

# HWB Support Programme

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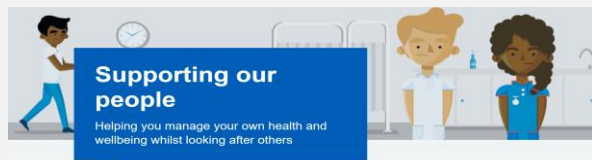
People Directorate, Health & Wellbeing Team

March 2021

NHS England and NHS Improvement



- Telephone (Samaritans) and text (Shout) helplines
- Hospice UK bereavement helpline
- Health and wellbeing guides, notes and blogs
- Health and wellbeing webinars
- Health and wellbeing apps
- Virtual common rooms
- Leadership circles
- Coaching and mentoring
- Coaching offer for primary care
- REACT MH conversation training
- Executive leadership support
- Counselling from ACC
- Support for working parents (CityParents, Place2B)
- Financial wellbeing support
- #ProjectM support for managers
- Relate support pilot in Midlands and London
- Coaching and MHFA for BAME colleagues



It is important that the health and wellbeing offer continues to evolve and our focus is turning to three main areas:

- We need to ensure **Health and Wellbeing Guardians** are supported in their role and champion health and wellbeing consistently within organisations – we have developed a toolkit and identified senior health and wellbeing advocates who have offered to help us
- We need to equip **line managers and teams** with the tools they need take ownership of health and wellbeing and that supportive, compassionate, conversations take place routinely
- We need to continue to deploy evidence-based interventions on **mental health** that staff can access rapidly, while also promoting the current offer; and have a focus on **Occupational Health** becoming an integral part of a preventative health and wellbeing management system to help organisations develop and own interventions

We believe we need to have a focus on these activities while ensuring that ‘people recovery’ sits at the heart of what we do.

# Summary: Access and use of national HWB offers



▪184,400 app downloads



▪572,615 sessions



▪13,623 contacts with our dedicated helplines



▪2,750 leadership circle  
▪940 common room  
▪1,449 coaching & mentoring  
▪1,382 REACT participants



