



Staff Support Pack

This is the place where you will always find support



The SCARF Staff Support Pack will be continually updated. We will be asking for a contact for each ward, department and service to help keep the pack up to date.

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You can access this support pack electronically here:

<http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Health%20and%20Wellbeing%20Staff%20Support%20Pack.pdf>



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Introduction to the Support Pack





Introduction to the Support Pack

This Staff Support Pack has been specially developed for the Salford, Oldham, Bury and Rochdale Care Organisations, the Diagnostic and Pharmacy and Corporate Staff and Services across the NCA. The pack has been designed to help you identify any wellbeing support you may need. The pack is alphabetically categorised into wellbeing sections including: Environmental, Financial, Physical, Psychological, Social and Spiritual and each section has current support information offered by the NCA, local organisations within Greater Manchester and Nationally.

What is S.C.A.R.F.

Message from Raj Jain, Chief Executive, NCA.

‘Our people are our greatest asset and without happy and healthy staff, we cannot deliver the high quality and effective care our patients and service users deserve.

Now, more than ever, our workforce is under immense pressure both at work and at home. As your Chief Executive and your employer, we have a responsibility to protect and look after each and every one of you. My job, and that of our leaders, is to support our staff and teams to be the very best you can be, to listen to your concerns, and offer ways we can help ease the burden and ensure you are safe and well at work.

And that is why now - as we look ahead to what will undoubtedly be a very challenging winter for the NHS – I am launching S.C.A.R.F, a wrap-around programme of support to look after your physical, emotional and mental wellbeing, and to make it easier for you to find and access the practical resources and information you need.

SCARF - Supporting, Caring, Assisting, Recognising our NCA Family – is the next generation of our staff support packages. This is a major commitment and support to you. It will be extensive and personal. It will evolve and develop based on your needs.

I pledge that each and every colleague across the NCA will have easy access to tailored packages of support to keep you informed, engaged, happy and healthy.

Wellbeing Conversations Personal Wellbeing Plan

Wellbeing Conversations should take place on a regular basis (we recommend quarterly). They may fit within an existing appraisal, job plan or one-to-one. They should be conducted by someone trusted by the individual at work, usually a line manager. Wellbeing conversations support you as an individual and are not related to performance. All staff should have a wellbeing conversation and a personal wellbeing plan.

Wellbeing conversations provides space to allow all staff to have a discussion about their health and wellbeing and how you are being impacted by the pandemic, workload intensity, demands of the working environment and factors outside the workplace such as caring responsibilities, family health etc. and also to explore any flexible working requirements or workplace adjustments that may be necessary or beneficial. They also provide an opportunity for signposting to support. Please see Additional Support for Managers section page 26.



Continually developing our Staff Support programme

The NCA is committed to continually supporting your health and wellbeing. We want to make sure that you have the right support at the right time. Help us to understand what support you need by sharing your thoughts and ideas on how we can continually develop our Health and Wellbeing Strategy and support for all our NCA staff by emailing: staffexperience@srft.nhs.uk or the NCA Health and Wellbeing Lead Sharon.lord@pat.nhs.uk



Environmental Support



Environmental Support

Financial Support

Physical Support



Environmental Support

Health and wellbeing does not just relate to the 'physical' context, it is multidimensional and includes the wider determinants of health and so it is important that we consider all aspects to an individual's health. Poor health can result from poor working environments and so having healthy working environments will limit any negative impact on our wellbeing. This section provides information, advice and lines of support to help you to improve your working environment wherever you are

Display Screen Equipment (DSE) and Work Station Assessment (WSA).

This DSE/WSA pack has been created to help support a healthy working environment. The pack guides you through health and safety considerations particularly when working from home, an assessment of your work station, easy guide to help identify any equipment needs and recommended equipment to help meet any needs. You can access the DSE/WFA pack here: <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Environmental/DSE%20Workstation%20Assessment%20Pack.docx>

Display Screen Equipment (DSE) set up video.

The physiotherapist team from Occupational Health have developed a 5 min video for you to make sure that you know how to appropriately set up your DSE and Work Station wherever you are.

You can access the video on the health and wellbeing intranet page, environmental section here: <https://www.pat.nhs.uk/working-for-us/environmental-wellbeing.htm>

Work Station Daily Exercise Routine.

It is really important that you take time to exercise when spending long periods of time working at a desk. The physiotherapist team within Occupational Health have designed a 5 minute exercise routine for your neck, shoulders, back and wrists. We recommend that you watch this video and become familiar with the simple exercises and practice them daily to prevent any future stress injuries.

You can access the video on the health and wellbeing intranet page, environmental section here: <https://www.pat.nhs.uk/working-for-us/environmental-wellbeing.htm>

Appendix 1a and 1b demonstrates a shorter paper version of the work station exercises.

Homeworking Survival Guide.

Survival Guide to Homeworking: The NCA has developed this comprehensive guide, containing essential tips and strategies to help you set boundaries and a balance between your work and your home life activities, to help you be happy, healthy, effective and productive homeworkers.

<http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Environmental/Homeworking%20Survival%20Guide.docx>

Microsoft Teams Meetings User Guide.

The NCA Digital Literacy Support Team has developed an easy to use Microsoft Teams guide for all staff. The guide supports you to effectively and efficiently use Microsoft Teams and help connect you with your colleagues, teams and manager. You can find the guide in Appendix 2 or access the documents electronically here:

- MS Teams User Guide – Remote Workers. <https://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Environmental/MS%20Team%20User%20Guide%20-%20Remote%20Working.pdf>

You can contact the Digital Literacy Team direct for further help and support on: Digitalliteracy@srft.nhs.uk

'Work out at Work' wherever you are:

Physiotherapy colleagues from across the NCA have partnered to design and develop a suite of exercise routines for staff to access via YouTube. This will enable you to exercise at your own convenience, no matter where you are working or what time you want to exercise. The exercise classes range from beginners, intermediate and advanced and are 20 mins long to support completion on a regular basis.

To access the classes please go to the Health and Wellbeing Intranet page and go to the 'Physical' section. <https://www.pat.nhs.uk/working-for-us/physical-wellbeing.htm>

Working Safely During Covid' Document.

This document has been developed by our health and safety colleagues to ensure that you are informed of the bio-safety measures that are in place during the pandemic. These measures are essential to help everyone to be as safe as possible. This document will change depending on government guidance. The link will take you to the most current information: <https://www.pat.nhs.uk/Coronavirus/Clinical-operational-guidance/General/WORKING%20SAFELY%20DURING%20COVID-19%208.6.20.pdf>

You can also access a wide range of information relating to your work circumstances during Covid on the HR Covid Staff Information Intranet page here: <https://www.pat.nhs.uk/working-for-us/covid-19.htm>

A Guide to Wellbeing cafe Style Conversations::

This guide provides homeworkers with golden principles around having a virtual wellbeing meeting. There are some really simple tools and skills to use to help structure a meaningful conversation around colleagues wellbeing. The guide is designed to help you to check in and stay in touch with each other.

You can access the guide here: <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Environmental/wellbeing%20cafe%20Style%20Meetings%20for%20Teams.docx>



Financial Support





Financial Support

Financial concerns can have a negative impact on your overall health and wellbeing. Money worries can affect your ability to do your job, impact on your concentration and decision making and disturb your sleep. This section aims to provide information and support to help you manage your financial wellbeing effectively.

