

Introducing Wellbeing Initiatives to Support Staff Retention

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Introducing Wellbeing Initiatives to Improve Staff Retention: Key Lessons

- Reducing staff turnover by engaging with employees to identify wellbeing priorities post-Covid-19
- Preventing staff burnout by tailoring wellbeing support to tackle work-related stress
- Education and awareness to promote and improve psychological health at work





Journey of Health of Workforce

- 2000 What is that?
- 2010 A good idea (Hidden Patients) (but no resources)
- 2020 OMG - they're knackered and leaving - what can we do?
- 2030 Wellbeing of workforce embedded into training, recruitment, job plans, and daily work and interactions. 'wellbeing hour' accepted widely. Proactive approaches by (nearly) all to physical, mental and emotional wellbeing





Journey of Health of Workforce 2020-22

- Goodwill
- Fortunate to win bids
- Test and learn
- Evaluation



Compassionate Care

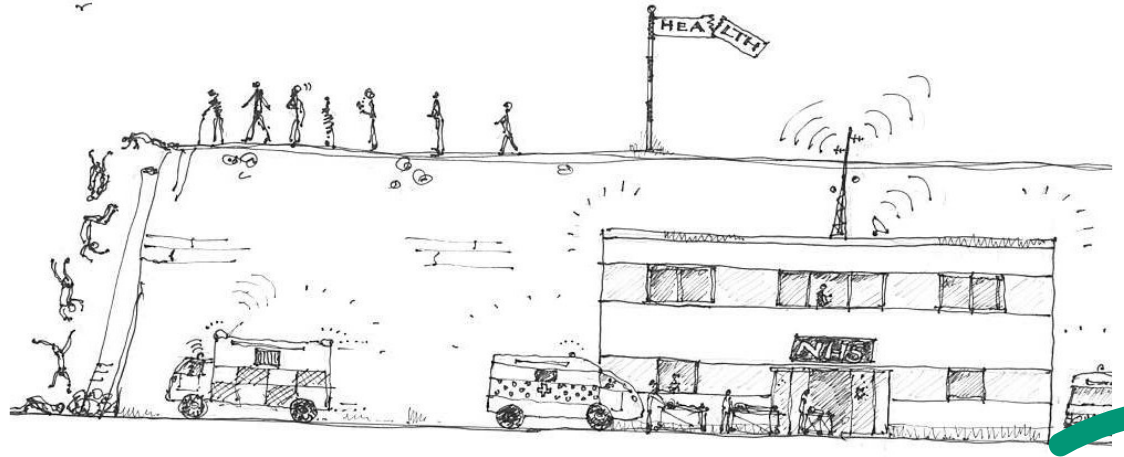
“attention in life and living to the giving of understanding, support, advice, care and reassurance that help foster health and wellbeing”

- Paul Gilbert, Compassion, 2009
- Flow of loving attention

Compassionate Care

Own needs must be attended to

- Care of others is underpinned by self-care
- Many studies show burnout in carers
- An organisational approach is key
- “You cannot draw water from an empty well”



● **Health does
not happen by
Accident**

What do we learn about formally?

Our professional skills, medical, nursing, AHP, others

- Higher training in specialist subjects
- Policies and procedures
- Fire safety
- Information governance
- Child protection, adult safeguarding
- Infection control
- Other mandatory training



What are we not learning about? (formally)

- Health and healing
- Physical health, sleep, food, hydration
- Safety, Psychological health
- Human contact, Inter-personal psychology
- Self-care and self-maintenance
- Emotional self-regulation
- Meaningful purpose
- Lifelong learning
- Rest, recovery and renewal
- **Sensible driving, vehicle maintenance, good navigation, fuel economy, road design**



March 2020

Concern for the psychological impacts of Covid for our colleagues



Problem:

- ▼ Already stretched workforce
- ▼ High exposure to pandemic trauma and excess death
- ▼ Prediction of up to 30% of workforce in need of psychological intervention now and up to 5 years beyond
- ▼ Risk of impacts on colleague experience, sickness absence, retention, organisational costs and patient safety



