



# PROSPECTUS

## HEALTH AND WELLBEING

# Organisational Development in the COVID-19 Context

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**Isle of Wight NHS Trust**

2020/21

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# Welcome

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This prospectus has been produced by the Organisational Development team at Isle of Wight NHS Trust, and aims to integrate a well-led response in engaging, supporting and valuing our people in the COVID-19 context.

The NHS constitution is very clear: 'Everyone Counts' be they patients or staff. This means the NHS needs to consider the outcomes that different people experience; taking different or extra steps to improve access and design services so that their health outcomes and experience are equitable.

We have embraced this commitment and taken the opportunity to spark well-being conversations to identify what support you may need during this challenging time. We want to make sure you have the opportunity to be at your best so that we can put our patients, carers, community and staff at the heart of everything we do.

We are excited that you have picked up our prospectus and thinking about accessing the support and guidance available to you.

**Isle of Wight NHS Trust**



# Trust Board: Our commitment to you

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## Dear Colleague

During this time of uncertainty and worry, it's understandable that you and colleagues may feel anxious about this developing and uncertain situation. In response to the challenge we face today, our engagement promise is to enable a work environment where you feel safe, take pride in everything you do and work as part of a successful team delivering the best care for our patients and community.

We have identified steps to prioritise your health and wellbeing and we welcome you to access opportunities to have a wellbeing conversation through our Listening Ear service; access tools and resources to support your team and feel inspired to be at your best.

It really is true that our greatest asset is our staff and we are very grateful for the work you are doing. Regardless of whether your work is centred on Covid-19, on our preparation, planning or training, or if you are continuing to work on other elements of our business as usual, it's all essential.

## As the Board of Isle of Wight NHS Trust, we commit to:

- Champion our organisational values and role model effective and supportive behaviours
- Inspire a compassionate and inclusive workplace culture where you feel engaged and valued
- Prioritise your health and well-being with a focus on mental, physical, social and financial wellbeing
- Enable open and honest conversations to keep you informed and offer opportunities for you to have your say
- Do all we can so you have the equipment, guidance and training to deliver high quality, safe and person centred services
- Support you to work flexibly and offer reasonable adjustments to enable you to work in different circumstances and settings
- Ensure we enable the best start for people joining the Trust or re-deployed to support our services
- Support and enable you to comply with public health measures designed to reduce the spread of coronavirus.

**We care about you. We will focus on you. We are #TeamIOWNHS**

Vaughan Thomas

Chair

Maggie Oldham

Chief Executive Officer



**"Someone is sitting in the shade today  
because someone planted a tree a  
long time ago"**

WARREN BUFFETT  
BUSINESS LEADER & PHILANTHROPIST

## Organisational Development

The CIPD defines **organisational development (OD)** as the 'planned and systematic approach to enabling sustained organisation performance through the involvement of its people'.

## The Organisational Development Team

We are a dynamic team of organisational development professionals, focused on designing and delivering high impact solutions that enables the vision and values of the organisation.

### Our aim is to

- provide learning, education and development to enhance compassionate and inclusive leadership; staff engagement; health and wellbeing; and diversity and inclusion.

### More specifically

- inspire an environment where staff feel valued;
- where career development and progression is enabled;
- a learning culture embedded;
- where we make things simple for staff to have their say and feel engaged;
- and work in partnership across the health and social care economy as part of a system.

## Health and Wellbeing Prospectus

This prospectus details the health and wellbeing programmes and support tools we offer, accessible to all our divisions, teams and individuals.

Inspired by the commitment of our Trust Board, we promise to work alongside you; support you; and value you because we are #TeamIOWNHS

To access the support offer please contact the Organisational Development Team:  
[iownt.leadership.nhs.net](http://iownt.leadership.nhs.net)

#bekindtoyourself



# Health and Wellbeing

Our offer to support you

## 01 As a leader

**Code: 001**

**Title: On-Boarding Experience**

**Overview:** Our on-boarding experience masterclass and associated toolkit provides guidance to leaders on how to enable 'the best start' and support people in their new work environment.

