

Contents

1	Introduction.....	1
	Emotional Labor in Health and Social Care	1
	Aims	4
2	Introduction to Literature and Key Concepts.....	9
	An Anatomy of Emotions: Understanding Emotional Labor in Health and Social Care	9
	Defining Emotions in Public Health and Social Care.....	10
	Gender, Race, and Emotions.....	11
	Emotions Are Hard Work	15
	Immersing in Emotions Through the Befriending Relationship?	17
	Building a Language and a Picture of Emotions	18
	The Reproduction and Distinction of Emotions in the Workplace: The Social Theory of Bourdieu	19
3	Health and Social Care Policy and Practice	25
	Nursing Policy and Practice Relevant to Emotional Labor	25
	Policy and Practice in the Social Care of Children and Families	27
4	The Local Areas and Services	31
	Demographics	31
	Description of Education, Health, and Social Services	32
	Student Nursing in Essex and East London	32
	Social Care in Tower Hamlets.....	33
	The Types of Families Referred	34
	Purpose, Ethic and Aims of the Family Support Service.....	35
	Intended Outcomes and Benefits	35
	Staffing and Training	36
	Funding and Management.....	37
	Recording and Review Procedures	38

5 Sample, Methods, and Methodology	39
Sample and Methods.....	39
Methodology.....	41

Findings: Part I Emotional Labor in Health Care

6 Emotions and Nursing	47
Nurses' Definitions of Emotions and Emotional Labor.....	47
The Emotional Routine of Nursing.....	48
Images of Nursing and Learning to Care.....	50
Barriers to Emotional Labor	51
Gender Divisions of Emotional Labor	53
Stereotypes and Taboos: "Good" and "Bad" Patients.....	54
Symbolic Violence: The Professional Distinction of Emotional Labor	55
7 Learning to Care in Student Nursing.....	59
Emotional Labor and Student Nursing: Reproducing a Culture of Care in the National Health Service	59
Personal and Sociopolitical Perspectives on Emotion in Nursing	59
Developing Emotional Labor: The Role of the Link Lecturer, Mentor, and Personal Tutor.....	62
Emotional Labor and the Role of the Student Council for Nursing	66
Peer Support and the Subculture of Care in Student Nursing.....	67
Encouraging the Heart: Leadership in Nursing During a Time of Change.....	70
8 The Clinical Contexts of Emotional Labor	73
The Routine of Emotional Labor in Primary Care.....	74
A "Schizophrenia" of Emotions? Tensions Between Emotional Care and Social Control in Mental Health.....	75
Emotions and Sexuality in HIV and AIDS	80
Difficult Emotions in Bone Marrow Transplant and Managing a Good Death in Children's Oncology.....	82
Summary: The Emotional Labor of Nurses in the National Health Service	92

Findings: Part II Emotional Labor in Child and Family Social Care

9 Emotions in Frontline Social Care	99
The Perspectives of Families and Professionals on Emotional Labor	99
Emotional Labor with Families that Have Multiple Problems	100
Negotiating Safe Access Into the Private Home: Feelings of Physical Safety and Emotional Abuse	102
Emotional Sensitivity to Changing Needs and Problems	103

Interpersonal, Practical, and Emotional Labor	104
The Little Things: Emotions, Building Trust, and Making Practical Interventions	105
Positive Outcomes of Emotional Labor	110
Interpersonal Support: Social and Emotional Relations of Families and Workers	111
Breaking the Emotional Mold: Helping Children Who Take on the Role of an Adult in the Family	114
10 Emotions, Ethnicity, and the Case of Child Protection	117
Sharing Emotions, Culture, and Ethnicity	117
Emotions and Cultural and Religious Sensitivity	118
Encouraging Bangladeshi Women and Men to Invest in Emotional Relationships and Care for Their Children	121
Emotions and Ethnicity: Increasing Access and Quality of Support.....	123
Uptake and Equality of Access to Services.....	123
Feelings About Distribution and Amount of Professional Input.....	124
Quality of Emotional and Service Contact with People from the Ethnic Community	126
Social and Emotional Isolation: Bullying, Crime, and Racism in Tower Hamlets	128
Detection	129
Facilitation.....	130
Mediation	130
Emotional and Cultural Awareness: Shaping the Appropriate Referral of Ethnic Minorities and Refugees	131
Managing Emotions in Child Protection and Quality Protects Cases.....	136
11 Managing Emotions in Education and Supervision	143
Summary: Social Care and Emotional Labor in Tower Hamlets.....	147
12 Conclusion	153
Face to Face with Emotions in Health and Social Care	153
Learning to Care	157
The Heart of the Matter: Emotional Labor and Cultural Capital.....	159
Appendix	165
References	167
Index	183



<http://www.springer.com/978-1-4614-3401-6>

Face to Face with Emotions in Health and Social Care

Gray, B.

2012, XII, 192 p., Hardcover

ISBN: 978-1-4614-3401-6