Somerset Emotional Wellbeing

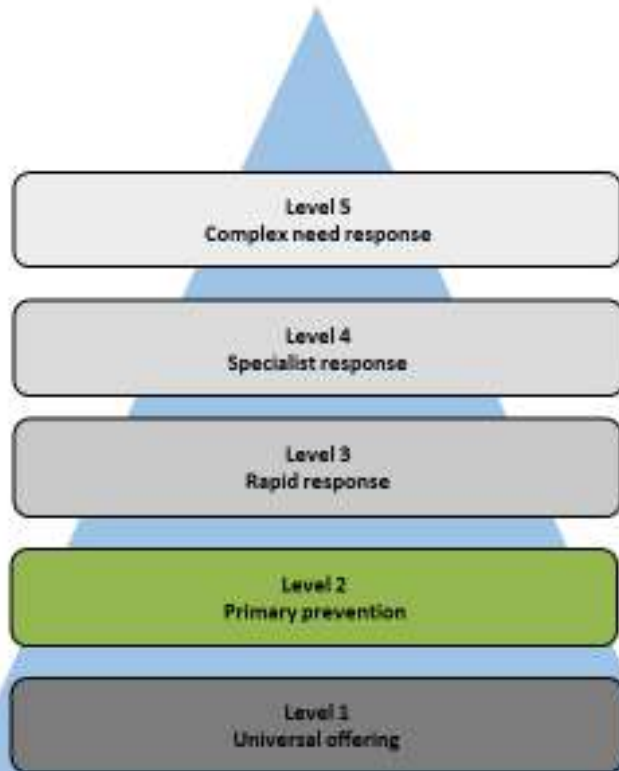
The Somerset Emotional Wellbeing (BEW) Colleague Resilience Hub is a dedicated online resource for anyone working in health and care in Somerset.

Visit: somersemetotionalwellbeing.org to find out what support is available for you

Key:



Colleague Journey



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March 2020

Why?



outstanding care
listening and leading
working together

*“Self-care is never a selfish act.
It is simply good stewardship.”*

*We do so not only for
ourselves, but for the many
lives we touch.”*

Parker Palmer





Somerset Emotional Wellbeing Resilience Hub


- Colleague support line (3FTE, hosted by SFT) 7 days a week 9-5
- www.somersetemotionalwellbeing.org from May/June 2021
- <https://somersetemotionalwellbeing.castos.com> 60 now, over 19,000 listens, producer David Sealey of Somerset CCG, hosts Somerset CCG Drs Andrew Tresidder and Peter Bagshaw
- Thinking Pitstops Training

