

Occupational Health and Wellbeing Support for Staff relating to stress and V&A

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Aims of presentation

To answer the 3 questions posed by the Committee:

- What support is available for staff in respect of wellness?
- What support is available to staff when they experience stress?
- What support is in place to support staff when they experience violence and aggression?



What support is available for staff in respect of wellness?

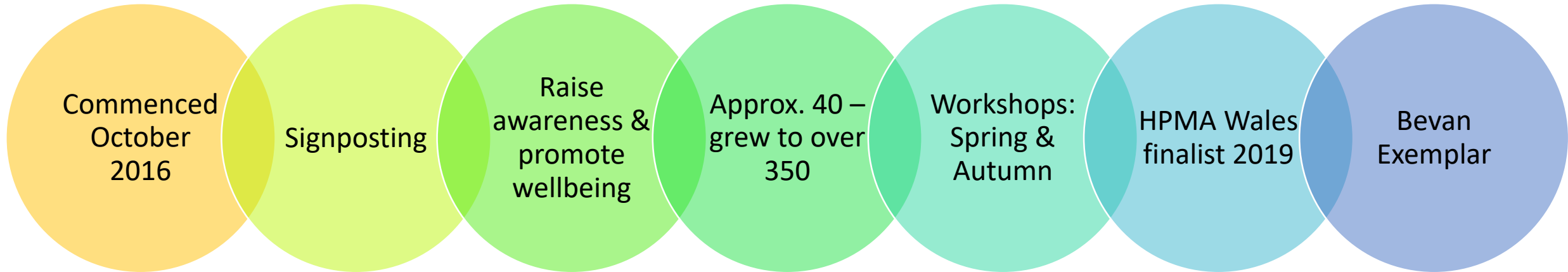


Employee Wellbeing Intranet pages

- The Health Boards intranet contains a range of information and hyperlinks to wellbeing information including:
 - NHS Direct Health and Wellbeing support
 - Public Health and healthy lifestyle choices information
 - Pastoral Care and the Chaplaincy Service
 - Financial support and related services
 - Links to Health & Safety and Violence and Aggression intranet pages
- <http://howis.wales.nhs.uk/sites3/page.cfm?orgid=743&pid=47184>



WELLBEING CHAMPIONS



Comisiwn
Bevan
Commission



Staff Flu vaccination programme 2019/20

Swansea Bay University Health Board National Influenza Immunisation Summary

file:///C:/Users/pa147897/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/040XY37J/National%20Influenza%20Immunisation%20Summary%202019%2020.pdf

Table 8a. Uptake of influenza immunisation in Welsh Health Board & NHS Trust staff until the end of October 2019

Health Board	Total Staff			Staff with direct patient contact ¹		
	Immunised (n)	Denominator (n)	Uptake (%)	Immunised (n)	Denominator (n)	Uptake (%)
Aneurin Bevan UHB	2812	13382	21.0	2193	9133	24.0
Betsi Cadwaladr UHB	7422	17931	41.4	5306	12615	42.1
Cardiff and Vale UHB	4450	15098	29.5	3649	10829	33.7
Cwm Taf Morgannwg UHB	2396	11742	20.4	1744	7800	22.4
Hywel Dda UHB	3004	9881	30.4	2156	6895	31.3
Powys Teaching HB	730	2239	32.6	511	1374	37.2
Swansea Bay UHB	5611	12811	43.8	3909	8816	44.3
Velindre NHS Trust	404	1404	28.8	280	714	39.2
Welsh Ambulance Service NHS Trust	-	-	-	-	-	-
Public Health Wales NHS Trust	987	1905	51.8	392	741	52.9
Wales	27816	86393	32.2	20140	58917	34.2

¹ Combined figures for: Additional Prof Scientific and Technical, Additional Clinical Services, Allied Health Professionals, Medical and Dental, Nursing & Midwifery Registered staff groups.