NCA Support:

Salary Finance:

The NCA partners with Salary Finance to help access tools and information that can help make a difference to financial stress in your home and work lives. They provide affordable loans, as well as the option to create savings directly from your salary. They also provide tools and tips on how to better manage money. We recommend you read more about Salary Finance here: <http://nwww.pat.nhs.uk/corporate-departments/HR/information-from-salary-finance-frequently-asked-questions.htm>

To access Salary Finance: <https://pat-nhs.salaryfinance.com>

Vivup:

Offers a wide range of financial support:

- Financial education
- Loans
- Savings

If you need financial support there are currently 2 options available in Vivup: Salary Finance and Metro Moneywise who offer differing support. The size of the loan needed and the repayment terms will vary; all staff should carefully consider both options and the information provided, before committing to one. Similarly the savings scheme offered by both is different but each of them will allow for staff to put a little money aside each month to save for something important. It can be accessed by registering/logging into www.vivup.co.uk.

GM /Local Authority Support:

During these worrying times, your financial wellbeing is important. We are entering unprecedented territory, with many households experiencing a reduction in their income. If you are struggling financially you can check with your Local Authority to find out what financial schemes are available to support you.

National: Support:

NHS People plan recognises that financial concerns are an important element affecting an individual's health and wellbeing and have partnered with the money and pensions services to provide financial wellbeing and support to help manage finances at home. You can access support with this link: <https://people.nhs.uk/guides/financial-wellbeing/steps/financial-wellbeing-resources/>

There is also a free and impartial support line: Free phone line 0800 448 0826 Mon – Fri 8am – 6pm.

Government:

Help to Save Scheme:

Developed by HM Revenue and Customs in 2018. This scheme is a type of savings account. It allows certain people entitled to working tax credit or receiving universal credit to get a 50p bonus for every £1 saved over 4 years. You can save between £1 and £50 each month, and you do not have to pay money in every month. You get the bonuses at the end of the second and fourth year of saving. For more information visit <https://www.gov.uk/get-help-savings-low-income> or search Google HMRC Help to Save Scheme.

Tax Relief:

You can claim tax relief for your work related expenses – including:

- Working from home (£6/week from April 2020)
- Uniforms/vehicles you use for work
- Professional fees and subscriptions etc.

For more information visit: <https://www.gov.uk/tax-relief-for-employees/working-at-home>

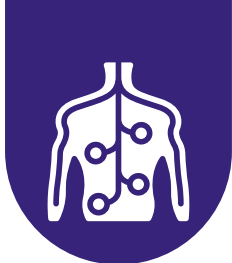
Test and Trace support payment:

The Government has set up the Test and Trace support payment scheme to help residents whose earnings are affected by staying at home and isolating for 14 days and are unable to work from home. Eligible residents (in receipt of certain benefits) can apply to their Local Authority for a one off Test and Trace support payment of £500 (to find out more google: test and Trace Support Scheme).



Physical Support





Physical Support

Research shows that improving your physical health can improve your mood, reduce stress and anxiety and prevent mental health concerns. This means that simple interventions such as getting up from your desk and walking around, doing simple exercises regularly, using stairs more often etc. and adopting healthier lifestyles can prevent mental and physical ill health. This section provides support that can help you to adopt healthier habits and improve your overall wellbeing.

NCA Support:

Alcohol:

The NCA are committed to supporting you to get the right support and help if you feel you are drinking more than is safe for you. Contact our NCA wide team on:

- Salford Royal Foundation Trust Alcohol Service on 0161 206 0528
- Royal Oldham Hospital Alcohol Service on 0161 656 1933
- Rochdale Infirmary Alcohol Service on 01706 517102
- Fairfield General Hospital Alcohol Service on 0161 716 1155
- NCA Lead Nurse for Alcohol Services on 07837 534073

Back Care:

Please see NHS website for a range of up to date information:
<https://www.nhs.uk/conditions/back-pain/treatment/>

Cancer Support:

The NCA has a Macmillan Cancer Information and support service based at NMGH offering a confidential drop in service for anyone in the NCA affected by cancer. Contact the centre on 0161604 5244 or email macmillan.infocentre@pat.nhs.uk Open 9am to 4pm Mon – Fri (except Bank holidays) – please ring before making a special journey.

The Macmillan team also offer a 6 week health course, 'HOPE,' for staff, covering aspects such as managing fatigue, anxiety, fear of recurrence, mindfulness and wellbeing – to access the course contact the team as above.

Dermatology Skin Care Advice and Self-Referral Form:

Colleagues are at risk of developing problems of the skin, of the face and/or hands. These can be related to preventive measures such as personal protective equipment (PPE – mask, goggles, face shield, and double-layer gloves), frequent hand washing and use of alcohol gel. The most frequent symptoms are dryness, tightness, and itching or pain. Signs included desquamation, erythema, maceration, papules, fissuring and erosion: For further advice you can self-refer to Occupational Health on 0161 720 2727 or email: Health@pat.nhs.uk.

Flu Campaign:

Each year the NCA provides all healthcare workers with a free Flu vaccination. The aim is to protect you, your family, friends, patients and colleagues by helping prevent the virus from spreading. Check the Intranet for dates and times of the Flu clinics, drop-ins and link nurse information: <http://nwww.pat.nhs.uk/corporate-departments/Emergency-Planning/flu.htm>

You can also request for Occupational Health to visit your ward/dept. to vaccinate a group of staff: Contact Maxine.pamphlett@srft.nhs.uk

Occupational Health (OH):

OH is a specialist branch of medicine that focuses on the physical and mental wellbeing of employees in the workplace.

The advice provided by OH is impartial and confidential. It is provided by a team made up of several different professionals including: handling trainers, occupational health assistants, doctors, counsellors, psychologist and ancillary staff.

The purpose of the team is to facilitate the prevention of work-related diseases and injuries. You can self-refer or be referred by your manager. Offers include:

- Doctor consultations
- Physiotherapy by self-referral and management referrals
- Joint injections
- Work – place assessments
- Ill health retirement support
- Immunisation clinic
- Flu vaccination programme for staff
- Needle stick injury service
- Health surveillance
- Well-being clinics
- Health MOTs (including BP, BMI, general advice and signposting if required).
- Tailored management support
- Clinical Psychologists to support staff, managers and teams.
- Counselling service (please see psychological section)

For further information and to refer into OH please contact: 0161 720 2727 or email: Health@pat.nhs.uk

Covid helpline:

For any advice around Covid you can access NCA OH on: 8am-4pm, Mon-Fri, on 0161 918 4543.

Health and wellbeing in your community:

There are dedicated and funded organisations within your area that offer a wide range of services. These services can be used to create free, personalised support to help you make positive changes to your lifestyle physically, mentally, socially and emotionally. Here is an example of the support offered to you:

- Getting more active, more often
- Keeping mobile, preventing falls and maintaining independence
- Eating well and maintaining a healthy weight
- Preventing or coping better with long term conditions
- Maintaining a healthy mind and managing stress, anxiety or a low mood
- Sleeping better
- Reducing how much alcohol you drink
- Quitting smoking and becoming smoke free
- Family health and wellbeing
- Finding new activities and opportunities for connecting with others
- Breastfeeding successfully

You can access more information and self-referral pathways by contacting:

Bury - Live Well:

<https://www.bury.gov.uk/index.aspx?articleid=14878>

Oldham - Oldham Active:

www.oclactive.co.uk

Salford – Health Improvement Connect:

<https://www.salford.gov.uk/health-and-social-care/health-services/health-improvement-connect/>

Rochdale – Link4life:

<https://link4life.org/online-services>

Rochdale – Living Well:

livingwellhmr@biglifecentres.com or you can self-refer on 07702691967 09:00 – 16:30

Long Covid: Recovery and Rehabilitation e-learning -

Health Education England has developed a Covid Recovery and Rehabilitation eLearning programme to help understand the management of the key issues related to long COVID; breathlessness (fatigue, exercise and cough). This programme is free and open access to all. Access with this link: <https://www.e-lfh.org.uk/programmes/covid-19-recovery-and-rehabilitation/>