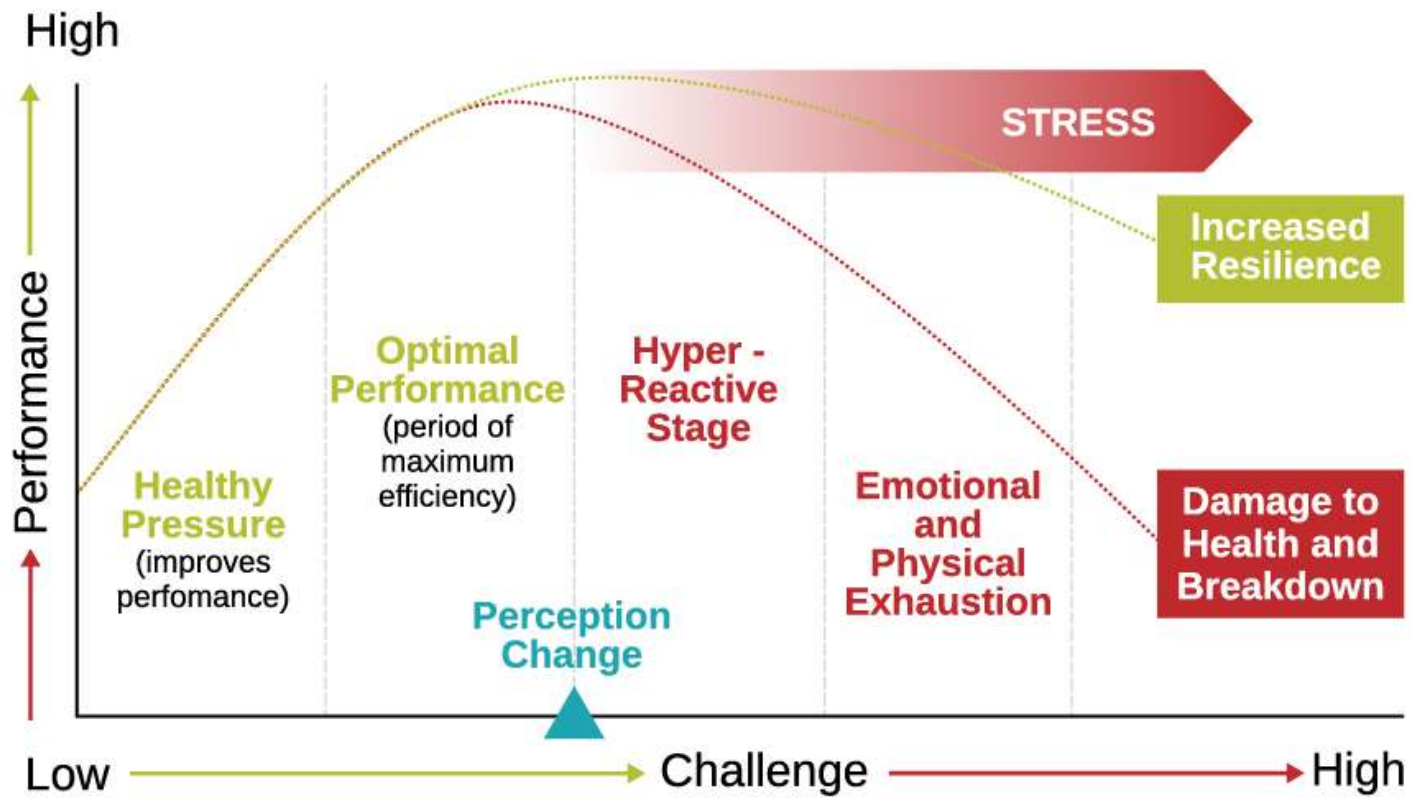







Autonomic Nervous System

- Parasympathetic
Rest and Digest, Chill and Repair - or Freeze
 - Sympathetic
Fight and Flight
 - Adrenaline, fear based neurotransmitter, shuts down Parasympathetic
 - Dry mouth, sweaty palms, raised heart rate and blood pressure, butterflies in stomach, anxiety, ready for action, tunnel vision and threat/task focus - - doing lots of 'tasks'
- 





Exercise of inner stillness – The Bank of Health

- Diaphragmatic breath
 - Spine comfortable, feet flat on floor
 - Three relaxed breaths
 - From inner stillness comes effective action...
- 