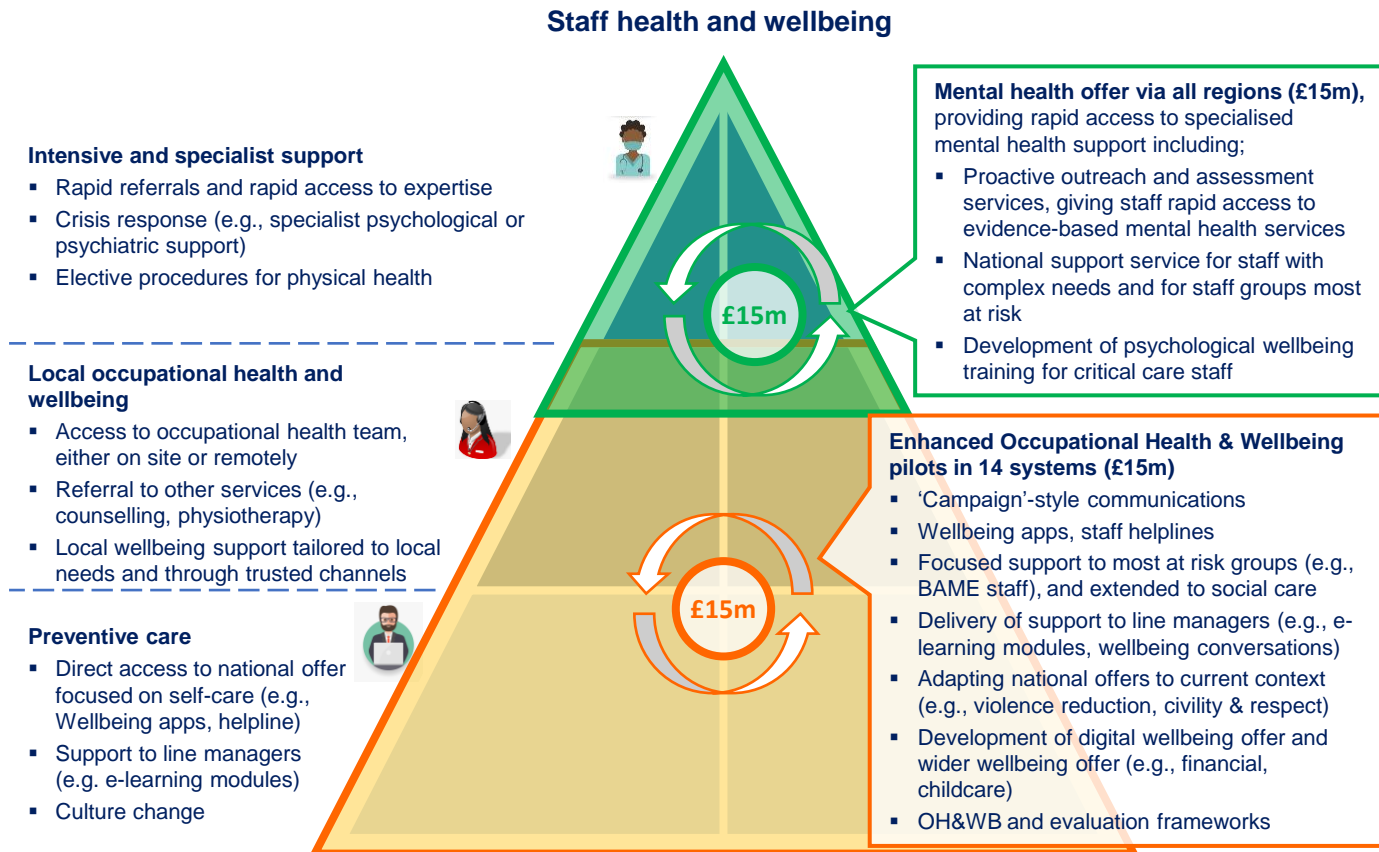
▪7,465 primary care coaching sessions



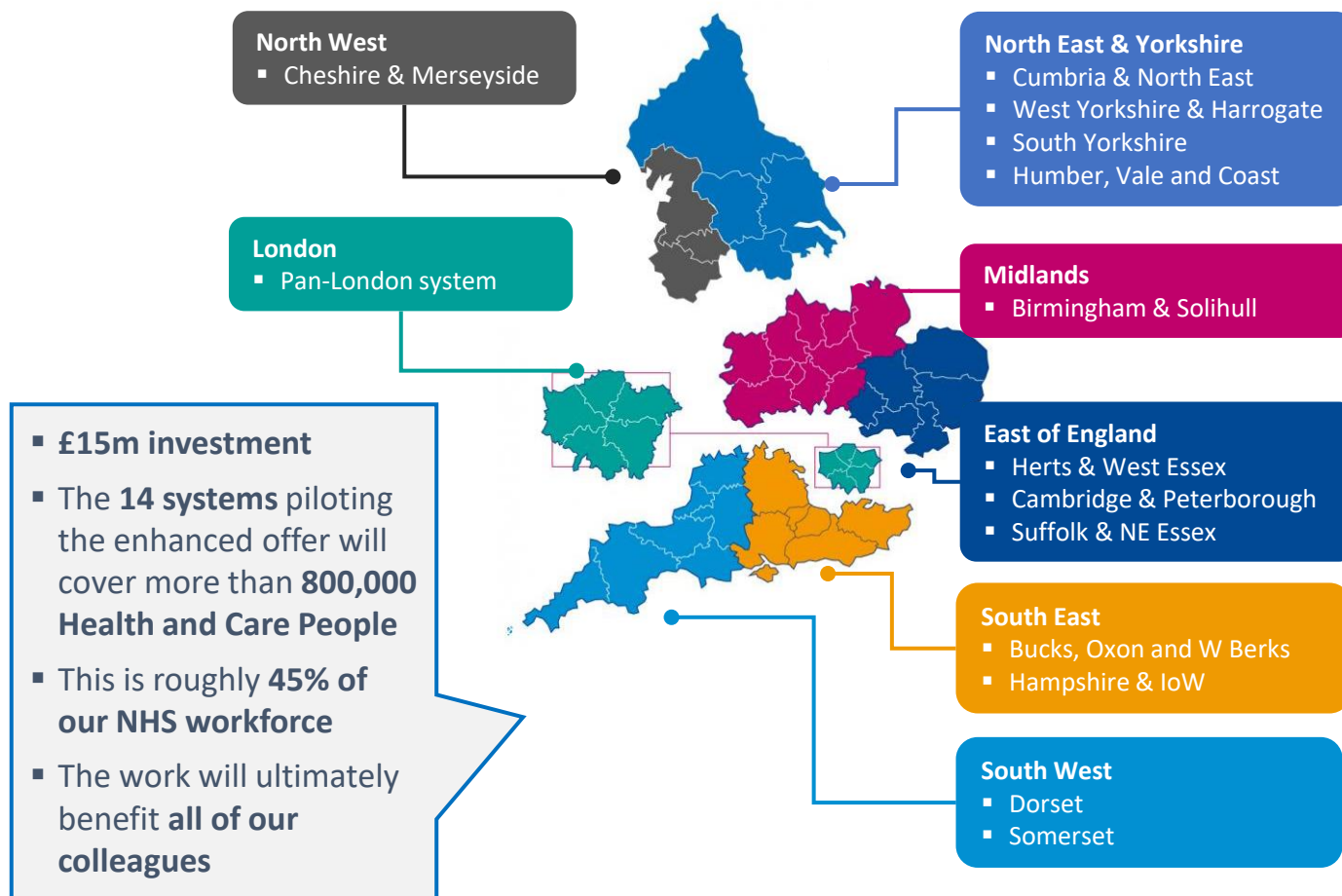
▪7,000 webinar participants  
▪120,000+ views of webinars + materials  
▪2,000+ newsletter subscribers