Windows Taskbar: Type here to search, 10:57, 28/11/2019



Approx
650 staff

WELLBEING WEEK 2019

44
Workshops
450 staff



TIME TO CHANGE WALES





Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

**time to change
Wales**
let's end mental health discrimination

**amser i newid
Cymru**
rhown ddiwedd ar wahaniaethu ar sail iechyd meddwl

Rydym yn ymrwymo i newid ein ffordd o feddwl
a gweithredu ar iechyd meddwl yn y gweithle

We pledge to change the way we think
and act about mental health at work.



Lowri Jones, Rheolwr Rhaflen / Programme Manager
Amser i Newid Cymru / Time to Change Wales

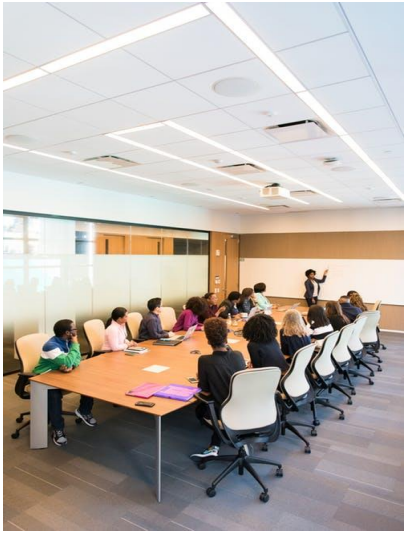


Tracy Myhill - Prif Weithredwr / Chief Executive
Bwrdd Iechyd Prifysgol Bae Abertawe/ Swansea Bay University Health Board

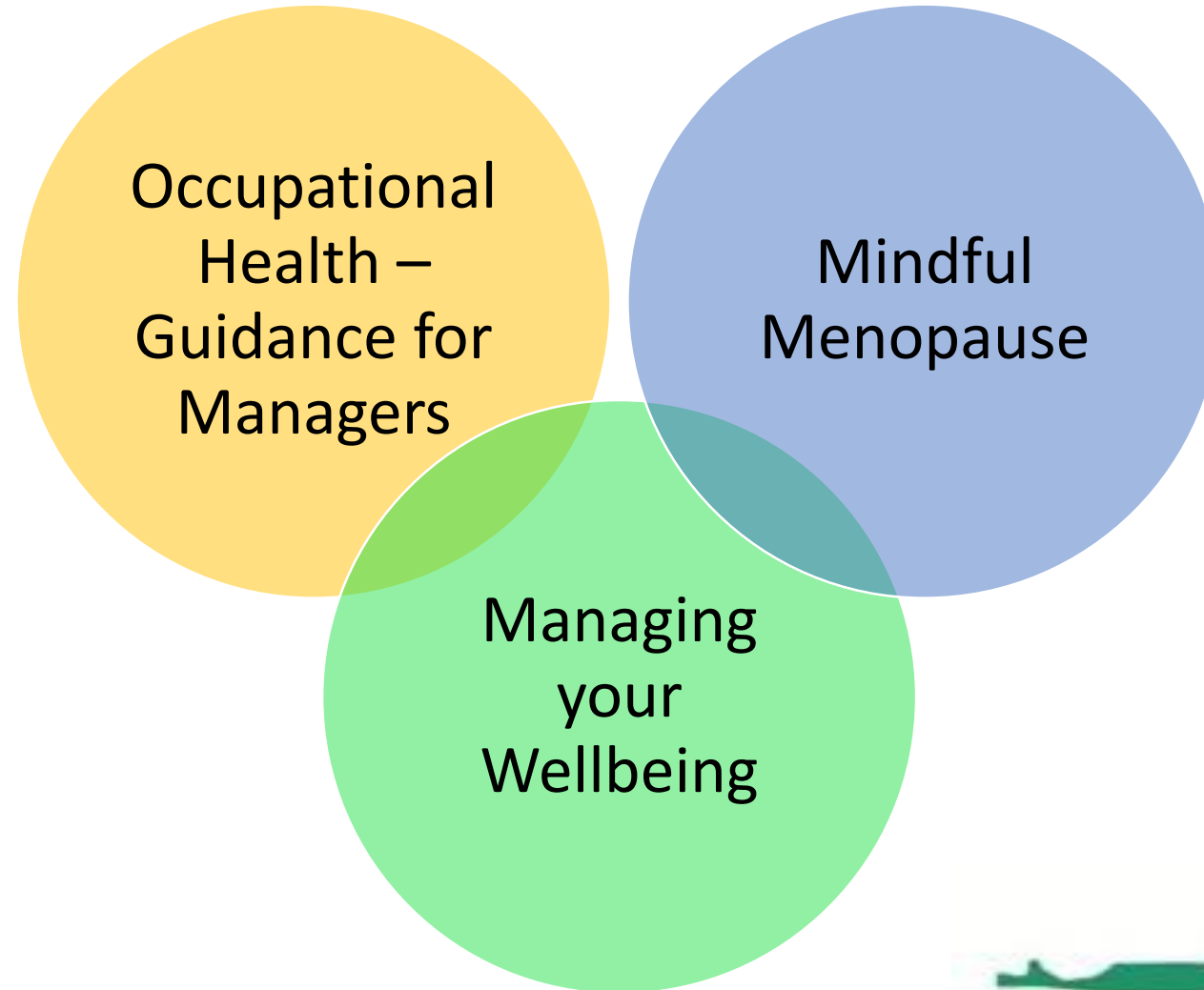
www.amserinewidcymru.org.uk / www.timetochangewales.org.uk







