

JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE BRIEFING

ENHANCED EMPLOYEE WELLBEING OFFER MID YEAR UPDATE

Lisa Stalley Green (Senior Responsible Officer – Wellbeing Workstream)
Paul Firth (ICS Wellbeing Workstream Lead)

PURPOSE

The purpose of this presentation is to provide:

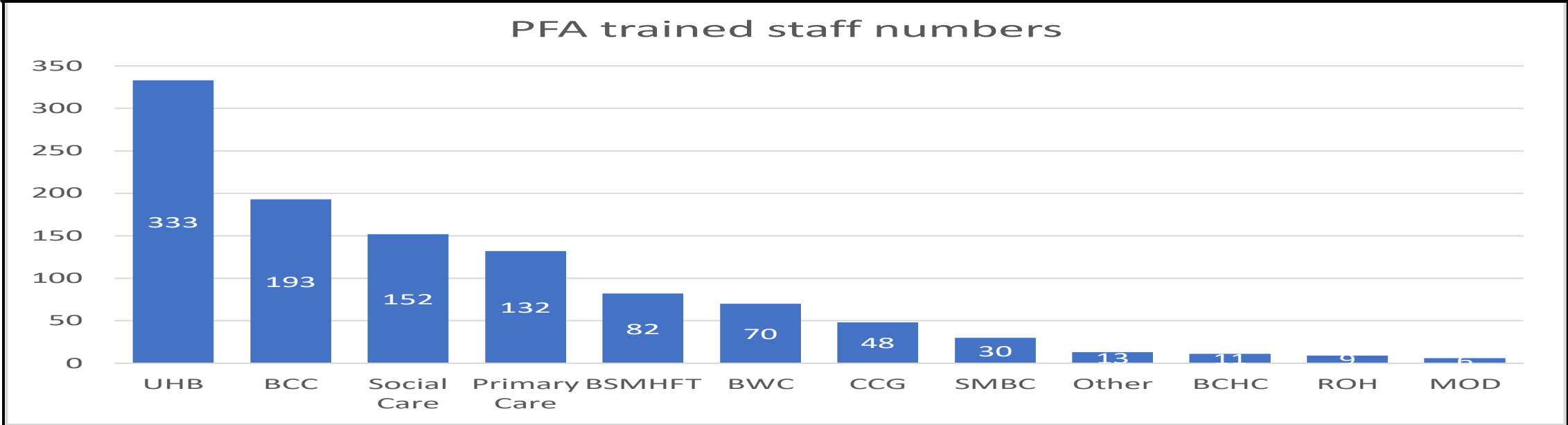
- background to the Enhanced Employee Wellbeing Offer
- an update on programme delivery
- proposals for the future of the Enhanced Employee Wellbeing Offer

BACKGROUND

- Employee Enhanced Wellbeing Offer proposal submitted to NHSE/I in November 2020
- BSol were prioritised for both initiatives in recognition of the disproportionate impact of Covid across the ICS population and workforce and very specifically on the impact of Covid on the mental health of staff working in critical care services
- BSol awarded funding of £2 million in December 2020 to support the roll out of a series of initiatives building on existing good practice within the system.
- In addition £380,000 was awarded to establish a Staff Mental Health Hub (SMHH). A second round of funding awarded the SMHH an additional £1 million to continue its work.
- Funding for both programmes is due to end in March 2022

PFA Training	<ul style="list-style-type: none"> 1300 staff trained in Psychological First Aid by end December Work continuing to ensure representational spread across stakeholders
PFA Supervision	<ul style="list-style-type: none"> Inhouse trained supervisors Monthly Reflective Practice Groups provided by BSMHFT

Psychological First Aid (PFA) is a technique for assisting people in the immediate aftermath of a traumatic incident or disaster. PFA is designed to reduce the occurrence of Post-traumatic stress injury (PTSI; an injury to one’s psyche that can develop after a person is exposed to a traumatic event). The basic principle of PFA is that, in the immediate aftermath of the traumatic event, support from a trained compassionate individual may aid in long-term recovery. PFA is not focused on any mental health diagnosis and works to prevent change from occurring.



PROGRAMME DELIVERY

Staff Wellbeing Ambassador

- Role responsibilities document has been drafted
- Aligned to NHSE/I Wellbeing Champions
- Data collection being undertaken to determine current provision.

