Contents

1	Introduction	1
	Emotional Labor in Health and Social Care	1
	Aims	4
2	Introduction to Literature and Key Concepts An Anatomy of Emotions: Understanding Emotional	9
	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
	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

x Contents

5	Sample, Methods, and Methodology
	Sample and Methods
	Methodology
'in	dings: Part I Emotional Labor in Health Care
6	Emotions and Nursing
	Nurses' Definitions of Emotions and Emotional Labor
	The Emotional Routine of Nursing
	Images of Nursing and Learning to Care
	Barriers to Emotional Labor
	Gender Divisions of Emotional Labor
	Stereotypes and Taboos: "Good" and "Bad" Patients
	Symbolic Violence: The Professional Distinction
	of Emotional Labor
7	Learning to Care in Student Nursing
•	Emotional Labor and Student Nursing: Reproducing a Culture
	of Care in the National Health Service
	Personal and Sociopolitical Perspectives on Emotion in Nursing
	Developing Emotional Labor: The Role of the Link Lecturer,
	Mentor, and Personal Tutor
	Emotional Labor and the Role of the Student Council for Nursing
	Peer Support and the Subculture of Care in Student Nursing
	Encouraging the Heart: Leadership in Nursing
	During a Time of Change
8	The Clinical Contexts of Emotional Labor
Ü	The Routine of Emotional Labor in Primary Care
	A "Schizophrenia" of Emotions? Tensions Between Emotional
	Care and Social Control in Mental Health
	Emotions and Sexuality in HIV and AIDS
	Difficult Emotions in Bone Marrow Transplant and Managing
	a Good Death in Children's Oncology
	Summary: The Emotional Labor of Nurses
	in the National Health Service
in	dings: Part II Emotional Labor in Child and Family Social Care
9	Emotions in Frontline Social Care The Perspectives of Families and Professionals
	on Emotional Labor
	Emotional Labor with Families that Have Multiple Problems
	Negotiating Safe Access Into the Private Home:
	Feelings of Physical Safety and Emotional Abuse
	Emotional Sensitivity to Changing Needs and Problems
	Emononal Schemitty to Changing Needs and Floriens

Contents xi

	Interpersonal, Practical, and Emotional Labor	104
	and Making Practical Interventions	105
	Positive Outcomes of Emotional Labor	110
	of Families and Workers	111
	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	150
	Referral of Ethnic Minorities and Refugees	131
	Managing Emotions in Child Protection	131
	and Quality Protects Cases	136
		130
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
Арр	pendix	165
Ref	erences	167
Ind	ex	183