**Impact:**

- Understand the importance of the On-Boarding process to enable the best start for our people
- Adopt a structured and consistent process to support people in their first 3 months of joining the team
- Staff feel engaged, valued and supported

**Code: 002**

**Title: Health and Wellbeing Check-in**

**Overview:** The template and video guidance supports leaders to check-in with staff and spark a wellbeing conversation using positive coaching style questions.

**Impact:**

- Identify how staff are feeling and what support they need to be at their best
- Put a positive spotlight on staff and identify something they are proud of
- Staff feel happy, healthy and proud

**Code: 003**

**Title: Promoting Psychologically Healthy Teams**

**Overview:** Designed by Dr Anna Garrett, this 'Team Leader Guidance' introduces positive strategies to stay connected and promote safe working practices in teams

**Impact**

- Agree with colleagues that distress, worry, anxiety and fear is an understandable and human response to threatening events
- Colleagues feel supported in being able to talk about worries and concerns
- Working in collaboration to resolve concerns

**Code: 004**

**Title: 'Wellbeing Nudges' Leadership Series**

**Overview:** Richard Thaler received a Nobel Prize for his work on Nudge Theory, demonstrating how small prompts can change our behaviour. Learn how the nexus of economics and psychology help us lead healthier lives available via toolbox videos, coaching or masterclasses

**Impact:**

- A focus in responding to stress experienced by hospital staff working with Covid-19.
- Understand that a Nudge is a designed intervention based on insights from behavioural and social sciences
- Learn how to apply Wellbeing Nudges to motivate and engage people and teams

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**Code: 005**

**Title: Wellbeing Essentials**

**Overview:** Wellbeing Essentials is an interactive leadership development series of succinct courses to spark wellbeing conversations and action. Delivered via toolbox videos, coaching and masterclasses.

**Impact:**

- Reinforce and sustain visions of continually improving, high-quality and compassionate care
- Provide a range of self care resources and strategies to be happy and healthy at work
- An offer of 8 high impact Wellbeing Essentials including

1. Managing stress at work
2. Understanding Resilience
3. Mindfulness
4. Work-life balance
5. WFH - Connected, Healthy and Positive
6. Financial Well-being
7. Healthy Lifestyles
8. The 7 habits of highly effective people



# Health and Wellbeing

Our offer to support you

02

## As a team member

**Code: 009**

**Title: Coaching**

**Overview:** The Trust has a fantastic network of highly trained coaches available for phone call consultations. The personal benefits of coaching are wide-ranging and can positively impact an individual's career if they are engaging with their coach.

**Impact:**

- Staff Feel engaged and valued
- Improving working relationships
- Developing & fostering more productive teams

**Code: 010**

**Title: Health and Wellbeing Champions**

**Overview:** An exciting development opportunity for staff at all levels who are interested in becoming a Health and Wellbeing Champion. Learn how to apply the principles of Positive Psychology to enhance workplace happiness and spark wellbeing challenges that improve physical health and mental wellbeing.

**Impact:**

- Staff feel engaged and valued
- Enhanced sense of belonging
- A focus on physical health and mental wellbeing

**Code: 011**

**Title: Self-Care for Positive Wellbeing**

**Overview:** Make sure you are keeping up with day-to-day self care; Drinking plenty of water; Fuelling your body with healthy foods; and Getting plenty of sleep. Access the Trust Health and Wellbeing HUB on the intranet to access a wide range of online self help strategies and resources. If you need advice or support then please get in touch for a confidential 'Listening Ear' conversation.

**Impact:**

- Weekly programme of #MindfulMonday; #WellbeingWednesday; and #FeelGoodFriday
- Happy, healthy and motivated staff
- Increase positive thinking
- Less susceptible to stress, depression, anxiety and other emotional health issues.

**Code: 012**

**Title: Occupational Health**

**Overview:** Occupational Health is available to support employees and managers with any concerns relating to health and work. This may be for prospective new starters or employees who are already employed.

Independent and confidential advice can be sought informally by telephone asking to speak to an OH Nurse Advisor or formally through a management referral process. Our team of friendly OH nurses are on hand to advise on a wide range of health/work matters either by phone or by email.