Sleep:

Sleep is the cornerstone of our health and wellbeing. Here is a simple guide to better sleep management: <https://people.nhs.uk/guides/a-guide-to-good-sleep-for-clinicians-and-healthcare-professionals/>

Why not download the 'Sleepio' App? This is a clinically evidenced sleep management programme to complement the guide. You can find the App here: <https://people.nhs.uk/help/support-apps/>



Physical Activity



Physical Activity

Psychological and Emotional Support

Social Support

Spiritual Support



Physical Activity

Cycle to Work Scheme:

The NCA Cycle to work scheme offers bike or equipment purchases up to a value of £5,000 from local bike shops, through salary sacrifice, where payments are made from your salary: look for more information through our Vivup system: www.vivup.co.uk

Vivup:

Offers staff schemes to help you achieve affordable improved physical wellbeing. It can be accessed by registering/logging into www.vivup.co.uk. Offers include:

- Gymflex – discounted annual gym membership
- Cycle to work scheme – salary sacrifice bike scheme
- Bike shop – discounted bikes and accessories through salary

'Work out at Work' wherever you are:

Physiotherapy colleagues from across the NCA have partnered to design and develop a suite of exercise routines for staff to access via YouTube. This will enable you to exercise at your own convenience no matter where you are working or what time you want to exercise. The exercise classes range from beginners, intermediate and advanced and are 20 mins long to support completion on a regular basis.

To access the classes please go to the Health and Wellbeing Intranet page and go to the 'Physical' section. <https://www.pat.nhs.uk/working-for-us/physical-wellbeing.htm>

Gym Free Workouts:

Illustrated guides to help you to exercise effectively at your own convenience – anywhere, anytime. The routines count towards your NHS recommended 150 mins a week of exercise and muscle strengthening activity.

You can access through: <https://www.nhs.uk/live-well/exercise/gym-free-workouts/>



Psychological and Emotional Support



Psychological and Emotional Support

Social Support

Spiritual Support



Psychological & Emotional Support

It's ok to not be ok – remember you are not alone.

'Today more than ever, there is an international recognition that our lives are often not straight forward and the influence of the pandemic has added to the experience of increased pressure, stress and at times confusion. Across the NCA we acknowledge the impact this may have on staff irrespective of your role and the vital part you all play in the organisation. Sometimes we may find ourselves feeling overwhelmed, resulting in anxiety, fear and feelings of helplessness. Please do not feel alone at these times, we have help and support available to you'. (Heidi McDonnell, Lead Psychological Support and Counselling NCA).

This section provides you with information, resources, helplines and digital solutions to support your psychological and emotional wellbeing.

Ask Twice Campaign: Colleague Care

Sometimes when we say we are fine we are not, 1 in 4 people experience mental health concerns every year. When your colleague says they are fine they might not be.

- When asked 'how are you'? How often do you tell the truth?
- How often when someone says 'I'm fine' do you follow up, if you think they are not?

The simple act of asking twice, with interest, can really help someone open up for the first time. Talk more, check in with colleagues, and start to have more open conversations.

You can read more about the Ask Twice Campaign and download posters and materials here:
<https://www.time-to-change.org.uk/asktwice>

Appendix 4a and b, provides more information around the Ask Twice campaign with an example of materials you can download from the Time To Change website, or access here:

Ask Twice Campaign information: <https://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Psychological/Ask%20Twice%20Campaign.pdf>

Ask Twice campaign Poster: <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Psychological/Ask%20Twice%20Campaign%20Poster.pdf>

Bereavement:

NCA Support

NCA Bereavement specialist nurses offer support for all NCA staff members, 7 days a week. You can contact the team on:

Salford	0161 206 5175	M 07743600530
Rochdale	0161 778 3859	M 07743600532
Bury	0161 778 3859	M 07743600532
Oldham	0161 627 1159	M 07980948912
North Manchester	0161 627 1159	M 07980948912

GM Support

The Good Grief Trust is a dedicated trust that provides practical and emotional support and signposting to a choice of immediate and tailored local and national services and resources: You can access support at: <https://www.thegoodgrieftrust.org/>

Anyone who has suffered bereavement can find help immediately by contacting: Sudden Bereavement Helpline 0800 2600 400 (Mon – Fri 10am – 4pm)

The Greater Manchester Bereavement Service offers support and advice to anyone in Greater Manchester who has been bereaved. Call on 0161 983 0902, 8 am – 9pm, or visit: <https://greater-manchester-bereavement-service.org.uk/>

National: Support

Hospice UK bereavement and Trauma support on 0300 303 4434 from 8:00am – 8:00pm

Coaching:

National Support:

Project 5 (not for profit organisation)

Thousands of coaches and health practitioners have signed up to offer evidence-based support for health/social care teams – To access coaching: <https://www.project5.org/registernhsstaff>

Coaching for managers:

‘Our NHS People’ have partnered with selected coaching companies to provide free and confidential, one-to-one coaching and mentoring support access via:

<https://people.nhs.uk/support-for-leaders/coaching-and-mentoring-for-leaders/>

Counselling and Clinical Psychological Support:

NCA Support:

Counselling offers staff a safe place to explore difficulties in life with an impartial person. It allows a safe space to explore feelings and thoughts in order to better understand them.

Occupational Health:

All NCA staff can access confidential counselling, psychological support and advice through the Occupational Health Department. Support includes:

- **1st Response:** Managers can refer quickly into Occupational Health for staff members experiencing acute stress. A support call will be made to the staff member within 48 hours and advice and support offered.
- **Fast track Psychological Support:** To support staff members who fit the criteria for one of the following circumstances.
 - **Suspension from work (staff experiencing great anxiety and isolation as a result of this process).**
 - **Work related trauma (untoward incidents, attack, abuse, etc.)**
 - **Extraneous Trauma (external traumatic events that impact on psychological/mental health).**
- **Outreach work and mental Health support.** The counselling Team arrange to visit wards, departments who are experiencing high levels of stress or the impact of change.
 - **Salford counselling – 0161 206 3262/1439**
 - **Pennine counselling – 0161 604 5206**
- Your clinical area may also have access to staff from the Clinical Health-, Pain- or Neuro-Psychology departments, in which case you may wish to discuss your options with those members of staff.

For further information and to refer into Occupational Health please contact: 0161 720 2727

Covid helpline (Occupational Health):

For any advice around Covid you can access NCA OH on: 8am-4pm, Mon-Fri, on 0161 918 4543.

NCA Mental Health Champions:

The NCA are developing a team of Mental Health Champions, as part of our 'Time to Change' Pledge, to help support teams, colleagues and services to be up to date with mental health information and support. If you are interested in being a champion or a member of your team would like to be involved contact: Sharon.lord@pat.nhs.uk

Mental Health Champions Training Programme: Schedule for 2021 – Appendix 5a or access here: <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Psychological/Mental%20Health%20Champions%20Training%20Programme.docx>

Mental Health Champions Roles and Responsibilities – Appendix 5b or access here: <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Psychological/NCA%20Mental%20Health%20Champions%20Roles%20and%20Responsibilities.docx>

Wellbeing Café Style Conversations for Homeworkers:

Put the kettle on and join a relaxed supportive conversation at one of our new Wellbeing Café sessions; a safe environment for you to connect with colleagues whilst working from home. Join Microsoft Teams by clicking on this link – Sessions are every Friday at 10am – 11am. [Click here to join the meeting](#)

Wellbeing Spaces:

Wellbeing Spaces across the NCA have been identified for all colleagues to use. The rooms have been designed to support you if you need a space to gather your thoughts, grab a warming drink and just take a few minutes out of your day to let go of your stresses and look after yourself. We want to create a place that nurtures your health and wellbeing, and we'll have information available to signpost to further support whether it's emotional, mental, physical or financial. In time we plan to grow these spaces and we will develop events and workshops focused on looking after your wellbeing.

