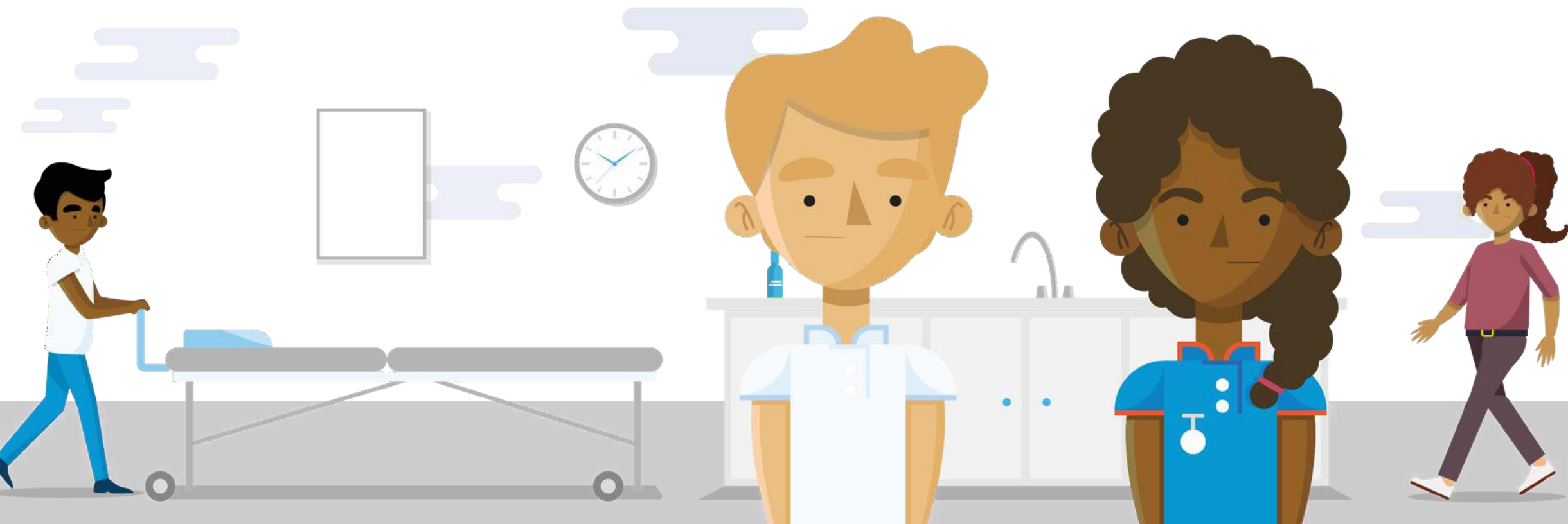


Supporting Our NHS People

The national health and wellbeing offer



The wellbeing of our workforce during winter

- An insights programme conducted recently sought to identify the impact of Covid-19 and related factors on the health and wellbeing of the NHS workforce, and what preventative, supportive or mitigating activities could support staff.
- Of the health and wellbeing issues identified, **anxiety and stress** were the most common. Symptoms of **depression and post-traumatic stress** were also identified.
- Winter pressures and COVID-19

Key themes identified through through the mental health hubs

Mental health concerns

- Anxiety (including panic)
- Burnout / exhaustion / fatigue
- Low mood
- Trauma / PTSD
- Insomnia
- Feelings of abandonment
- Obsessive thoughts/behaviour
- Not feeling able to cope/overwhelm
- Moral injury (Williamson et al, 2020)
- Alcohol