**Impact:**

- The range of services available include telephone or email advice, self-referral, immunisations, sickness absence advice including a triage phone welfare service, adjustments and return to work plans, referral to
- Physiotherapy, support from a Mental Health Practitioner, advice on any medical conditions in relation to Covid19, assessment and management of sharps/contamination incidents.
- Contact Occupational Health on (53)4209 or email [iownt.occupationalhealth@nhs.net](mailto:iownt.occupationalhealth@nhs.net)

**Code: 013**

**Title: NHS Mental Health Hotline**

**Overview:** The NHS has launched a mental health hotline as part of a package of measures to support the NHS' 1.4 million staff as they help people deal with the coronavirus. NHS staff will be able to call or text a free number staffed by thousands of specially trained volunteers, to receive support and advice for the pressures they face every day during the global health emergency.

**Impact:**

- The volunteers will listen to NHS staff and give psychological support to those in need.
- Anyone who requires further help will be signposted to other services ranging from practical and financial assistance through to specialist bereavement and psychological support.
- Telephone lines open 07.00 to 23.00 everyday, call 0300 131 7000
- Text FRONTLINE to 85258 (24 hour)



# Health and Wellbeing

Our offer to support you

03

## For yourself


Code: 006  
Title: Listening Ear


**Overview:** Delivered by trained coaches from the Organisational Development team, the Listening Ear service offers you the opportunity to to spark a wellbeing conversation; have time and space to reflect; or if you just want to hear a friendly voice of encouragement.

**Impact:**

- An increased awareness of health and wellbeing services inside and outside the Trust

Staff Health & Wellbeing





TEXT - 07881860038

We know you are focussed on looking after our patients and each other right now. We want to support you to also take care of yourself. The Listening Ear service offers you the opportunity to talk to someone in confidence. Our trained Coaches will be available to listen, support and refer you for further help if you need it.

All sessions are offered via telephone so you can talk safely whether you are working in the hospital or out in the community- or even from your home.

To request a call back from a Coach, please text 07881 860038, with your first name and preferred contact number.

We will ensure we respond to all requests within 48 hours with an appointment.

Please note: if you feel you are in a crisis situation, please call the In and Out of Hours crisis team on 01983 522214.

#bekindtoyourself


Code: 007  
Title: Chaplaincy

**Overview:** Our chaplaincy team works alongside patients, staff and relatives to provide support and spiritual care. Trained chaplains are available to spend time with anyone who needs a listening ear or would like to talk through their experience.

**Impact:**

- Whether you are worried about something in your personal or private life, our Chaplains provide a safe, confidential space and listen with compassion and without judgement.

Chaplaincy



Contact details:  
Internal phone: ext 4639  
External phone: 01983 534639  
e-mail: [janet.hallam1@nhs.net](mailto:janet.hallam1@nhs.net)  
In emergency, 'bleep' number is 094 or contact the On Call chaplain via the hospital switchboard '0' internal or 01983 822099 external

There is a chaplain on call 24/7 for the hospital

The multifaith prayer room is situated on level A across from MAUA. This room as well as the chapel are open 24/7 for prayer, reflection or a quiet space for all staff

Code: 008  
Title Workplace Options

**Overview:**

Achieving balance through total well-being support. Workplace Options provides professional consultation, short term counselling , information and resources and referrals to services in your local area

**Impact:**

- No matter when, no matter where, you have access to professional support to help you balance your work, family and personal life



Workplace Options is a free, completely confidential external support service offering professional consultation on a range of issues, short term counselling, and information on all aspects of life, resources and referrals to local services.

You can access the service by:

 0800 243 458

 [assistance@workplaceoptions.com](mailto:assistance@workplaceoptions.com)

 <http://www.workplaceoptions.com>





## Your Feedback Please:

- ✓ **What would make a difference to your health and wellbeing?**
- ✓ **What would help right now?**

Please share your thoughts with  
[iownt.leadership@nhs.net](mailto:iownt.leadership@nhs.net) so we can support in  
facilitating this.

### LETS GET IN TOUCH

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**Isle of Wight NHS Trust**  
Organisational Development Team

Email: [iownt.leadership@nhs.net](mailto:iownt.leadership@nhs.net)