The rooms are located:

Salford:

Meeting Room 1, Level 1, Mayo Building, and you can access using the Digi lock code – 2831.

Rochdale Infirmary:

Room C2191, Corridor leading to Medical Records, (off the Jefferson Corridor), Level 'C'.

Royal Oldham:

a new wellbeing room is scheduled to open in December.

Fairfield General Hospital:

To be confirmed.

Chaplaincy:

We have a Chaplaincy and Spiritual Care centre and faith rooms across the NCA, which are open and available for the use of staff members. If you need somewhere quiet to sit and think or would like to talk, we are committed to making time for staff, at a time and place that is most important to you.

For more information please see the Spiritual Support section on page 22.

Vivup:

Offers a range of support and advice covering Health and Wellbeing and has downloadable Cognitive Behavioural Therapy self-help guides. These include:

- Abuse
- Alcohol and You
- Anxiety
- Bereavement
- Controlling Anger
- Depression and Low Mood
- Domestic Violence
- Eating Disorder
- Food for Thought
- Health Anxiety
- Hearing Voices
- Obsessions and Compulsions
- Panic
- Post-Traumatic Stress
- Post Natal Depression
- Self-Harm
- Shyness and Social Anxiety
- Sleeping Problems
- Stress

It can be accessed by registering/logging into www.vivup.co.uk.

- **Employee Assistance Programme (via Vivup):** Staff members have access to a confidential telephone helpline via our Employee Assistance Programme in vivup. This can be useful if you need to speak to someone who is independent, outside of work and outside of working out of hours. The telephone service is available 24/7 by calling 03303 800658. (Support and advice includes Stress, Anxiety, Family Difficulties, Health, Finance, and Bereavement).

GM Support:

GM Resilience Hub: This is a free psychological and emotional wellbeing service, offered to all health and social care staff and their family members who are feeling stressed, anxious or overwhelmed as a result of Covid pandemic. Managers can refer into the service as below and staff members can self-refer.

For more information, advice and support visit penninecare.nhs.uk/mcrhub-covid19, call 03330 095 071 or email gm.help@nhs.net.

National Support:

Access to Work Mental Health Support services: This is a confidential service delivered by Remploy and funded by the Department for Work and Pensions and is available at no charge to any permanent or temporary employees or apprenticeships with depression, anxiety, stress or other mental health (diagnosed or undiagnosed), which has resulted in absence from work or difficulty in undertaking work duties.

The service is delivered by a team of Vocational Rehabilitation Consultants, who are fully trained professionals with expertise in mental health and its impact in the workplace. The tailored support includes:

- Workplace focused support for 9 months
- Job role and condition coping strategies
- A wellbeing plan
- Recommendations for reasonable workplace adjustments
- Engaging with your employer to discuss your support, if you'd like us to
- Support provided in an appropriate environment in respect of the individuals wishes

You can call the service on 0300 456 8114 Mon –Fri 09:00 – 19:00, Sat 09:00 – 13:00

Email a2wmhss@remploy.co.uk or you can access the website here: <https://www.remploy.co.uk/employers/mental-health-and-wellbeing/workplace-mental-health-support-service-employers>

Anxiety UK: Information, resources and support to help you deal with anxiety:

<https://www.anxietyuk.org.uk/>

Anxiety UK provides advice and help to staff with anxiety and anxiety based depression, and is fully supported by a team of medical experts. During covid pandemic Anxiety UK has a dedicated helpline for all care staff. Open: 10am-10pm weekdays and 10am – 8pm on weekends 03444775774.

Building Personal Resilience Our NHS People has developed an ABC self-care guide building personal resilience. You can access the guide here:

<https://people.nhs.uk/guides/abc-guide-to-being-personally-resilient/steps/body-and-brain/>

Every mind matters: We all experience times when we are struggling, its part of life and sometimes ok to not be ok. There are ways we can improve our own mental health and help others to do the same. Every mind matters is a NHS initiative that offers support and guidance to maintain healthy mental health:

<https://www.nhs.uk/oneyou/every-mind-matters/>

Exercise for Depression: being depressed can leave you feeling low in energy, which might put you off being more active. Any kind of exercise is useful, as long as it suits you: Access further information here:

<https://www.nhs.uk/conditions/stress-anxiety-depression/exercise-for-depression/>

MIND offer a range of resources to support anyone with mental health concerns: <https://www.mind.org.uk/>

Our NHS People: have developed a comprehensive website that offers a wide range of current helplines, support and resources you can access the website with this link: <https://people.nhs.uk/>

Samaritans have a NHS staff dedicated support line for confidential listening, support and signposting no matter how big or small your concern is: Free to access on 0300 131 7000. And a national 24/7 hour helpline Freephone 116123

Training to support Psychological Wellbeing:

Emotional Wellbeing- Resilience Training – Looking after your Emotional Wellbeing – This is bespoke training developed by our NCA Clinical Health Psychology Team. The training includes: symptoms and causes of anxiety, coping strategies simplified, increasing resilience, managing difficult thoughts and emotions, sources of support and how to access, digital solutions. New 2021 training schedule starts Jan 21.

Appendix 6 provides you with the training programme schedule dates. To book on the training access the information here: <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Psychological/Emotional%20Wellbeing%20Resilience%20and%20Prevention.docx>

Psychological First Aid: Public Health England (PHE) has launched an updated Psychological First Aid Training course (eLearning) aimed at all frontline and essential workers and volunteers. The course teaches the key principles of giving psychological first aid and aims to increase awareness and confidence to provide this support to people affected by COVID-19. <https://www.futurelearn.com/courses/psychological-first-aid-covid-19/1>

Suicide Online Training Programme: Zero Suicide Alliance has released an online training programme to provide 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. You can access the training free here: <https://www.zerosuicidealliance.com/training>

REACT MH® conversation training: Empowering you to support the mental health and wellbeing of Our NHS people.

A virtual training session (1hr 15mins) is available to all NHS managers. The training will equip participants to confidently hold supportive and compassionate mental health and wellbeing conversations during and beyond Covid. Please feel free to utilise yourself or share with colleagues in your organisation. <https://people.nhs.uk/react-mh-conversation-training/>

Free Apps for NHS Staff to support Psychological Wellbeing:

There are wide ranges of Apps to support your psychological and emotional wellbeing. You can access apps that are currently free for NHS staff here: <https://people.nhs.uk/help/support-apps/>

Recommended:

SilverCloud: Uses cognitive behavioural therapy to help you manage stress, anxiety and depression. You work through a series of topics chosen by your therapist at your own pace, where and when it suits you. The therapist will check in with you once every two weeks during the course to review your progress.

Movement for Modern Life: Online Yoga platform that brings together world class yoga teachers. The app encourages you to look after your physical health, in order to promote good mental health and wellbeing.

Sleepio: Clinically evidenced sleep improvement programme.

Unmind: Empowers you to improve your mental wellbeing designed to help stress, sleep, coping, connection, fulfilment and nutrition.

Headspace: Science backed app in meditation, mindfulness, to help reduce stress, build resilience and aid better sleep.

Domestic Abuse:

NCA Support:

NCA has a Lead Nurse in Domestic Abuse to support staff, contact on: 0161 206 3803. 8am – 4pm.

Safeguarding Adults Team contact on: 0161 206 3805 from 9am – 5pm, or email safeguardingteam@srft.nhs.uk

GM Support:

There is a wide range of resources and support helplines that you can access through external organisations that can help. This link will help you to navigate to the support you may need: http://orlo.uk/Salford_domestic_abuse_support_RBeLe

Boots, Superdrug and other pharmacies have joined a scheme to make their consultations rooms a safe space for people seeking help because of Domestic Abuse.

