

Supporting our NHS staff

*Helping you manage your own
wellbeing while looking after others*



More than ever it's important that a range of psychological and practical support is available to our staff. Support is easily accessible using the Health and Wellbeing pinwheel for staff.



For a range of health and wellbeing support visit the Trust Health and Wellbeing pinwheel on the Trust intranet.

You can also access the latest Trust news, staff benefits and health and wellbeing support while you're on the go via the MyWorcsAcute staff app on your smartphone. To get the app you can:

- Scan the QR code opposite
- Visit your app store, search for MyWorcsAcute and download the app

We like to receive any feedback or ideas relating to our Health and Wellbeing Offer so please email us at **wah-tr.healthandwellbeing@nhs.net** with any thoughts and ideas you may have. This email is monitored and reviewed by our Health and Wellbeing team.



Urgent support

Trained Counsellors from Network of Support Services (NOSS)

(24/7 support line)

☎ 01978 780479

✉ TherapyServices@optimahealth.co.uk

No code is needed. Choose from over 150 male and female counsellors. Telephone, video or face to face. Fully trained network of specialist staff support counsellors available.



Scan the QR to download the staff app.



In a crisis?

Herefordshire and Worcestershire Health and Care NHS Trust Helpline

This helpline is available to people of all ages in Worcestershire and Herefordshire who need urgent mental health help or advice about themselves or someone else.

24 hours a day, 365 days a year.

☎ 0808 196 9127

Domestic Violence Helpline

☎ 0808 2000 247

Samaritans

A free confidential support line

☎ 116 123

National Support Line

7am - 11pm, 7 days a week

☎ 0300 131 7000

Shout Crisis Text Line

24/7 text service

Text "WOO" in Worcestershire to 85258

A confidential text service that offers real-time support to people who are anxious, stressed, depressed, suicidal or overwhelmed. Some people may prefer this to speaking on the phone. If appropriate, users will be signposted to other local services.

SignHealth Text Crisis Service

If you are deaf or hard of hearing and experiencing a mental health crisis, contact the [SignHealth Text Crisis service](#), by texting DEAF to 85258 for free and immediate support.

Relay UK Service

This service is provided for people who are deaf, hard of hearing or speech impaired as an alternative option for contacting an emergency service

If yours, or someone else's life is in immediate danger or you do not feel you can keep yourself or someone else safe you can contact 999 by using the [Relay UK service](#).



Trust Health and Wellbeing Guardians

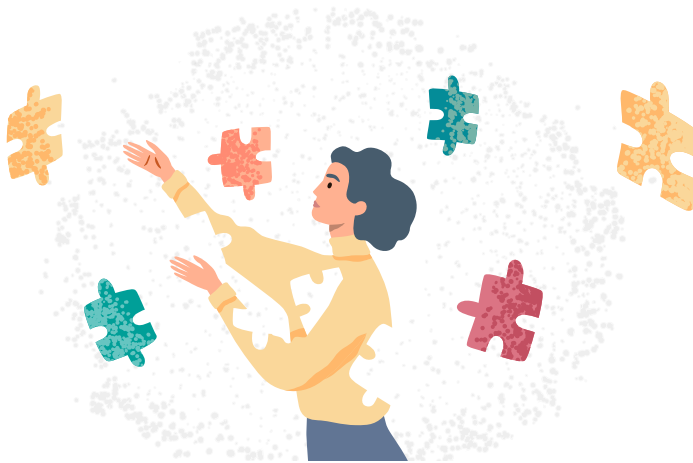
Our Trust Board Health and Wellbeing Guardian is Colin Horwath, one of our Non-Executive Directors. His role, as a member of the Board, is to hold the Trust to account in relation to the health and wellbeing of all our colleagues.

Our Staff Health and Wellbeing Guardian is Jemma Osmond (Health and Wellbeing Business Manager) who is a point of contact for all staff Health and Wellbeing matters. She is available to listen, offer guidance and ensure that you know what support is available to help you improve and maintain your wellbeing at work.

Contact Jemma at:
jemma.osmond@nhs.net

Wellbeing Conversations

Your Manager/Team Leader should offer you regular Wellbeing Conversations to provide you with an opportunity to discuss how you really are. These can be part of your regular meetings with your line manager/team leader or perhaps ad-hoc if you need support at any point in time. Wellbeing Conversations are genuine, caring, confidential and supportive discussions. They give you the opportunity to consider how your wellbeing might be impacted by things like changing demands of the workplace and other factors outside of work such as caring responsibilities, major life events and family/community. You can then be signposted to offers of support and wellbeing resources available.