WORKSHOPS DELIVERED



What support is available to staff when they experience stress?

The screenshot shows a web browser window with the address bar displaying <http://howis.wales.nhs.uk/sites3/Documents/743/107%20Employee%20Stress%20%20Emotional%20Well-being%20Policy%20revised%20%28%20Octob>. The browser's address bar also includes a search field labeled "Search...". The page content is a document titled "Employee Stress & Emotional Well-being Policy" from the "GIG CYMRU NHS WALES" (Bwrdd Iechyd Prifysgol Abertawe Bro Morgannwg University Health Board). The document includes the following text:

This document may be made available in alternative formats and other languages, on request, as is reasonably practicable to do so.

This policy has been screened for relevance to equality. No potential negative impact has been identified so a full equality impact assessment is not required.

Policy Owner: Director of HR
Approved by: Health Board Partnership Forum
Issue date: October 2016
Review date: October 2019
Policy ID: HB107

1

Employee Stress and Emotional Wellbeing
V2 issued October 2016

The browser window also shows a Windows taskbar at the bottom with the search bar "Type here to search" and various application icons. The system clock in the bottom right corner shows the time as 11:16 on 28/11/2019.

MINDFUL & MEANINGFUL LIVING COURSE

By: Dr. Paul Flaxman & Ross McInosh (City University London)

A brief personal resilience programme (based on principles of Acceptance & Commitment Therapy)

Designed to improve employees' psychological well-being



MINDFUL & MEANINGFUL LIVING COURSE



We began delivering this course to HB staff in **May 2018**.

The aim is to provide people in the workplace with tools and strategies to manage stress and worry.

The course is delivered over 4 sessions to a maximum of 12 people.

Courses are advertised via the intranet and Wellbeing Service.

We have delivered **12 courses** across Singleton, NPTH and Glanrhyd. **105 participants** have attended the courses to date.

The **data collected** from pre and post outcome measures: indicates an overall improvement in mental wellbeing, psychological flexibility and level of mindfulness; and a reduction in symptoms of burnout.