National Support:

- Domestic Abuse Help: Women can call the National Domestic Abuse Helpline free 24/7 on 0808 2000 247. They have translators if needed.
- The Men's Advice Line is free on 0808 801 0327.
- Respect – Men's Advice Line: Help and support for men who experience domestic abuse. <https://mensadviceline.org.uk/>
- The National LGBTQ+ Domestic Abuse Helpline is on 0800 999 5428.
- Women's Aid: Information and support for women experiencing domestic abuse <https://www.womensaid.org.uk/information-support/>
- The Mix has free information and support for under 25s on 0808 808 4994.



Social Support





Social

Carers:

Carers make up a crucial part of the health and social care system, and their work makes an invaluable significant contribution to improving the wellbeing of the people that they care for, as well as reducing demand on a range of services.

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. A working carer is someone who does all of this, and is in full or part time employment.

NCA Support

Do you know about the NCA's flexible working policies? Are you aware of your right to request flexible working? You may decide to make a request or keep the conversation to informally agreed arrangements. You can access more information and the flexible working policy here:

<http://nww.pat.nhs.uk/corporate-departments/HR%20FAQs/flexible-working.htm>

GM Support

There are dedicated carer support organisations in your area that have a wide variety of services, support and information to help support you in your caring responsibilities. Support ranges from advocacy, therapy (psychological, counselling palliative care etc.), entitlements, equipment, carer's rights, social activities and much more. Here is how you can access relevant information and support within your area:

- **Bury Gaddum Centre:** <https://www.gaddumcentre.co.uk/bury-carers-service/>
- **Rochdale Carers Hub:** <http://www.rochdale.gov.uk/children-and-childcare/more-services/Pages/the-carers-resource.aspx> Tel: 0345 0138 208.
- **Salford Gaddum Carers Centre:** <https://www.gaddumcentre.co.uk/salford-carers-service/>
Tel: 0161 834 6069
- **Oldham Carers Services:** https://www.oldham.gov.uk/info/200244/caring_for_someone/508/oldham_carer_s_services/1 Tel: 0161 7707777. Open Mon – Fri 8.40am – 5pm.

National Support

Carers UK: provides expert advice, information and support. You can access Carers UK telephone advice and support services for any queries relating to caring on 020 7478 4999. Visit Carers UK website for a more information: <https://www.carersuk.org/>

Wellbeing Café Style Conversations for Homeworkers

Put the kettle on and join a relaxed supportive conversation at one of our new Wellbeing Café sessions; a safe environment for you to connect with colleagues whilst working from home. Join Microsoft Teams by clicking on this link – every Friday at 10am – 11am. [Click here to join the meeting](#).



Spiritual Support





Spiritual

Chaplaincy and Spiritual Care

The Chaplains are appointed by the Trust and are professionals from various religions, cultures and traditions and have a wealth of life experience, skills and abilities. We offer a unique, independent and confidential service of pastoral care and support to all members of staff. The NCA Chaplaincy and Spiritual Care teams are available 24 hours a day 7 days a week, so can respond promptly to staff.

- We are committed to making time for staff, to talk at a time and place that is most important to you
- We can listen; befriend; act as an advocate or whatever feels of benefit to the staff member.
- We are able to support people of any belief system and those who do not consider themselves religious.
- We provide training and other resources regarding Spiritual Care, Spiritual Assessment and awareness, different beliefs, traditions and cultures.
- We will not: Impose religious beliefs or values on anyone or be judgemental.

Where rooms and facilities are provided: We have a Chaplaincy and Spiritual Care centre and faith rooms across the NCA, which are open and available for the use of staff members. Whether you need somewhere quiet to sit and think, say prayers privately or join an organised activity, you will be welcome.

Prayers, Rites of Passage and Religious Observances: You can find a wealth of information regarding what is available in each care organisation on the chaplaincy intranet pages for example: Prayers, Religious Observances, service times, annual events, individual prayers and rites of passage. You can access our information here:

SRFT: <http://intranet.srht.nhs.uk/corporate/chaplaincy/>

PAHT: <http://nwww.pat.nhs.uk/corporate-departments/Spiritual%20Care%20Team/chaplaincy-and-spiritual-care-team.htm>

Major Incident and Emergency Response: Chaplains are available 24 hours a day to provide support to staff. During major incidents chaplains work alongside clinical staff in meeting requirements as is appropriate. This can include emotional, spiritual and religious requirements of patients at end of life, or provide support and care for members of staff during difficult and distressing times.

Covid Response: Chaplains have worked with clinical staff to generate safe and dignified pathways of care for those at end of life from various belief backgrounds. Appointed chaplains are able to respond to any area of the organisation to support people of all faith/ belief and philosophes.

Wellbeing Rooms: Some chaplaincy and spiritual care rooms provide comfortable spaces for staff to reflect relax and refresh, away from their normal places of work whenever you need.

A central aspect of the work of chaplaincy though Covid has been providing staff support. This has been done in many ways including:

- One to one formal and informal support to staff members;
- Provision of non-judgemental, compassionate and confidential support to staff;
- Provision of resources, information and activities to support coping strategies (e.g. mindfulness, safe spaces, sign posting on etc.);
- Chaplains regularly contacting wards/ departments to assess staff support needs and morale;
- Identifying areas of high need or distress and carrying out routine visits to enable assess to enable assessment of support required.
- Supporting ward/ departments reflective practice and debriefs;
- Providing advice and training as/ when requested;
- Organising and supporting staff memorial gatherings and funerals;

Contact Details

Urgent Enquiries: Please ring the hospital switchboard and ask for the on-call chaplain.

- Salford - 0161 789 7373
- North East Sector - 0161 624 0420

Non-Urgent Enquiries: Please contact one of the site offices below.

- Salford Royal NHS Foundation Trust – 0161 2065167
- Fairfield General Hospital and Rochdale Infirmary – 0161 778 3568
- North Manchester General Hospital – 0161 720 2990
- The Royal Oldham Hospital and the Floyd Unit – 0161 627 8796



Apps for all Health and Wellbeing Support





Apps for all Health and Wellbeing support

ORCHA:

There are a plethora of apps to support your health and wellbeing. However apps are generally unregulated and 85% of apps do not meet ORCHA's quality threshold. Unlike the apps on Google Play and the App store ORCHA is a library of apps that have been reviewed by experts for their assurance, their data privacy and their usability/accessibility and are scored out of 100% on this basis. So whether you are looking for an app to support your mental wellbeing (relaxation, mindfulness, stress, sleep) your lifestyle (stopping smoking, exercise etc.) or a long term condition (COPD, diabetes etc.) please go and have a look: You can access searches by:

- salford.orchaco.uk
- ourrochdale.orchaco.uk





Additional Support for Managers





Additional Support for Managers

Wellbeing Conversations: Please see introduction description on page 5.

Ensuring the Physical, Psychological and emotional wellbeing of colleagues over the coming challenging months and beyond is an essential responsibility for all line managers.

We have developed an interim 'Covid Personal Wellbeing Conversation Guide' which is currently connected to the risk assessment. If you need more information and support around the interim Covid conversation Guide visit the Covid Wellbeing Conversations page on the intranet: <https://www.pat.nhs.uk/working-for-us/wellbeing-conversations.htm>

Line managers are being provided with tools, support and guidelines to ensure they have quarterly conversations focussed on wellbeing and ensuring Covid risk assessments are reviewed. These are essential 'must do' conversations to ensure all staff have the opportunity to talk about how they are feeling and any support that may be needed to improve their health and wellbeing.

This will change to the Personal Wellbeing Plan (supported by Compassionate Conversations Toolkit and NHS England Resources) when we are able to have a more in-depth wellbeing conversation.