At 3 March 2021

# £30m investment into enhancing mental health services and wellbeing support for NHS employees

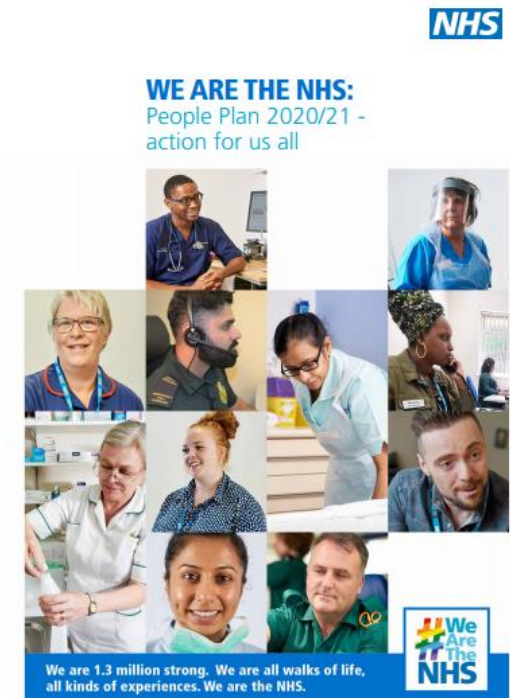


# Enhanced wellbeing offer pilots with 14 systems



## Our focus for 2021/22

- **Wellbeing Guardians:** A non-executive director (or equivalent) who looks at the organisation's activities from a health and wellbeing perspective and acts as a critical friend.
- **Health and Wellbeing Champions:** People at all levels of our NHS organisations who promote, identify and signpost ways to enable the wellbeing of their colleagues.
- **Health and Wellbeing Conversations:** Supportive conversations to openly discuss health and wellbeing.



Wellbeing conversations launch event

## What is a wellbeing conversation?

- Health and wellbeing conversations are intended to **be regular, supportive, coaching-style one-to-one conversations** focused on looking after the wellbeing of all our diverse NHS people.
- They consider **the holistic wellbeing of the individual (i.e. physical, mental, emotional, social, financial, lifestyle, safety, learning, contribution etc.)** to identify areas where the individual may need support, signpost them to that support, and monitor their wellbeing over time.
- Looking after and caring for our NHS people will empower them and in turn they will pass this **compassionate care onto both patients** and other colleagues. This forms the heart of what a wellbeing conversation is designed to achieve.

## Who should hold the conversation?

In most cases, a health and wellbeing conversation may be held by a line manager or supervisor, but in some cases staff might want to have this confidential discussion with someone else.

**Tip:** Whilst the main intention is for line managers to hold wellbeing conversations with their colleagues, we would encourage everyone within the team to support one another by regularly checking in





## When should I approach a wellbeing conversation?

Health and wellbeing should be regularly discussed in teams and line management relationships. Specific health and wellbeing conversations can be incorporated into existing discussions or may be implemented as a stand-alone discussion, some examples include:

- line management conversations – such as 1:1s
- annual appraisals
- job planning discussions
- stand-alone wellbeing conversations, facilitated by a line manager or trained colleague
- team meetings and away days.

## How should I start a wellbeing conversation?

Hold a conversation in a confidential and safe space – whether it's taking place in person or virtually.



A great way to start the conversation is by simply asking ‘how are you?’ and allowing time to respond. Actively listen to the response and allow the conversation to flow. Where needed, follow up with open questions such as “is there any support that you need?” that allow your colleague to share further details they are comfortable with.

# Good practice for wellbeing conversations

## Wellbeing conversation are:

- ✓ **Caring and compassionate** – they give space to enable employees to holistically explore their wellbeing.
- ✓ **Employee led** – they enable the employee to drive the agenda and focus on the most important things to them.
- ✓ **Supportive** – they signpost employees to appropriate support, and monitor / adapt that support to ensure effectiveness.
- ✓ **On-going and dynamic** – wellbeing changes over time, therefore these conversations should be revisited regularly.
- ✓ **Inclusive** – every NHS employee should have ongoing supportive conversations that enable their unique, diverse and personal wellbeing needs to be met.

## Wellbeing conversation are not:

- ✗ **Therapeutic interventions** – employees should be empowered to access appropriate wellbeing support from trained professionals.
- ✗ **Judgemental or performance related** – wellbeing conversations should not judge employee contribution. However, by caring for employees and enabling their wellbeing, this is likely to make them feel valued and improve their ability to perform in role.
- ✗ **A formal risk assessment** – however, a personal risk assessment may be an output that forms part of the support package put in place as a result of a wellbeing conversation.