STAFF WELLBEING ADVICE AND SUPPORT SERVICE

Commenced June
2018 - Bevan
Exemplar

Referrals:
1632

Telephone
assessment
offered within 5
working days

Mental
Health
73%

Physical
Health
27%

Signposting to
community/on-line
resources

Self management
for health

CBT approaches

No further support
needed after Initial
Contact
20%



WORK RELATED STRESS RISK ASSESSMENT WORKSHOPS

Aim: To discuss WRS, introduce the WRSA tool and to train managers to use this with their team(s) to measure the risk of work related stress.

Following a pilot, we began delivering this to managers in March 2018.

Between March 18-June 19, have had **51 training sessions across the 4 main sites**, as well as occasional sessions in sites such as Glanrhyd & Cefn Coed Hospitals.

It is advertised to all managers across HB via the intranet

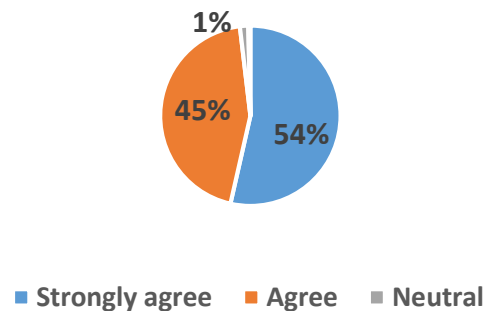
445 managers have attended the training to date.



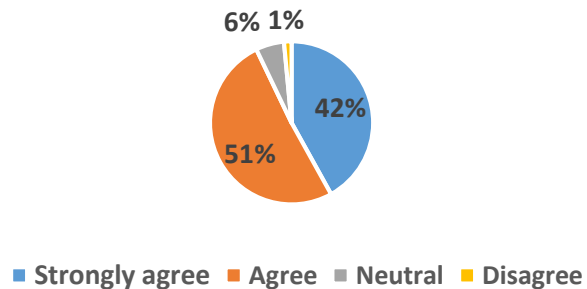
FEEDBACK

The majority of the attendees believed the session was useful for their role, increased their knowledge of work related stress and confidence when addressing issues and formulating action plans to manage stress within the workplace.

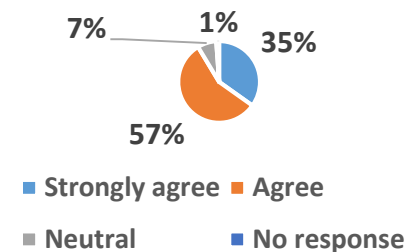
The guidance was useful for me and my role