This toolkit has been specially designed for staff members in the NCA. It provides you with some simple coaching skills and tools to support a compassionate wellbeing conversation. The toolkit also explains how to use the NCA Wellbeing Wheel (coaching tool) to structure your wellbeing conversations.

You can find out more by visiting 'Our NHS People' website. Further resources and videos have been developed to help you to have compassionate wellbeing conversations. You can access 'Health and Wellbeing Conversations: Support for facilitators' here: <https://people.nhs.uk/guides/health-and-wellbeing-conversations-support-for-facilitators/>

If you would like more information and support around the full Personal Wellbeing Plan and Toolkit please contact: NCA Health and Wellbeing Lead Sharon.lord@pat.nhs.uk

- **NCA Personal Wellbeing Plan** - See Appendix 7
<http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Wellbeing%20Conversations/NCA%20Personal%20Wellbeing%20Plan.docx>
- **NCA Compassionate Conversations Toolkit** - See Appendix 8
<http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Wellbeing%20Conversations/NCA%20Personal%20Wellbeing%20toolkit%20-%20Compassionate%20Conversations%20branded.docx>
- **NCA Wellbeing Wheel** - See Appendix 9
<http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Wellbeing%20Conversations/NCA%20Health%20and%20Wellbeing%20Wheel.pdf>

Additional Tools that may help support wellbeing on a daily basis:

- **Going Home Checklist:** Reflect on your day and how you are feeling: Appendix 10 <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Wellbeing%20Conversations/Staff%20Going%20Home%20Checklist.pdf>
- **Top tips to make your homeworking a success:** Appendix 11 <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Wellbeing%20Conversations/Checklist%20for%20Homeworkers.pdf>
- **NCA Life Tree:** A simple tool to check in on how staff are: Appendix 12 <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Wellbeing%20Conversations/TTC%20NCA%20Life%20tree.pdf>
- **Ask Twice Campaign:** Appendix 4a and 4b <https://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Psychological/Ask%20Twice%20Campaign.pdf>

Coaching for managers: ‘Our NHS People’ have partnered selected coaching companies to provide free and confidential, 121 coaching and mentoring support access via: <https://people.nhs.uk/support-for-leaders/coaching-and-mentoring-for-leaders/>

Leaders Support Helpline: The “Leaders Support Helpline” will be your ‘safe space’ for discussions on all things leadership as well as any team based concerns that you may have.

The Talent and Organisational Development Team (TOD), offer a monthly drop-in session across each care organisation. The aim is to provide an accessible form of support and advice or signpost you to other support mechanisms. (HR for policy and Employee Health & Wellbeing for welfare concerns are still to be utilised)

The telephone line will be available from Mon-Fri, 8am to 7pm, via the following number, 07967 785 946. For any further questions or to contact the team email: TOD@srft.nhs.uk

Place based TOD links for Salford:			
Kevin Siddall	TOD Lead Practitioner	kevin.siddall@srft.nhs.uk	07562437318
Damian Barton	Senior OD Practitioner	damian.barton@srft.nhs.uk	07922383481
Place based TOD links for Bury and Rochdale:			
Ann Fitzpatrick	TOD Lead Practitioner	ann.fitzpatrick@srft.nhs.uk	07500608230
Roxanne Moran	Senior OD Practitioner	roxanne.moran@srft.nhs.uk	07824361427
Place based TOD links for Oldham:			
Ann Fitzpatrick	TOD Lead Practitioner	ann.fitzpatrick@srft.nhs.uk	07500608230
Sarah Richards	Senior OD Practitioner	Sarah.richards3@srft.nhs.uk	07927678772
Place based TOD links for North Manchester:			
Cath Byrne	TOD Lead Practitioner	cath.byrne@srft.nhs.uk	07730286390
Jo Sellar	Senior OD Practitioner	Jo.sellar@pat.nhs.uk	0161 720 2583 (42583)
Place based TOD links for Shared Services and Corporate Functions:			
Kevin Siddall	TOD Lead Practitioner	kevin.siddall@srft.nhs.uk	07562437318
Siobhan Conway	Senior OD Practitioner	siobhan.conway@srft.nhs.uk	07568601046

Mental Health Guide for Managers. As part of the 'Time to Change (TTC) Pledge' the TTC team have developed the Mental Health Guide for Managers. This guide aims to increase your awareness of employee health and how to prevent stress in the workplace. It will also help you feel more confident about recognising and supporting people with emotional wellbeing. You can access the guide here: <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Psychological/Mental%20Wellbeing%20NCA%20Managers%20Guide.docx>

Mental Health Champions: The TTC team have developed a training programme to continually grow our network of Mental Health Champions throughout the NCA. The role of the Champion is to help colleagues and teams to be aware of the signs and symptoms relating to mental health concerns and to be the experts in advising where support can be sought. After the training the champions will be continually developed and be provided with the right information to disseminate to their colleagues. If you would like to be a Mental Health Champion for your area please contact Sharon.lord@pat.nhs.uk

Appendix 5a: Mental Health Champions Training Schedule 2021 <http://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Psychological/Mental%20Health%20Champions%20Training%20Programme.docx>

Appendix 5b: Mental Health Champions Roles and Responsibilities.

Microsoft Teams Meetings User Guide.

The NCA Digital Literacy Support Team has developed an easy to use Microsoft Teams guide for all staff and a guide for managers: Managing Remote Workers. The guides are to support you to effectively and efficiently use Microsoft Teams: to connect with your staff and teams. You can contact the Digital Literacy Team direct for further help and support on: Digitalliteracy@srft.nhs.uk. You can access the documents electronically here:

- MS Teams User Guide – Remote Workers (This can also be found in Appendix 2).
<https://www.pat.nhs.uk/Coronavirus/Health-wellbeing/Environmental/MS%20Team%20User%20Guide%20-%20Remote%20Working.pdf>

NCA Health and Wellbeing Intranet Page: You can find a large range of Health and Wellbeing information, services and support on the new NCA Health and Wellbeing Intranet page: <https://www.pat.nhs.uk/working-for-us/health-and-wellbeing.htm>

NCA Covid Health and Wellbeing Intranet Page: There is a range of current information relating to Health and Wellbeing specific to Covid on the Intranet here: <https://www.pat.nhs.uk/working-for-us/covid-19.htm>

Our NHS People Compassionate leadership: A guide for leaders and managers that will help teams thrive in a crisis: <https://people.nhs.uk/guides/compassionate-leadership-in-crisis/>

Our NHS People: provides a wide range of resources and support offers to suit a range of different needs. All in one place: <https://people.nhs.uk/help/>

Additional Information for Managers: Human Resources

The HR Department provides a wide range of support and specialist advice to colleagues within all care organisations and corporate teams on both operational and strategic matters including:

- Employee relations
- Change management and complex organisational change
- Policy development and application
- Medical workforce matters including job planning and clinical excellence awards
- Strategic workforce planning and resourcing
- Workforce performance

Workforce Information:

- Job evaluation
- Improving leadership culture
- Workforce Transformation
- Support new ways of working
- Temporary Staffing
- Staff rostering

Policies recommended to support staff include:

- Special Leave
- Carers Leave
- Flexible Working Policy
- Domestic Abuse Policy
- Whistleblowing Policy
- Remote and Homeworking Policy
- Attendance Management Policy
- CF2

For general HR information visit the Workforce Intranet Page here:
<http://www.pat.nhs.uk/corporate-departments/HR/workforce.htm>

For specific HR Covid information for staff and FAQ's visit:
<https://www.pat.nhs.uk/working-for-us/covid-19-hr-information-for-staff.htm>

We recommend as a leader you are aware of your HR team and are aware of how they can support you in your role.

