006; Elliot et al., 1996; Jenaro et al., 2007)

- Problem-focused coping can be more effective than Emotion-focused coping.



SOCIAL SUPPORT

- People with good quality of social support are at less risk of burnout.
- The NUMBER of social supports is less important than the QUALITY of social support.



CAN BURNOUT BE PREVENTED?

It can have less impact if:

- You have good social support
- You have good training, particularly in managing challenging behaviour
- You have positive coping skills
- You recognise it early and get help



WHAT SHOULD YOU DO?

- Talk to your colleagues
- Get regular supervision
- Maintain good health habits
- Eat well
- Exercise regularly
- Debrief critical incidents
- Stay up to date with professional development



QUESTIONS OR COMMENTS?



For further information please contact
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