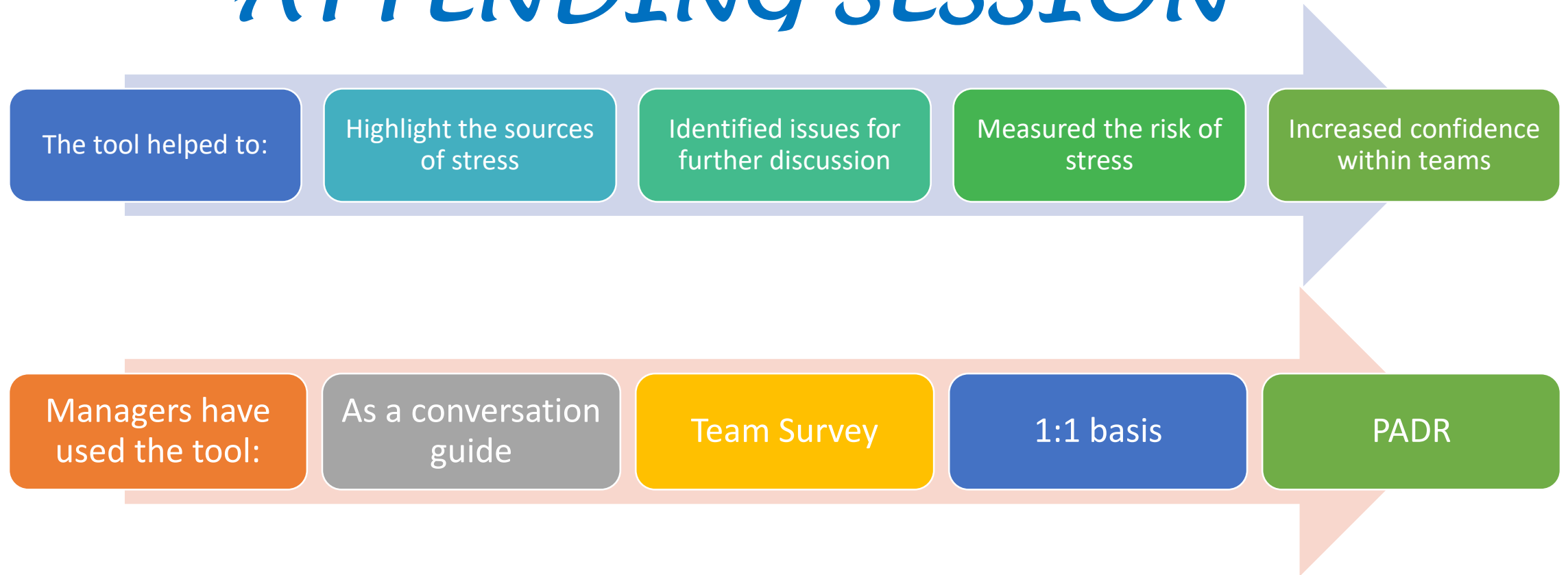
The presentation has increased my knowledge of Work-Related Stress



I feel I have adequate competence and confidence to conduct WRS Risk Assessments with colleagues



FOLLOW UP - 3 MONTHS AFTER ATTENDING SESSION



MENTAL HEALTH AWARENESS MANAGER TRAINING

Aim: to raise awareness of MH difficulties & explore methods to support staff to manage their mental health within the workplace.
Pilot started May 2018.

- Between May 18-June 19, we have delivered **39 training sessions across the 4 main sites**, as well as occasional sessions in sites such as Glanrhyd & Cefn Coed Hospitals.
- It is advertised to all managers across HB via the intranet
- **229 managers** have attended the training to date.