There is also a chance for you to complete your own **Personal Wellbeing Action Plan** should you wish to. This can help you to identify what you can do to support your own wellbeing.

We also have a number of independent, trained colleagues called **Wellbeing Conversation Facilitators** available within the Trust should you prefer to have a Wellbeing Conversation with someone of your choice other than your line manager/ team leader. You can contact any of the Wellbeing Conversation Facilitators directly and their details can be found on the Wellbeing Conversations intranet page.

Wellbeing Webinars

Wellbeing Webinars are available for you to join for an hour in the middle of the day, usually on the third Thursday of every month. A wide variety of topics are arranged with presentations relating to e.g. psychological, physical and financial wellbeing.

Each Webinar is designed to raise awareness of support available to you to enable you to maintain your health and wellbeing.

They also provide an opportunity for you to ask questions and we encourage you to share ideas and give feedback.

Webinar presentations are recorded and then made available to access at a later time to suit you.

Look out for these Webinars being advertised in Worcestershire Weekly each month.

Psychological Wellbeing

The psychological wellbeing of our staff is of vital importance in enabling us to fulfil our purpose of Putting Patients First.

Staff Psychological Wellbeing Service

The Staff Psychological Wellbeing Service is an in-house service available to all staff across the Trust who are experiencing emotional distress that is impacting on their work. The service provides a safe and confidential space for you to check in with your psychological wellbeing and to discuss any additional support you may need.

We recognise that there are a range of factors that may affect your wellbeing at work and we offer support to individuals, staff groups and team leaders.

You can contact the service confidentially by emailing

✉ wah-tr.staffpsychologicalwellbeingservice@nhs.net

NHS Herefordshire and Worcestershire Talking Therapies

This service, formally known as 'Healthy Minds' or 'IAPT' provides a range of free, confidential support including online therapy, groups and courses and 1:1 support. The team can also help you find and access groups, courses and activities delivered by voluntary, charity and social enterprise providers that can support your physical and mental wellbeing.

Worcestershire self-referrals:

☎ 0300 013 5727

Qwell

A free, safe and anonymous online emotional wellbeing and mental health support and community for adults.

🌐 www.qwell.io

Bereavement support

Bereavement support and information can be found on Cruse's website.

🌐 www.cruse.org.uk

☎ 0808 808 1677



Mental Health First Aiders

These are members of staff trained in the early detection of mental health issues and can be contacted to discuss any mental health concerns that you may have. A list of the Trust's Mental Health First Aiders is available on the intranet.

Spiritual and Pastoral Support

For spiritual, pastoral and religious care for staff, The Chaplaincy Team are available on 01905 760124 or 01527 505723.

Apps/Online Support

There are a number of wellbeing apps available for all NHS staff to support your psychological wellbeing.

For current apps visit www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/

Physical Wellbeing

Working Well Service

Working Well help to promote and protect your health and wellbeing. We provide independent advice to both managers and employees on the health of individuals at work, the working environment, health risks associated with the workplace and any occupational implications. Some of the activities we get involved in include:

- Pre placement health screening

- Absence management advice
- Disability support and management
- Workplace immunisations/Flu vaccination campaigns
- Fitness for work medicals
- Health promotion and wellbeing

Do you have a question or need any Occupational Health advice?

✉ wah-tr.OccupationalHealth@nhs.net
☎ 01905 760693

The service is open Monday to Friday 8.30am to 4.30pm.

Telephone and Clinic Based Physiotherapy Service

Occupational Health has a physiotherapy service for all staff to access.

If you have a **musculoskeletal issue** that is causing you problems at work and/or home, then you can contact Occupational Health by email at: wah-tr.occupationalhealth@nhs.net or call 01905 760693/4 (Monday to Thursday 9.00am to 5.00pm, Friday 8.30am to 4.30pm) to request an appointment.

Our Physiotherapist will provide opinion and advice with treatment options.

Managers can also use Management Referrals to refer staff who have reported absence due to musculoskeletal problems so they can receive treatment as early as possible and help support an early return to work.



Menopause

As a Trust we have signed the Menopause Workplace Pledge, this means we are committed to:

- Recognising that the menopause can be an issue in the workplace and our staff need support
- Talking openly, positively and respectfully about the Menopause
- Actively supporting and informing employees affected by the menopause

Working in partnership with Bourne 2 Care and Go with the Flow, a series of day and evening workshops, information sessions and café style events are available throughout 2023/24 to support you in your menopause journey in a supported and holistic way. These workshops and sessions will explore the positives as well as the challenges of the menopause journey.

A menopause toolkit and guide is also available. You can access this in the Physical Wellbeing section of the pinwheel on the intranet.