Colleague Support Line

Rapid access and rapid response



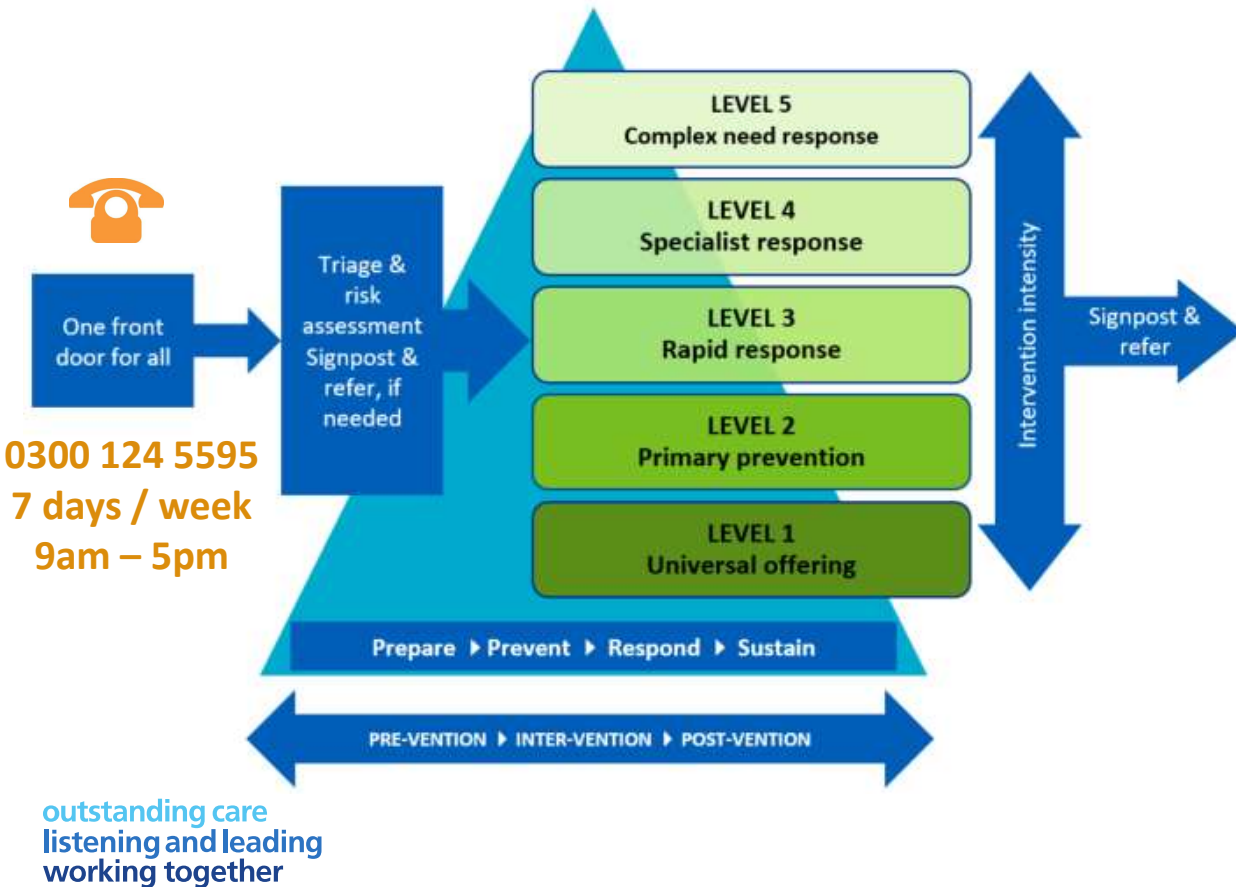
0300 124 5595



Somerset

NHS Foundation Trust

Colleague journey



What to expect:

- Talk with a warm and friendly trained professional in confidence
- Unconditional positive regard
- Non-judgemental
- Empathy and understanding
- Triage and risk assessment
- Psychological First Aid, if needed
- Rapid Access Counselling 90 minutes session, if needed
- Warm hand-over to other services, if needed:
 - Talking Therapies
 - Open Mental Health
 - Crisis Teams
 - Bereavement Services
 - Housing Services
 - Domestic Abuse Service
- Signpost to self-help materials, if needed



Colleague Support Line

Please call us if you need support



0300 124 5595

7 days per week

9am – 5pm



Somerset Emotional Wellbeing

All health and care staff in Somerset can call our dedicated, confidential Colleague Telephone Line for help with a trained professional. No waiting list. **Call us now on 0300 124 5595** or visit **[somersetemotionalwellbeing.org](https://www.somersetemotionalwellbeing.org)** to find support

Emotional support for you when you need it

outstanding care
listening and leading
working together



Colleague Support Line



0300 124 5595



Somerset

NHS Foundation Trust

Key benefits to colleague satisfaction: caller feedback

"The person I spoke to was kind and supportive, and I was able to think through my problems and make sense of them"

"I felt heard and listened to"

"I was worried about falling back into previous mental ill health - and calling the helpline helped me to avoid feeling that low again"



