

STAFF SUPPORT AND WELLBEING ACROSS HEALTH & SOCIAL CARE

SITUATION

Following the support given by the Board at the October 2020 meeting, this is an update note outlining progress on staff health and wellbeing activity.

BACKGROUND

The papers presented at the Board meeting on 28th October 2020 provided an overview of staff support and wellbeing activity provided during and after the first wave of the crisis period and highlighted some areas for further resource/development/executive support to ensure (a) increased readiness for the winter and potential further 'waves' and (b) a consistent and co-ordinated approach to staff care and wellbeing for the future.

The Board supported the recommendations in the paper re resources, accommodation and strategic co-ordination.

The aim of this paper is to provide an update on progress made since October Board.

ASSESSMENT / UPDATE

Ongoing Activity: Alongside the well-established support services, the following initiatives have continued to focus on provision of staff support:

- The Salus Covid-19 Helpline
- The Staff Care and Wellbeing 24/7 Helpline
- Support for the tiered model with ongoing access to tier 2 & 3 support when required. This includes referral pathways into NHSL services from the national helpline hosted in NHS24
- Expansion and promotion of the Peer Support Network across NHSL
- Expansion and promotion of the All of Us programme in the HSCPs
- Mindfulness Training Courses
- Access to online Values-based Reflective Practice sessions for teams
- Additional access to counselling support in acute settings (Partnership with Defence Medical Welfare Service)

Accommodation: New staff support zones have been identified and established in University Hospital Monklands and University Hospital Hairmyres.

University Hospital Hairmyres have offered a suite of rooms that will enable a rest and recovery area alongside access to a kitchen and a room for 1:1 support. This is currently being refurbished and will be available for launch at the beginning of February. It is envisaged that this will become a focal point for ongoing staff wellbeing activities on the site.

University Hospital Monklands have utilised space in the small physio gym to re-establish the staff acre and rest area and this has been used on a daily basis by staff for rest and recovery and access to 1:1 support.

Due to its location the staff support zone at University Hospital Wishaw has been limited due to other winter pressures and the vaccination programme. Alternative locations are being explored.

The majority of staff rest areas in the HSCPs have continued and endowments applications have been approved for supplies of snacks and refreshments.

Resources: Psychological Services have appointed a lead consultant (0.3wte) for staff support who is providing support to both HSCP staff wellbeing groups, and is coordinating psychology support across localities as required.

Spiritual Care and Wellbeing have appointed a Healthcare Chaplain (0.6wte) at University Hospital Hairmyres to focus on staff care and wellbeing. Interviews for additional fixed term staff care specialist resources (3.0wte) will take place on 5th Feb with an aim to have team fully in place for end March/early April.

Strategic Direction: A new strategy group has been established co-chaired by Eddie Docherty, Executive Director NMAHP and Lilian Macer, Employee Director. This NHS Lanarkshire Staff Health & Wellbeing Group will report in to the Staff Governance Committee.

At the first meeting of the group on 17th December 2020 a draft Terms of Reference was shared with the following draft objectives:

- To develop and implement a Staff Health and Wellbeing Strategy
- To develop a clear action plan that co-ordinates resources and initiatives to ensure delivery of strategic priorities.
- To identify trends that impact on the health and wellbeing of the workforce and to implement measures to reduce any adverse effects of these.
- To ensure support is provided for key staff health and wellbeing commitments such as Health Promoting Health Service (CMO Letter (2018) 3).

The Terms of Reference is expected to be agreed as a working document at the next meeting of the group on 26th January 2021.

NOTE: Major Incident at University Hospital Hairmyres: The staff support response to the Major Incident at the end of October is evidence of the co-ordinated work between Spiritual Care and Wellbeing, Salus and Psychological Services.

For such an incident to occur in the midst of the stresses on the acute systems would in normal time have been demanding, but it merits a mention in this update, not only of the resilience, care and courage of those involved, but that the 83 staff members impacted by the incident were all contacted, spoken to and offered follow up support within days of the incident.

RECOMMENDATIONS

NHSL Board note this report and continue to support staff wellbeing initiatives.

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Date: 21st January 2021