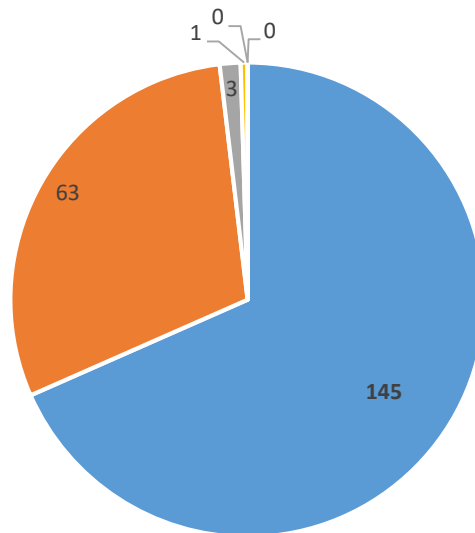


FEEDBACK

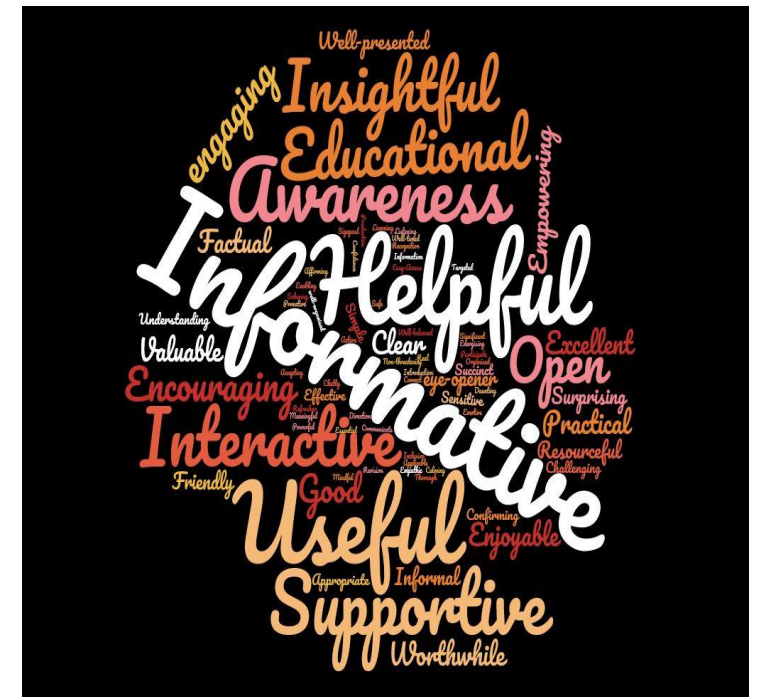
The majority of attendees believed the session increased their knowledge of mental health difficulties and confidence when talking to colleagues about mental health.

3/12 f/up: 64% of participants were able to support someone differently after attending the session.

The presentation is important and relevant for my role



■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree ■ No response

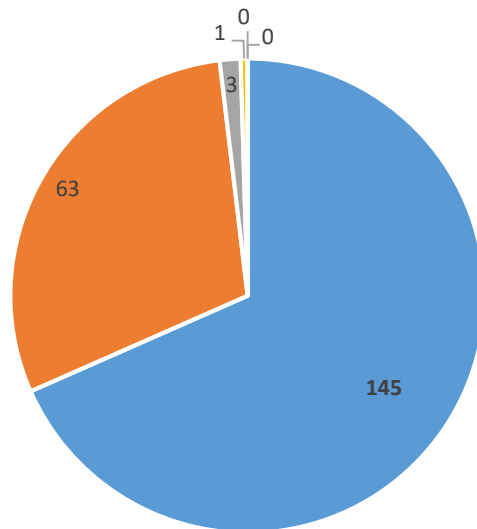


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3/12 f/up: 64% of participants were able to support someone differently after attending the session.

The presentation is important and relevant for my role



■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree ■ No response



What support is in place to support staff when they experience violence and aggression?



Highly Specialist Consultant
Clinical Psychologist
Intervention for trauma
support & work based
interventions

Specialist Interventions e.g. EMDR
Support for teams/services after adverse
incidents

Group based interventions; Group traumatic episode protocol (G-
TEP)

Staff Wellbeing Service including MSk Pathway/Physiotherapy support, Staff Counselling, on-line resources and sign-posting

CLEARER SPACE GROUP

Early intervention for trauma (EMDR therapy)

Current pilot : Aug-Nov 19 (offered across all sites). 5 ppts per group desirable.

Is a resource offering support to address the unwanted effects of traumatic or upsetting events which are between 1-3 months old.

Uses the Group traumatic episode protocol (G-TEP) *to regain a sense of control, balance and distress reduction*, enabling them to engage with the natural process of recovery and move *forward* in their daily lives.

Can be 1-off session (1 hr) or through 2 sessions (1 hr & 1.5hrs) (spaced days apart) to work through disturbing aspects of a job role, thereby preventing stress accumulating.

Preliminary data....

Following the G-TEP session, 12/13 scored as being no longer at a clinical level for PTSD symptoms. (*The 13th ppt scores showed reduction to borderline clinical significance).

16 participants to date.
13/16 met a screening diagnosis of PTSD at assesment.

Potential for;
*Exposure/witnessing a work related assault, injury or accident or critical incident,
Exposure to hearing/reading about something upsetting,
Receiving a diagnosis of illness or experiencing a work related or personal loss, Working through demanding and stressful work-related clinics or caseloads to prevent escalation of physical and mental fatigue.*



Questions, Feedback and Queries from the Committee....