Cycle to Work Scheme

The scheme offers the most cost-effective way for you to buy a new bike as well as cycling equipment, such as helmets, locks, etc. It is run via a salary sacrifice meaning **you won't pay tax or national insurance** – this saves you between 32% and 42% on your new bike and accessories. This reduced cost is simply deducted out of your payslip over 12 months, so no need to worry about large one-off costs!

You can find out more and sign up for the scheme at: www.cycle2work.info using the employer code: WAHNHSC2W

Social Wellbeing

Working Carer Support

If you are caring for someone, such as elderly parents, partners and children with additional needs, support is available for you.

Worcestershire Association of Carers (WAC) deliver drop in sessions to raise awareness of a wide range of carer support available.

Working Carer Drop In Sessions will help support you and:

- Provide up to date, accessible information on local carer support services
- Help to identify if you are in a caring role
- Provide an opportunity to talk about your caring role
- Provide access to a Carer Advisor

Working Carer Clinics offer

an opportunity for you to book a face to face private 15-minute slot with an expert Carer Advisor to explore how local services and support might help you in your caring role. Information and advice given may include:

- Helping you care at home
- Planning for emergency situations
- Getting a break
- Money and legal matters
- Alternatives to caring at home
- Staying safe/Equipment
- Near end of life and after caring

Childcare and Onsite Nurseries

The Trust has an **All About Children**, 50 place onsite nursery offering full day care at Worcester and Redditch.

These nurseries operate from 7.00am to 6.00pm, 52 weeks of the year and offer competitive childcare daily and hourly rates.

To find out more or to book a place contact:

☎ **Worcester:** 01905 760416
/ext 33157

☎ **Redditch:** 01527 507963
/ext 47963

Maternity/Paternity sessions

Maternity/paternity information sessions are available if you are

planning maternity, paternity or adoption leave.

These sessions will be informal and are provided to give you the information needed to support you during your leave and to plan your return to work. The session includes, maternity, paternity and adoption leave and pay entitlements, flexible working options, local nursery places, NHS onsite nurseries, how to choose childcare, holiday play schemes, childminders, tax credits, tax free childcare, breastfeeding information and health and wellbeing support.

Family Leave Policy

We are incredibly proud to be one of the first Trusts to develop our family leave policy to offer enhanced pay and time off for families experiencing fertility treatment, pregnancy loss, and early childbirth.



Happy Cafés

Happy Cafés offer a warm welcome for anyone interested in happiness and wellbeing by providing an informal space to meet for a friendly chat and to take part in relaxing arts and crafts, games and mindfulness.

These are held at regular intervals on each of the hospital sites. Details can be found on the Happy Café intranet page and via Worcestershire Weekly.

Mobile Happy Café boxes are also available on each site and can be booked out via the library.

An online Happy Café is also available at www.worcsacute.nhs.uk/virtual-happy-cafe

Financial Wellbeing

94% of UK employees admit to worrying about money with 77% saying that money worries impact them at work.

Just like physical and mental health, looking after your money supports your overall wellbeing. If we can improve our financial confidence and knowledge to help us make informed financial decisions, we'll be able to manage our money better and

develop a clear financial plan that works for ourselves and our family too.

Financial Wellbeing and Advice can be found on the Health and Wellbeing Pinwheel and covers topics including:

- Pension and payroll webinars
- Tax free childcare and child tax credit
- Signposting to services for those in financial hardship, including foodbanks
- Staff benefit schemes

Financial Wellbeing Hub

Worcestershire Acute Hospitals Charity has funded a bespoke Financial Wellbeing Hub, which you can access free via the intranet and Staff App.

The hub is divided into 4 key personal finance modules:

- Budgeting and keeping track
- Credit and debt
- Savings and financial resilience
- How to be savvy with your money

Financial resilience and cost of living crisis webinars are

also available on the Trust's YouTube channel.



Worcestershire Acute Hospitals Charity

Staff wellbeing is a key areas of focus for the Trust's charity and we fund projects that support staff to be the very best they can be at work.

Recent projects funded and delivered by the Charity include care packages for staff, the Financial Wellbeing Hub, menopause support programme, enhancement to staff rest areas, carer support programme, mental health first aid training and support for the staff networks.

Hospital Engagement Programme

The Charity's Hospital Engagement Officer works to identify where charitable support is needed to support staff wellbeing. By building relationships with Trust staff the Charity aims to better understand your wellbeing needs. They

regularly walk the wards in order to find out first hand where support is needed, signpost staff to support on offer and feedback larger issues to the Trust's Health and Wellbeing Steering Group.