Key HR contacts:

Group:	David Hargreaves Director of Human Resources/Deputy Chief of People
ESR/Rostering:	Sharon Taylor Associate Director of Workforce
Resourcing:	Lindsay Hellewell Head of Resourcing (Transactional)
	Alex Baker Head of Resourcing (Strategy)
Medical Workforce:	Kay Carter Associate Director of Medical Workforce
Temporary Staffing/Overseas Nursing:	Geoff Smith
Workforce Transformation:	Kathryn Davies HRBP
Salford Care Organisation:	Liz Warner Associate Director of Workforce (Acting)
Oldham Care Organisation:	Helen Dixon Associate Director of Workforce
Bury & Rochdale Care Organisation:	Emma Shooter Associate Director of Workforce
Corporate & Hosted Services:	Jon Dobson Associate Director of Workforce
Diagnostics & Pharmacy:	Katy Chadwick HR Business Partner



Additional Support for Staff





Additional Information for Staff Members

Equality, Diversity and Inclusion:

NCA Support:

The Equality, Diversity and Inclusion Team comprises of dedicated staff who are ambassadors for inclusion and wellbeing throughout the NCA. The LGBTQ+, BAME and Disability Staff Network Chairs are here to offer their support and guidance around decision making to improve culture and practice surrounding inclusivity. They offer a safe space to discuss concerns and issues, and will help signpost to appropriate resources and information.

To access a wealth of information to support EDI visit: <http://www.pat.nhs.uk/corporate-departments/Equality%20and%20Diversity/equality-and-diversity.htm>

You can contact the EDI Team via email: equality.diversity@pat.nhs.uk

National Support:

The LGBT Foundation website has a wide range of resources and support to find out more access their website here: <https://lgbt.foundation/coronavirus/remote-services>

Trade Unions and Staff Side Reps

Trade unions are independent, membership-based organisations of workers that represent and negotiate on behalf of working people. They give advice when their members have problems at work, represent members in discussions with employers, and help improve wages and working conditions by negotiating with employers.

Trade unions offer a wide range of support and resources from:

- Welfare Packages
- Hardship funds and advice on money management
- Free legal advice – work and personal related.
- Work related issues
- Information around workers' rights
- Organisational change concerns
- Support through TUPE transfers
- Job matching/re-banding support
- Better pay lobbying
- Health and safety at work – workplace inspections/working conditions
- Support through formal procedures
- Specific training such as: Information Technology/Sign language etc.
- There to listen to members

The offer is different for each Trade Union. We recommend that you find out what support you can access by contacting your local, regional or national branch.



Appendices



Appendices

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Desk Based Exercises



Sit or stand.

Roll your shoulders in both directions.

Repeat 5-10 times.



Sitting straight-backed.

Pull your chin in, keeping your neck and back straight (not tipping your head forwards). Hold at the end position and feel the stretch in your neck.

Repeat 5-10 times.



Sitting.

Turn your head to one side until you feel a stretch. **Hold approx. 2 secs.** Repeat to other side.

Repeat 3-5 times.



Sitting.

Tilt your head toward one shoulder until you feel the stretch on the opposite side. **Hold approx. 2 secs.** Repeat to other side.

Repeat 2-3 times.



Sit on a chair.

Take hold of the back of a chair. Look over your shoulder while turning your upper body. **Hold 2-3 secs.**

Repeat 2-3 times.

Desk Based Exercises (cont.)



Sit.

Hold your hands and lift your arms over your head. Breathe in and slowly bend to the side. Breathe out and return to the starting position.

Repeat 2-3 times.



Stand or sit.

Push shoulders forward, stretch the arms diagonally forwards and down keeping your chin tucked in. **Hold stretching 20 secs.**

Repeat 1-2 times.



Knee Extension in Sitting.

Sit up straight on a sturdy chair, so that your feet are supported on the floor. Bend your ankle and straighten your knee using your front thigh muscles. In a controlled manner, return to the starting position.

Repeat 5-10 times.



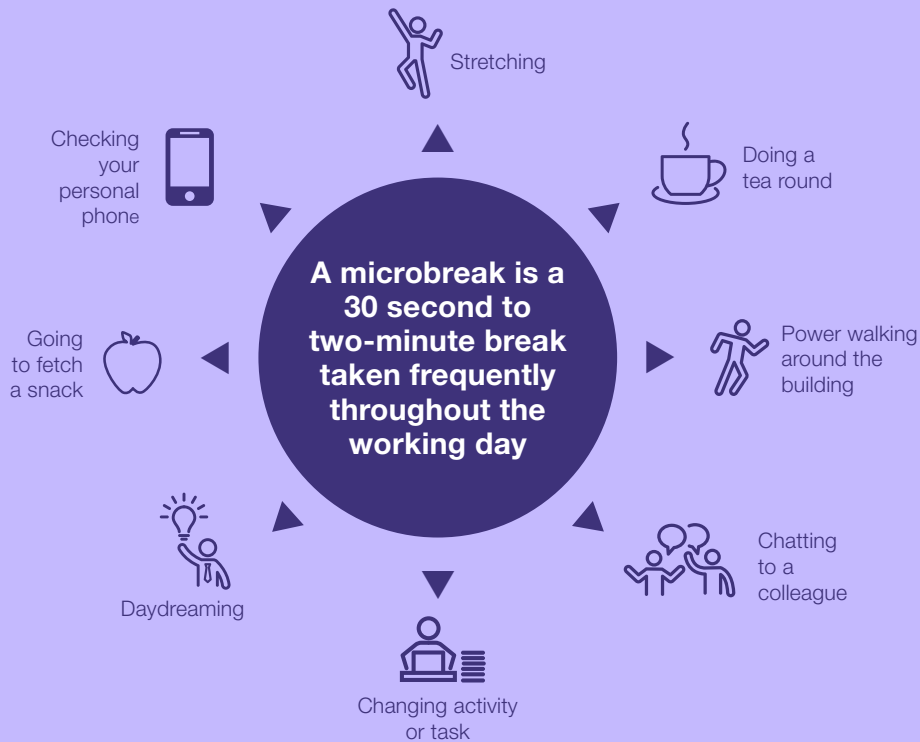
Sit.

Bend and straighten your ankles.

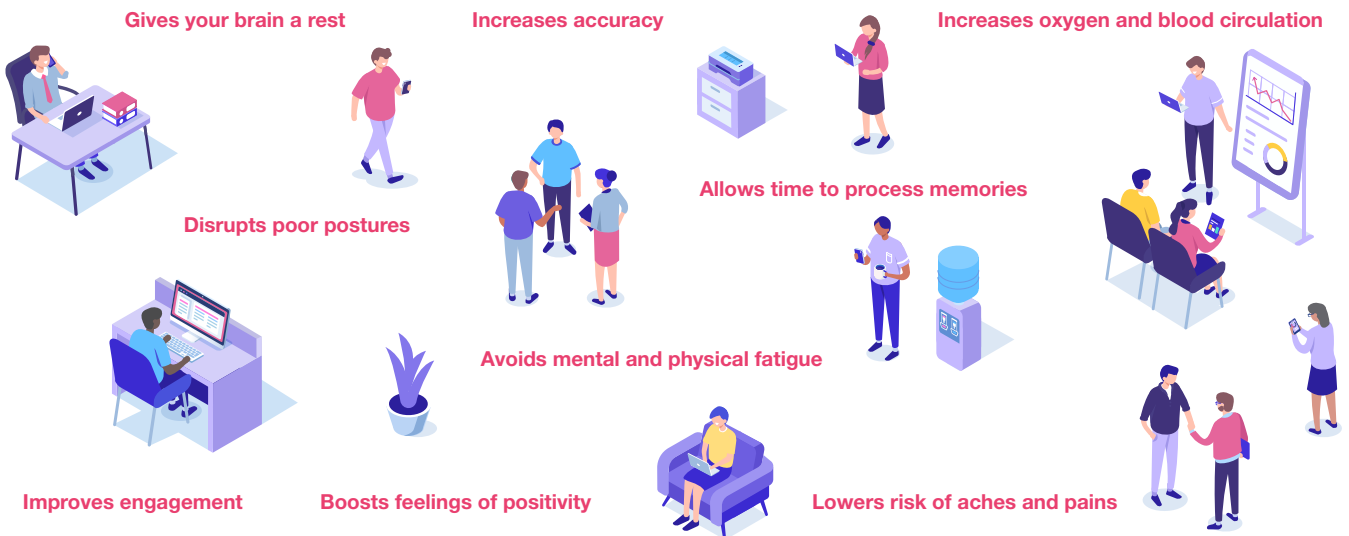
Repeat 5-10 times.