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REACT Feedback

- *"The training was very good and when time allows, I would like my team managers to attend this as well. It was very reassuring to know that in the last 6 months when I have had part of my nursing team in a lot of distress, that myself and my managers did follow the correct pathway to help them. I do think all staff should attend this training."*
- *"I found the training really useful and certainly have 'REACT' type of conversations often within my role. " My feedback would be its great training, simple to put into practice and I think it should be rolled out to all staff J*
- *"The training was excellentit is in my mind when undertaking supervision and when colleagues are struggling"*
- *"I found the REACT useful and recommended the 2 band 6's attend. Useful tips for opening the conversation etc."*
- *"I think supporting managers to have a REACT type discussion is very important, and this will be something I would want the clinical managers in my team to be able to do and as the senior manager. I think it's important to be able deliver this type of training as well use demonstrate in updates and general conversations with my team."*
- *"I always find these tools useful and work hard at active listening and observation of behaviours in relation to wellbeing."*
- *It is something that I am more acutely aware of more than ever as we remain in our pandemic and much more of our work remains virtual making these conversations in some instances more challenging"*

ICS Coaching

Collaboratively working with the Coaching Network and Primary Care Wellbeing Project to increase the Coaching provision and sustainability.

To provide:

- Coaching to support REACT peer to peer groups and provide Wellbeing Coaching for signposted staff.
- L5 Coaching followed immediately by L7 Coaching Supervisor (numbers to be confirmed)
- This would satisfy entry criteria for the L7 Supervisor and expand our pool of potential supervisors.
- At present SFT have 4 coaches ready for L7 Supervisor (and SCC 3, CCG 1)... aim to have 12 needed to supervise all our coaches and provide a meaningful coaching QA process across the system.



Shiny Mind App



404 active users

- Sessions: 6276
- Masterclasses completed: 1421
- SOS: 136
- Social Share: 159
- Messages: 173
- Time 30,574.5 minutes/509.5hrs

Launched 14th June - the active users have been on **circa 29 weeks**



Enhanced Occupational Health and Wellbeing

- Employee Assistance Programme
- ICS Bereavement Coordinator
- Emotional Logic
- Communication & Engagement





Somerset Emotional Wellbeing Bids... Primary Care Resilience

- **Wellbeing Leads - each practice might choose to have a Wellbeing Champion (clinical or non-clinical)**
- **Thinking Pitstops**
- **Emotional Logic**
- **Coaching**

www.somersetemotionalwellbeing.org





Thinking Pitstops

- Crucial strategic pauses that facilitate Performance Thinking Under Pressure
- Introduction, safety check, body decompression, mind decompression, exit check
- Off again! Takes 10-12 mins - if both trained, can do a reciprocal in 20 mins (first one with intro 30 mins)
- Easy to experience, more difficult to explain



THINKING PITSTOPS™

When being able to think clearly under pressure matters, a Thinking Pitstop is one of the most effective ways of achieving clear thinking in only 10 minutes. Try it for yourself to feel the difference.



WHY ?

Under pressure, the fight-or-flight response allows us to cope with stress. Great for short bursts of physical energy, adrenaline is not very useful to help our minds think clearly. Over time, it can lead to anxiety and burnout. Thinking Pitstops can counteract this.

By providing peer-to-peer support, they work to promote peak performance at any time.

WHAT?

A deceptively simple intervention to release stress and pressure quickly and safely, based on the science of performance used in professional sport. One Thinking Pitstop only takes ten minutes (15 the first time) and can be done remotely, or in person.

Useful as a one off, or a regular chance to focus and recharge.

HOW?

Thinking Pitstops act like a safety release valve. They let out bodily tensions, fears and frustrations and set our minds free to do what minds do best... clear thinking about what matters most to us at any given moment. No two sessions are the same

Try it for yourself by booking your first session today. You may find that your thinking is transformed ...