Enhanced Manager Support

- Two live broadcasts per month
- Pre-recorded webinars that can be accessed at any time
- Five live broadcasts to date with 150 employees booked onto sessions
- Data being collated on take up of pre-recorded webinars

Physical Wellbeing Hubs

- Eight out of 9 bids received – Birmingham City Council yet to submit
- Stakeholders established, maintained or developed hubs with funding
- Data collection from stakeholders on impact of their hubs

Health Clinics

- Key staff priorities are MSK, counselling and physical activity
- To work with stakeholders to implement these priorities
- Work with Occupational Health services to implement

Digital Resources

- ICS website now live with wellbeing section - bsolpeople.nhs.uk
- Resource to advertise and promote system wide initiatives
- Development to be interactive and product focused including details of training available, community pages, and toolkits. Development of a digital twin model

Tailored Wellbeing

- Menopause app and toolkit, a post covid support package, training and resources for those with addiction issues in development

STAFF MENTAL HEALTH HUB

bsm-tr.referrals@nhs.net

DATA AND NEXT STEPS

- Colleague and self referrals
- 194 Referrals to end Oct
- 15 -30 referrals monthly
- Average 2 and 6 sessions needed
- 12-15% referred to other mental health services
- 15% of referrals identify as being from a minority group

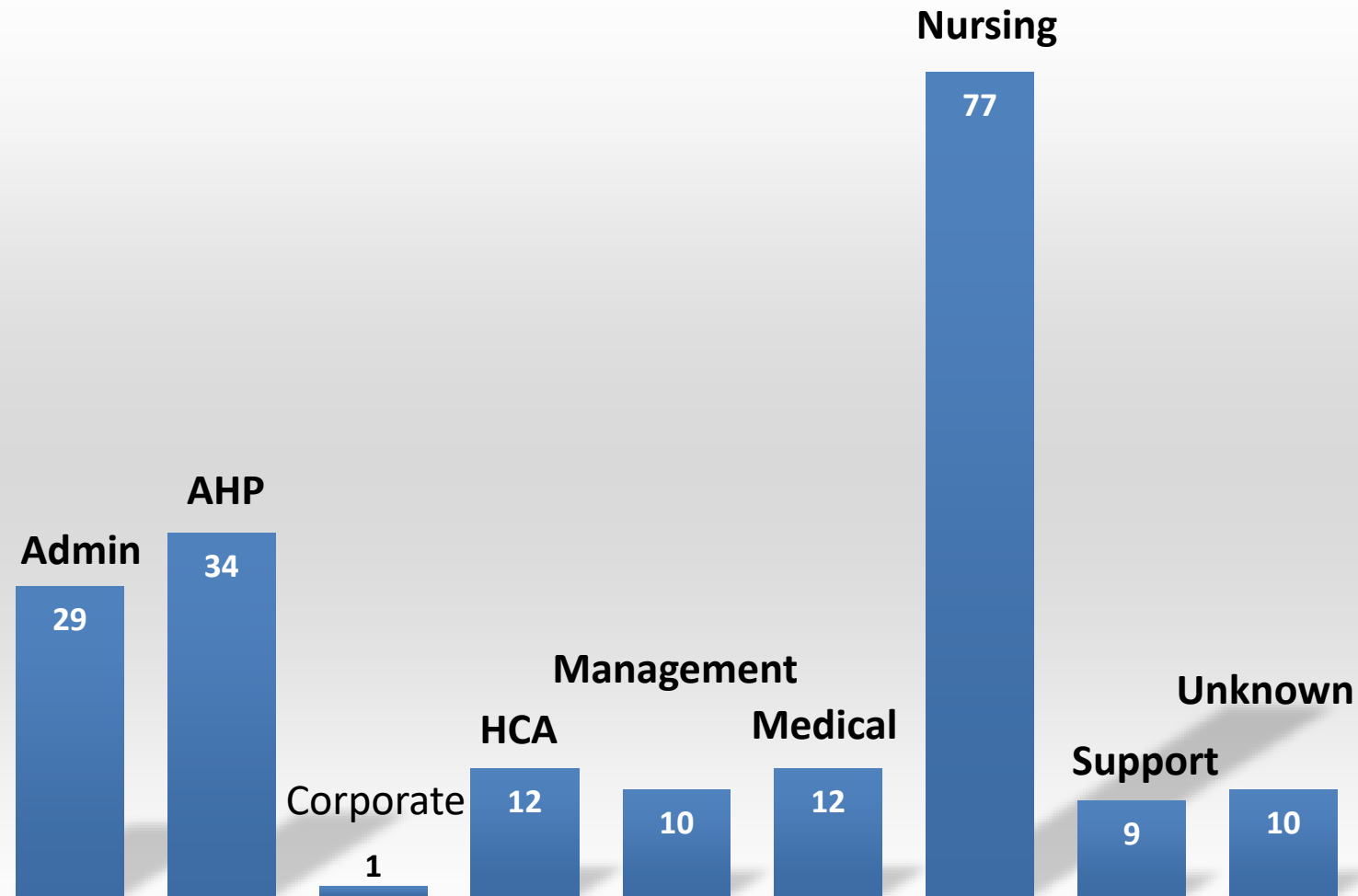
- Designed specifically to work alongside other pre-existing support services such as:
- Psychological First Aiders, Chaplaincy, Occupational Health or staff counselling
- The 24/7 BSoL CCG Helpline delivered by the Living Well Consortium on 0121 262 3555

