

Putting Patients First



Worcestershire
Acute Hospitals
NHS Trust

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 new 7 point Health and Wellbeing pinwheel for staff.

The 7 key areas of support include:

- Civility and Respect
- Equality, Diversity and Inclusion
- COVID Support
- Financial Support and Advice
- Physical Wellbeing
- Psychological Wellbeing
- Social Wellbeing



For a range of health and wellbeing support visit the Trust Health and Wellbeing 7 point pinwheel on the Trust intranet www.worcsacute.nhs.uk/wellbeing

4ward
Putting Patients First

NHS
Worcestershire
Acute Hospitals
WHS Trust

NEED SOMEONE TO TALK TO?

It's ok not to be ok

Free, confidential counselling and mental health wellbeing support is available for all colleagues

Thank you for putting patients first
– but please take care of yourself as well

Urgent support

Speak to a trained counsellor from Network of Support Services (NOSS)

(24/7 support line)

☎ 01978 780479

Samaritans

A new free confidential support line for NHS and social care workers in England.

☎ 0800 069 6222

Staff Mental Health and Wellbeing Hub

For information visit:

🌐 www.hacw.nhs.uk/hwstaffhub

✉ whcnhs.hwstaffhub@nhs.net

☎ 01905 520025

National Support Line (outside the Trust)

7am - 11pm, 7 days a week

☎ 0300 131 7000

In a crisis?

**Herefordshire and
Worcestershire Health and
Care NHS Trust Helpline**
24 hours a day, 365 days a year.

☎ 0808 196 9127

Domestic Violence Helpline:

☎ 0808 2000 247

NHS Bereavement and Trauma line for Filipino Staff

☎ 0300 303 1115

Free Counselling Service from Network of Support Services (NOSS)

For all NHS staff.

Contact us 24 hours a day,
7 days a week.

☎ 01978 780479

✉ reception@noss.uk.com

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



Staff Mental Health and Wellbeing Hub

This is a new service specifically
for all health and care staff
working in Herefordshire and
Worcestershire.

When you contact the hub you
will be asked some questions
by the team. They can provide a
range of support depending on
how you are feeling and what you
are experiencing. This can range
from signposting you to help or
advice to making a referral to a
mental health team. This service is
free and completely confidential.

For further information visit:

🌐 www.hacw.nhs.uk/hwstaffhub

✉ whcnhs.hwstaffhub@nhs.net

☎ 01905 520025

You can contact any day of the
week and the team will aim
to get back to you within two
working days.



NHS England bereavement support line

A confidential bereavement support line, operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week.

☎ 0300 303 4434

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 or personal loss.

You will be offered up to three sessions with the same counsellor and onward support to our staff mental health services if you need.

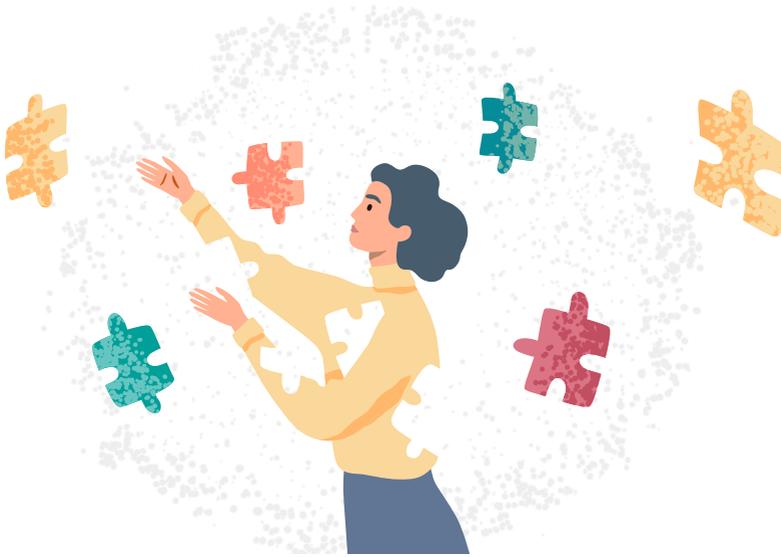
COVID Support Your Road to Recovery

For those recovering from COVID you might be experiencing symptoms such as fatigue and breathlessness or changes in your mood and thinking.