What people have said about Thinking Pitstops

- An amazing opportunity to perform on a different level! The same mind which had been ruminating over this problem for weeks, seemed 'magically' empowered and freed to think creatively.
- Very useful short interventional process to reboot a busy healthcare professional
- A short burst of thinking space to help a busy person in difficulty to solve issues through facilitated personal reflection.
- An opportunity for listening to yourself and untangle thoughts and emotions.
- A mental re-charge



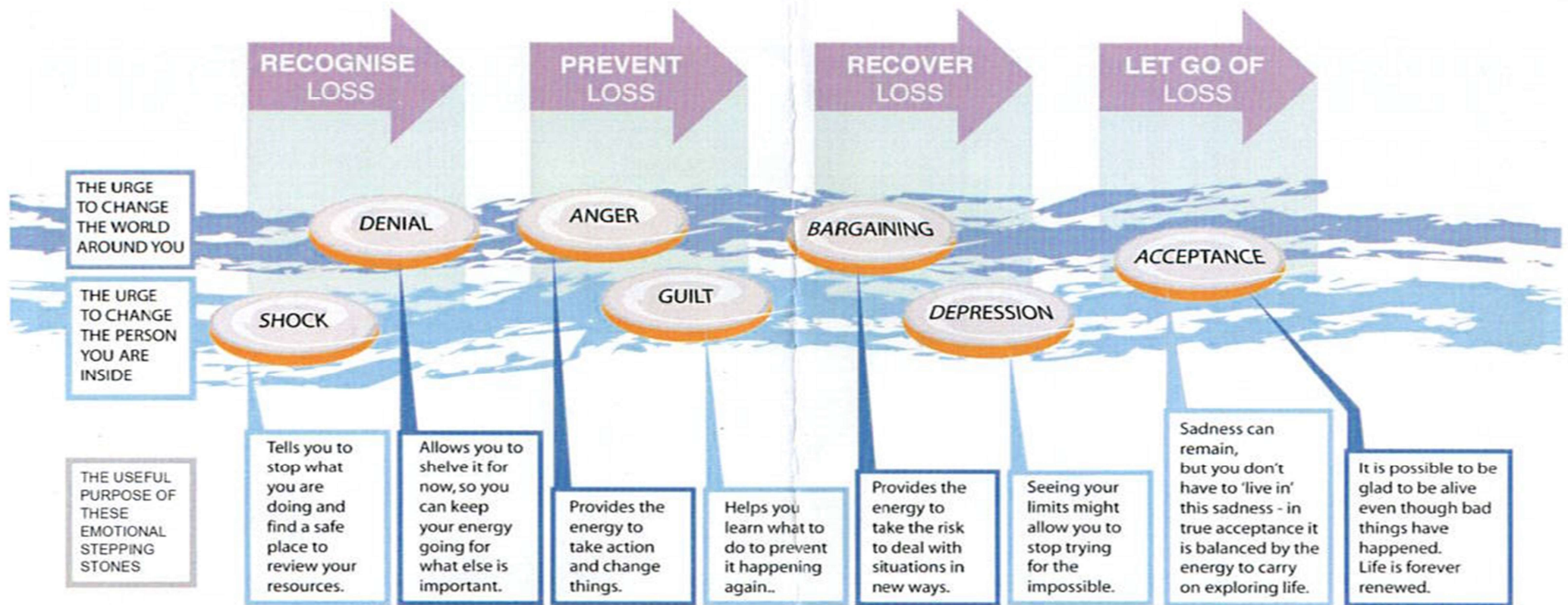


Emotional Logic

- An elegant system of understanding loss emotions
- You can only grieve if you have loved
- Conversational and personal skill of dealing with loss and change



Turning Points as you adjust to change





Emotional Logic Training

- Tier 1
- Online learning at own pace, bite sized modules, total under 3 hours, with booklet
- For anyone who has ever experienced any loss of any sort

- Tier 2
- Foundation Award to have EL conversations

- Train the Trainer places





Wellbeing Initiatives to Support Staff Retention

- Multiple Pilots
- Test and Learn
- Academic Partners University of Dundee for evaluation
- **Staff wellbeing is vital for retention**
- **Investment in learning and skills is important**





Thankyou for your attention

- Educational support on Health and Self Care – a growth area
- www.healthandself.care