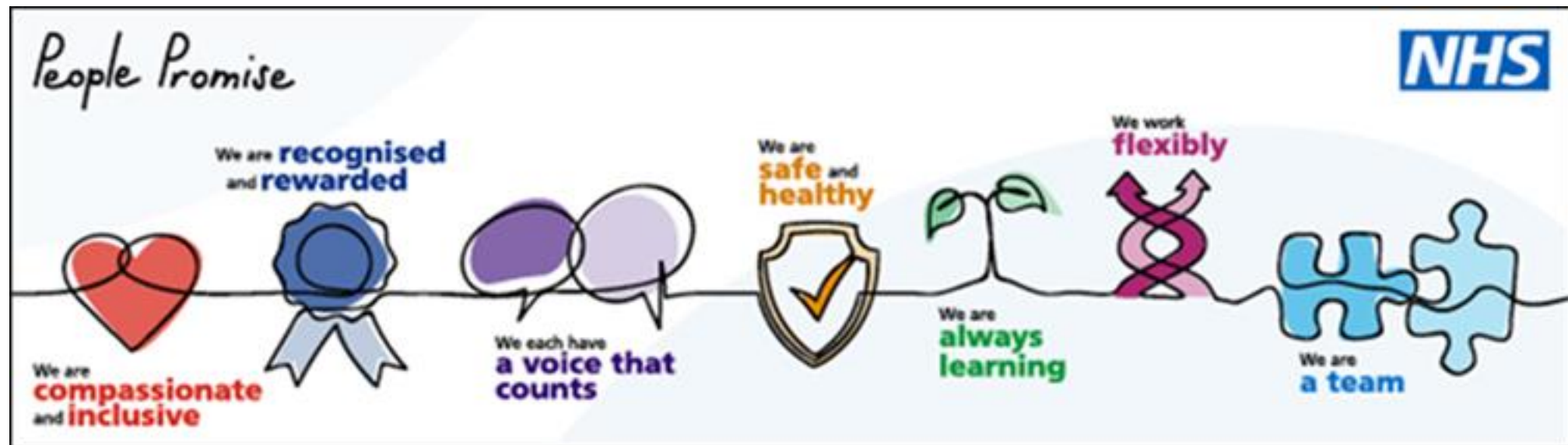
Stressors and related concerns

- Correlation and interrelation of physical health and overall mental health and wellbeing, including for those with underlying health conditions / Long COVID
- Work concerns, including lack of support / leadership
- Concerns about teams and team members, re-building teams
- Home life and work life balance
- Relationship / interpersonal issues
- Bereavement
- Time to access support is also a concern

What support is available for both yourself and your colleagues

The following pages outline the national support offers available to our NHS people. These offers are intended to compliment any local support programmes in place, including occupational health and wellbeing services and Employee Assistance Programmes (EAP).

Please do feel free to share this pack with your teams and colleagues, especially those seeking support.



The national offer to all NHS people



One website with all the offers: www.england.nhs.uk/people

You can also contact the national team

✉ By email: ournhspeople.hwb@nhs.net

🐦 By Twitter: @people_nhs

Support offers include:

- Dedicated staff helplines and text support ran by trained professionals
- Free access to a range of mental health apps
- Rapid assessment through your local staff mental health hub
- Bespoke financial wellbeing support
- Coaching, counselling and mentoring programmes
- Learning and development opportunities for leaders and line managers



We are
safe
and
healthy



We are
compassionate
and
inclusive



WE ARE THE NHS:
People Plan 2020/21 -
action for us all



We are 1.3 million strong. We are all walks of life,
all kinds of experiences. We are the NHS.



Support for colleagues who need to talk

Staff support line

This confidential staff support line, operated by the Samaritans, is **free to access from 7:00am – 11:00pm, seven days a week**. This support line is here for you when you've had a tough day, are feeling worried or overwhelmed. Whatever your worries, trained advisers can help with signposting and confidential listening.

Call: 0800 069 6222 or text **FRONTLINE** to 85258 for support 24/7 via text



Bereavement support line

We also have a confidential bereavement support line, operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week. A team of fully qualified and trained bereavement specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work.

Call: 0300 303 4434



Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/>

Support for colleagues who may need a clinical assessment

Our staff mental health and wellbeing hubs have been set up to provide healthcare colleagues rapid access to local evidence-based mental health services and support where needed. The hub offer is confidential and free of charge for all healthcare staff. The hubs can offer you a clinical assessment and supported referral to the support that you need, such as talking therapy or counselling. It is separate and confidential from your organisation.

It is open to all healthcare staff, including those working in primary care and social care. You can self-refer or refer a colleague (with their consent).

To find your local hub: Please visit the website below and select the region most appropriate to you.

[Click here to hear Sam's experience using the staff mental health and wellbeing hubs.](#)

Hubs deliver three key functions:



1. Deliver **proactive outreach and engagement**



2. Provide rapid **clinical assessment**



3. Provide **care co-ordination and supported onward referral** to deliver rapid access to mental health treatment

Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/>

“How are you? How are you, really?”

Having safe and effective wellbeing conversations

Taking the time to ask your colleagues how they are is incredibly important. Alongside the national guidance and resources already published (including case studies, example personal action plans and a supporting animation), we are pleased to confirm that as of 1 September 2021, we have launched a national training programme that has been designed to support our NHS colleagues in having safe and effective wellbeing conversations, as set out in the NHS People Plan.