These symptoms are common after a serious illness, especially if you have received hospital treatment.

You might find that these symptoms affect your ability to complete everyday activities, such as getting washed and dressed, and doing tasks around the home.

Activities that are usually simple might seem like hard work, and you may feel that you have less energy than usual.



It is important to follow the 3 Ps Principle (Pace, Plan and Prioritise) which can help you.

This and more information to help you can be found at www.yourcovidrecovery.nhs.uk

Redeployment - Temporary deployment

Across the Trust there may be colleagues who, due to COVID-19 related service changes, are not able to fully carry out their usual role and are available for partial or full temporary deployment to an alternative role.

Colleagues must be reassured that any changes they agree to during this period are temporary

for the period of COVID-19, and that their commitment and flexibility is appreciated. These assurances will help colleagues to be as flexible as their professional and personal circumstances will permit, without being concerned that the changes will last longer than necessary or become permanent, either by default or after a certain time period.

Reployments should be reviewed on an ongoing basis by the manager of the area and ceased if no longer necessary to maintain services during COVID-19.

Occupational Health

COVID-19 Individual Occupational Health Risk Assessment

It is in everyone's interest for colleagues to complete an updated risk assessment to:

- Identify those at higher risk
- To remind colleagues of protective equipment measures and
- To identify how to reduce the exposure where possible.

The risk assessment identifies the level of risk the individual has to COVID-19 in the workplace and what measures can be taken to reduce the risk where possible.

The risk assessment should be regularly reviewed by the colleague and line manager taking into consideration the latest national guidance. Completing the risk assessment form is expected to take a minimum of 30 to 45 minutes. If upon completing the risk assessment you are not sure how to proceed, you can contact the **Occupational Health and Wellbeing Service** for advice. (Monday – Friday 08:30-17:00 (16:30 Friday) ☎ 01905 760693

Support for Vulnerable Colleagues due to COVID-19

Support is in place for colleagues who are considered vulnerable or extremely vulnerable due to their underlying medical condition or pregnancy. This is an opportunity to discuss with your manager any concerns that you may have in relation to your working environment.

This support is to provide advice on the health risks and hazards at work as well as direct support in the form of confidential counselling and medical advice.

Also support to enable discussion about the suitability of the working environment and consider temporary adjustments to working arrangements to accommodate any health needs, whilst balancing the needs of the service.

The Government advice in relation to individuals who are vulnerable can be found at: www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19



Wellbeing Conversations

Make time for genuine, caring and supportive conversations about your wellbeing with your manager or another trained colleague of your choice.

Explore wellbeing including considering factors inside and outside of work and being signposted to offers of support. This is a chance to complete a personal wellbeing action plan and identify what you can do to help yourself and what your colleagues and the Trust can do to support you.

Managers and Team Leads Virtual Support Sessions

This is an opportunity for managers and team leads to come together via a virtual meeting to support each other in your leadership roles and reflect on the emotional and mental impact of the challenges your teams are facing and how to support them through the pandemic.

This is open to all managers and team leaders whether you are on-site, shielding or working from home. Facilitated by Clinical Psychologists. Session dates are

available on the Coronavirus Briefing or by emailing either tracey.jackson22@nhs.net or ayse.gurpinar@nhs.net

Happy Cafés

As we are unable to host Happy Cafés in the usual way, virtual Happy Cafés are available to provide staff with a time and space to have a break and to provide some mindfulness exercises, tips on looking after your mental wellbeing, crafts, activities and games.

Look out for adverts on the Coronavirus Briefing or email Elaine Chapman or David Ryan for further information.

✉ elaine.chapman8@nhs.net

✉ david.ryan5@nhs.net

Staff Health and Wellbeing Guardian

Dr Sally Millett is our staff health and wellbeing guardian. She is the person you can talk to in confidence about any issues affecting your wellbeing that you don't feel are being heard.

Sally can offer support and direction to our many resources to help you. Contact her via email

✉ s.millett@nhs.net