- Rapid access to specialist psychological assessment
- Advice for managers regarding concerns they have about a staff member
- Access to some evidence based brief interventions
- Support provided to a team or group of staff

- More pro-active with social care
- Focus on outcomes evaluation
- Consider future with or without funding
- Capture learning for future provision
- Continue to respond to individual referrals
- Continue to support training across system

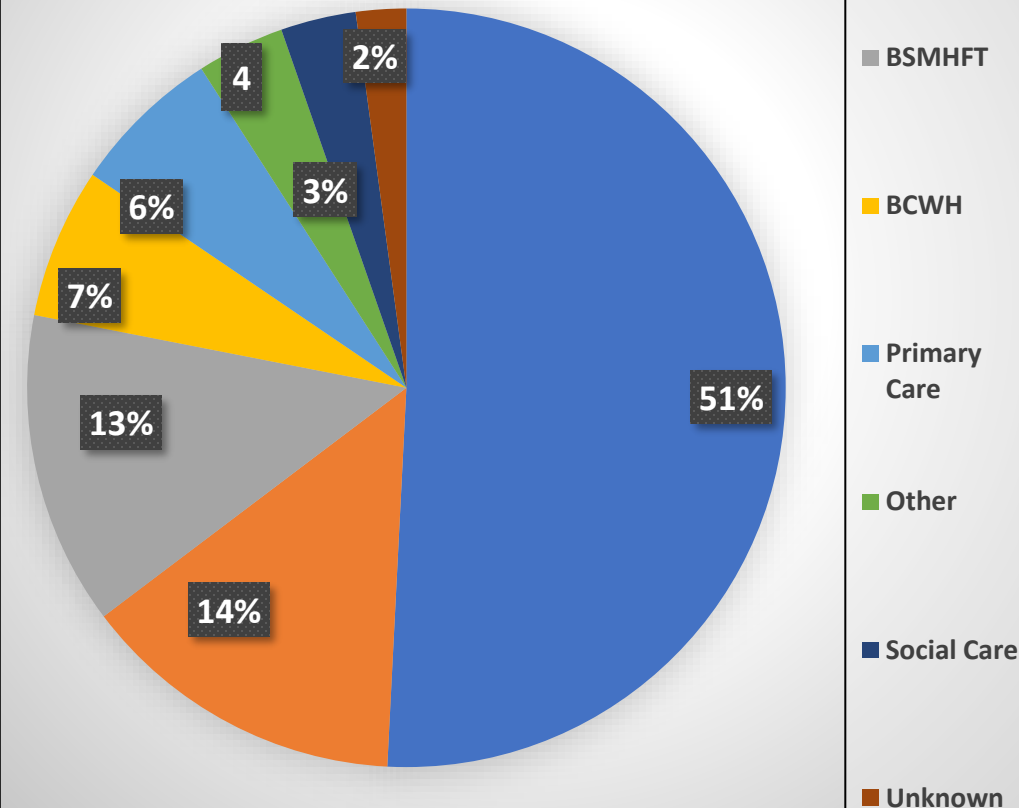
STAFF MENTAL HEALTH HUB

Referrals to SMHH by job role



Data up until 1 November 2021 194 referrals

Referrals to SMHH by workplace



- The Enhanced Wellbeing Offer proposal submitted to NHSE/I in November was done so within the back drop of the Covid pandemic
- There have been, and there continues to be, success in implementing the initiatives contained within the Offer
- Aspiration to be the “best place to work” for employees, and the system that other ICSs look to for inspiration.
- This aspiration contains four elements:
 - ELEMENT 1 – Understanding the workforce
 - ELEMENT 2 – Staff engagement and the staff voice
 - ELEMENT 3 – Future Occupational Health provision
 - ELEMENT 4 – A wellbeing strategy