This programme, which was co-designed by a number of NHS organisations, aims to support delegates to understand what a wellbeing conversation is, when it may be appropriate to initiate one and will provide delegates with additional knowledge and skills in order to have safe and compassionate conversations about various aspects of wellbeing. The programme will also advise how to safely signpost staff to additional support when needed, and offer an opportunity to practice a conversation in a safe, supportive and non-judgmental space of the session.

The training takes 3.5 hours to complete, and we would encourage that colleagues are able to dedicate time to this programme to emphasise the importance of supporting their own wellbeing, and that of each other. To read more about this training programme and to view available dates, please [click here](#).



Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/health-and-wellbeing-programmes/wellbeing-conversations/>

Support through our digital health and wellbeing apps

Headspace

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep.

Free access has now been extended until 31 December 2022.



Unmind

Unmind is a mental health platform that empowers staff to proactively improve their mental wellbeing. It includes digital programmes designed to help with stress, sleep, coping, connection, fulfilment and nutrition.

Free access has now been extended until 31 December 2022.



Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/>

Suicide prevention and support for those experiencing suicidal ideation

Stay Alive

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.



Zero Suicide Alliance

Access to a range of free online learning sessions that provide you with a better understanding of the signs to look out for and the skills required to approach someone who is struggling, whether that be through social isolation or suicidal thoughts.



Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/>
<https://www.zerosuicidealliance.com/training>

Financial wellbeing support

Financial health and wellbeing support



This is a difficult time for our NHS people and we know that financial concerns have consistently been one of the top reasons that colleagues call the free helpline run by the Samaritans. As such, we've partnered with the Money Advice Service to bring you financial support to help you manage your finances at home.

NHS staff support line telephone support line

NHS colleagues can call this support line, provided by the Money Advice Service, for free and impartial money advice from Monday to Friday, 8am to 6pm.

Call: 0800 448 0826

WhatsApp

Add +44 7701 342 744 to your WhatsApp and send the Money Advice Service's national support team a message for help with sorting out your debts, credit questions and pensions guidance.

Webchat

Chat to one of the Money Advice Service team via their [online portal](#).

Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/financial-support/>

Supporting our NHS People with their physical health

Physical health offer for all NHS staff

Exciting news coming in January 2022.

A physical health offer will be available to all NHS staff including live and on-demand fitness classes, live webinars and educational courses on subjects such as food and nutrition, motivation and changing your mindset.



Support with weight management

Digital weight management support for our NHS people

This offer is a new and exciting programme available to NHS colleagues living with obesity, to provide the support needed to stay healthy and active.

This programme offers free, online access to a 12-week weight management programme which is designed to be personally tailored to support you on your journey to a healthier lifestyle. As a digital programme, it can be used anywhere, allowing you to complete the programme in your own time, at a pace that works for you.

There is never a better time to look after your wellbeing. Keeping healthy and active can be a challenge, but this digital programme can help you make those small changes, one step at a time.

Find out more: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/digital-weight-management-programme-for-nhs-staff/>



Support for those at risk of diabetes

Healthier You – NHS Diabetes Prevention Programme

It's possible for one to develop Type 2 diabetes, but certain factors can increase your risk, such as your age, family history, ethnicity, weight and blood pressure.

Type 2 diabetes can lead to serious health complications if left untreated, and so we are keen to support our NHS colleagues to significantly reduce the risk of developing Type 2 diabetes by making small lifestyle changes, with support from your local Healthier You programme. This programme can help you improve your diet, get more physically active and achieve a healthy weight, with an aim to support you on your journey back to a Healthier You.

NHS colleagues can find out if they are at risk of developing Type 2 diabetes using the Diabetes UK risk tool – it only takes a few minutes and could be the most important thing you do today. If your score comes back as at 'moderate' or 'high' risk, you'll be invited to sign up to your free local Healthier You programme.

TYPE 2 DIABETES
KNOW YOUR RISK



**Are you at
risk of Type
2 diabetes?**

HEALTHIER YOU
NHS DIABETES PREVENTION PROGRAMME

Find out more: Search 'Know Your Risk' or visit riskscore.diabetes.org.uk

The national offer to all NHS people



One website with all the offers: www.england.nhs.uk/people

You can also contact the national team

✉ By email: ournhspeople.hwb@nhs.net

🐦 By Twitter: @people_nhs

Support offers include:

- Dedicated staff helplines and text support ran by trained professionals
- Free access to a range of mental health apps
- Rapid assessment through your local staff mental health hub
- Bespoke financial wellbeing support
- Coaching, counselling and mentoring programmes
- Learning and development opportunities for leaders and line managers



We are
safe
and
healthy



We are
compassionate
and
inclusive



WE ARE THE NHS:
People Plan 2020/21 -
action for us all