To find out more about charity funded wellbeing support, including how to access funds, please contact the Charity team on wah-tr.charity@nhs.net

Inclusive Employer

We are committed to promoting diversity and inclusivity and creating opportunities for all, where individuals from every background feel valued and respected and where differences will be appreciated, and discrimination is not tolerated.

Inclusive Recruitment

We are working towards a more representative and inclusive workforce. We have expanded our interview guarantee scheme to include not only Disabled applicants but also applicants from BAME and LGBTQ+ communities who meet the essential criteria for our Senior roles.

We have developed a new Recruiting Manager's Toolkit that includes a new Unconscious Bias

training package to help us create a more inclusive recruitment process and a more supportive and relaxed environment through the whole recruitment process.

Our BAME Staff Network

We are an active network of BAME colleagues and allies working together with the aim of helping create a culture where all staff and patients - regardless of their race or ethnicity - feel supported, cared for, and are treated with dignity, kindness and respect.

The BAME Network meets monthly to progress three key areas:

- Support and Advocacy
- Training and Education
- Recruitment and Retention

Please email wah-tr.BAME@nhs.net if you would like to get involved and to find out more on the support available.

Our LGBTQ+ Staff Network

The network aims to provide LGBTQ+ colleagues and their allies with a voice to support the Trust Board and Executive to make positive changes to improve patient care and provide

a psychologically safe and flourishing work environment.

The network will also look to establish links with other LGBTQ+ networks in Worcestershire and with the University of Worcester.

Please email wah-tr.lgbtqplusnetwork@nhs.net if you would like to get involved and to find out more on the support available.

Our Disability Network

The Staff Disability Network is for all colleagues with a disability or long-term health condition and their allies. The group provides a platform for disabled colleagues to be able to support one another, share work related experiences and influence WAHT future policy/practice.

Please email wah-tr.wahtstaffdisability@nhs.net if you would like to get involved and to find out more on the support available.

Our Spirituality and Faiths Network

We are a new network of colleagues and allies from all faiths or no faith working together with the aim of creating a culture where the value of

Spiritual care is an integral part of healthcare.

To find out more on the support this network provides or to get involved please contact our Chaplaincy Team on 01527 505723.

Flexible Working

We recognise that balancing your home and work responsibilities will help to enhance your health and wellbeing.



We are proud to have achieved Timewise Flexible Working accreditation. This means that we will work with you to explore flexible ways of working and consider how we can support you to “bring your whole self to work”.

To support a positive culture of flexible working, we encourage open conversations about flexible working.

You have the right to request flexible working from day one of employment.

Civility and Respect

Civility is the act of showing regard for others by being polite. It is being courteous and showing respect, having good manners, showing friendliness and concern for others.

Incivility is social behaviour that is lacking in good manners and courtesy, showing disregard for others and their feelings. The Trust wants everyone to have the confidence to raise issues informally so that these can be tackled because it's more difficult to rebuild relationships once a situation becomes formal. If you feel that you are experiencing issues in regards to these then please seek further advice. For further information please see the Intranet or Staff App or Civility Saves Lives website www.civilitysaveslives.com/home.

Behavioural Charter

We have a zero-tolerance approach towards bullying, harassment, discrimination, violence or aggression of any kind. If you've experienced or witnessed any of these, please report it via one of the routes below:

- Directly to your Line Manager
- By calling the HR Advice Line: 01905 760410 or Ext. 38594
- Using the Datix incident reporting system
- Through the online Freedom to Speak Up portal
- Trade Union members can contact their local Trade Union

You can find out more on the intranet, including how we will support you as well as examples of what bullying, harassment, discrimination, violence or aggression might show up as.

Freedom to speak up

Freedom to Speak Up

In line with our signature behaviour of “we listen, we learn, we lead,” we are committed to ensuring that you have the ability to confidentially speak up about any issues you may have. We want to:

- Create a culture of openness and transparency
- Develop a culture where speaking up becomes normal practice
- Provide a safe environment for colleagues to raise concerns

Whether you are a permanent employee, an agency or temporary staff member, or a volunteer, please speak up when you feel something is wrong. We want you to be able to speak out safely.

You can raise a concern at <https://apps.worcsacute.nhs.uk/FTSU/> or for further information contact the Trust's Freedom to Speak Up Guardian:

☎ 07919598310

✉ melanie.stinton1@nhs.net

Staff Side Representatives

If you are a Trade Union member and need support or advice you can also contact one of the representatives for your union.

Further information and contact details for Trade Union representatives can be found on the intranet under the Staff Side – Trade Unions page.

#CaringForMe

Click on the Health and Wellbeing pinwheel on the intranet or the staff app to access health and wellbeing support