THE 4 ELEMENTS EXPLAINED

UNDERSTANDING THE WORKFORCE

The Need

A successful employee wellbeing offer, that is relevant and includes tailored components for specific groups of the workforce, requires a detailed understanding of the workforce.

Demographical Data

Enables tailored initiatives: menopause resources and men's health clinics

Staff Retention

Health is a key reason for leaving in both Health and Social Care for staff aged 50-54.

Equality, diversity and inclusion

Needs to be incorporated into an employee wellbeing offer through: analysis of all available data and listening to and acting on feedback

Sickness Absence

Tackling musculoskeletal and psychological health issues will: keep staff in work and have a positive financial impact

Restoration and recovery

Significant pressures on the current workforce caused by:

- increasing numbers of clinical support vacancies and a trend of rising turnovers

THE 4 ELEMENTS EXPLAINED

STAFF ENGAGEMENT AND THE STAFF VOICE



The Need

Staff engagement in promoting and advising staff on the wellbeing initiatives is an essential component moving forward. There are many existing ways in which staff views and opinions are collected and although useful they often provide a snapshot rather than a real time perspective.

Communication Methods

Messages need to be consistent and delivered using a variety of methods including technology, face to face and print options.

Listening Events

Regular, scheduled listening events potentially utilising the skills of Wellbeing Guardians or similar.

Staff Feedback

The use of technology via the ICS website or commercially available feedback options where short surveys and employee communities can be incorporated.

Staff Wellbeing Ambassadors

Staff Wellbeing Ambassadors (SWA), embedded within teams, would provide ongoing rich data on the opinions of staff. Protected time would be required to fulfil these responsibilities.

Communication Strategy

A comprehensive staff engagement / staff voice strategy is required. A dedicated Communications Lead role may need to be created.

THE 4 ELEMENTS EXPLAINED

OCCUPATIONAL HEALTH PROVISION



The Need

Occupational Health is often seen by employees as service that is accessed as a new starter or during a time of personal upheaval.

Background

The 'Growing Occupational Health' programme was launched in 2021.

Wellbeing Clinics

Topics such as the menopause, lifestyle and men's health could be delivered as part of the new OH provision.

BSOL Lead

An experienced leader from BWCH, Bethan Downing, will progress this work on behalf of the BSOL ICS for a 3 months period, 1 day per week.

Next Steps

Midlands to undertake work reviewing OH services locally in two phases

- **design** phase to review key players, identify clear purpose and focus of the work
- **discovery** phase to review how to transform OH services, review learning opportunities, gain insights from managers and service users, review service provisions, baseline service provision, use of technology and policy and procedure.

THE 4 ELEMENTS EXPLAINED

SYSTEM WIDE WELLBEING STRATEGY

The Need

An ICS led wellbeing strategy would not only maintain the focus of “looking after our people” and protect the right to a happy and healthy workplace,
it is the right thing to do.

The People Plan

Built on recommendations from the NHS People Plan. These are relevant not just to the five NHS Trusts but also to other ICS stakeholders.

Themes

Wellbeing initiatives can be grouped under three specific overarching themes: physical wellbeing, psychological wellbeing and workplace culture

Commitment

A set of commitments that provides a baseline standard and enable staff to know exactly what the wellbeing offer as well as underlining the importance placed on wellbeing by employers. Examples being:

- all new starters should receive a wellbeing conversation within four weeks of being in post
- staff are entitled to free quarterly health check ups
- a co-ordinated referral pathway for psychological health issues
- access to safe spaces

RECOMMENDATIONS

- Commission the Mental Health Hub for 2022 – 2023
- Engage with the “Growing Occupational Health programme with a view for a new model of Occupational Health
- Bring forward a Health and Wellbeing strategy for all health and care staff
- Develop a framework for Trusts and Support Teams to deliver the strategy

Queries and Questions