The benefits of taking microbreaks



There are plenty of reasons to take regular microbreaks



Staff should feel able to take microbreaks without fear of judgement. This is all part of creating a positive agile working culture.

Find out more about how we can help by visiting posturite.co.uk/agile-working

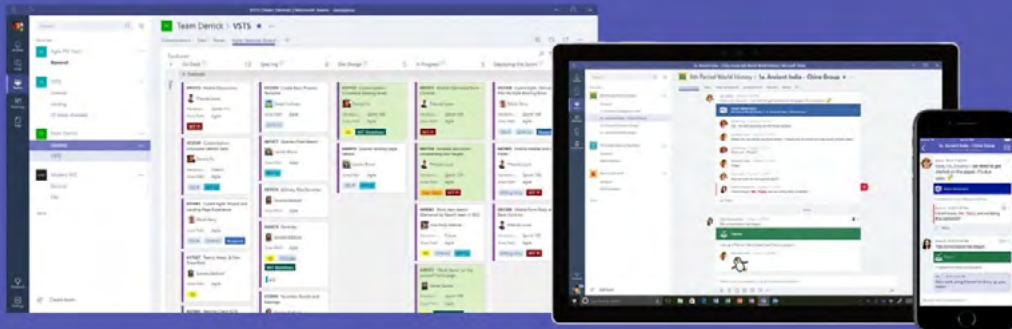
Microsoft Teams



User Guide Remote Working



Microsoft Teams



Created by the Digital Literacy Team

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Quick Start Guide

New to Microsoft Teams? Use this guide to learn the basics.

Move around Teams
Use these buttons to switch between Activity Feed, Chat, your Teams, Calendar & Files.

View and organize teams
Click to see your teams. In the teams list, drag a team name to reorder it.

Find personal apps
Click to find and manage your personal apps.

Add apps
Launch Apps to browse or search apps you can add to Teams.

Every team has channels
Click one to see the files and conversations about that topic, department, or project.

Start a new chat
Launch a one-on-one or small group conversation.

Add tabs
Highlight apps, services, and files at the top of a channel.

Use the command box
Search for specific items or people, take quick actions, and launch apps.

Manage profile settings
Change app settings, change your pic, or download the mobile app.

Join or create a team
Find the team you're looking for, join with a code, or make one of your own.

Manage your team
Add or remove members, create a new channel, or get a link to the team.

Add files
Let people view a file or work on it together.

Reply
Your message is attached to a specific conversation.

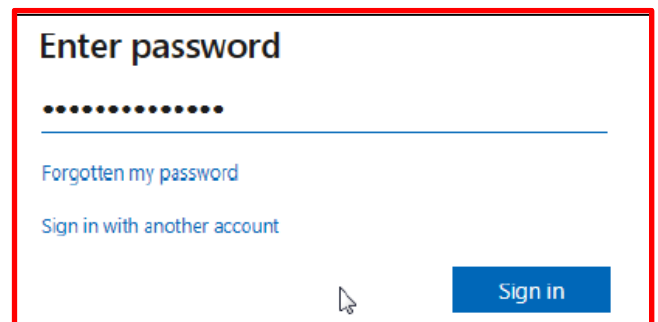
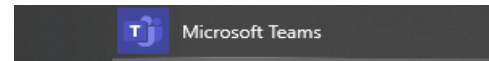
Compose a message
Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

Join or create a team
Find the team you're looking for, join with a code, or make one of your own.

Start a new conversation
Type @ to mention someone.

Signing into Microsoft Teams

1. Find and click on the desktop icon or click the Start button and start typing 'Teams' to open the app
 - Click start(windows Icon)> Microsoft Teams
 - For mobile users tap the teams app(Android & Apple IOS)
2. Sign in with your SRFT or PAT username/email & password
3. After clicking sign in you will be prompted to enter your password – enter your password and click sign in
4. You will now be signed in to MS Teams

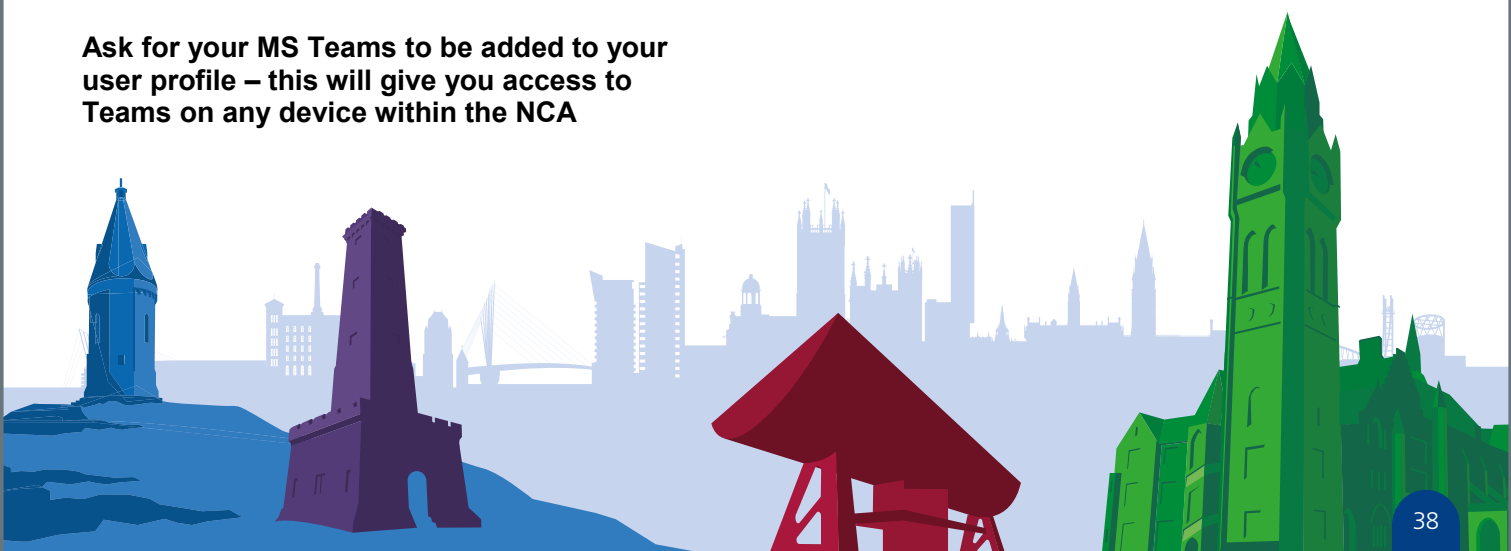


If Teams isn't installed on your PC please contact IM&T/Digital on the below numbers:

Digital SRFT – 0161 206 4250

IM&T Service Desk PAT – 0161 604 5678

Ask for your MS Teams to be added to your user profile – this will give you access to Teams on any device within the NCA

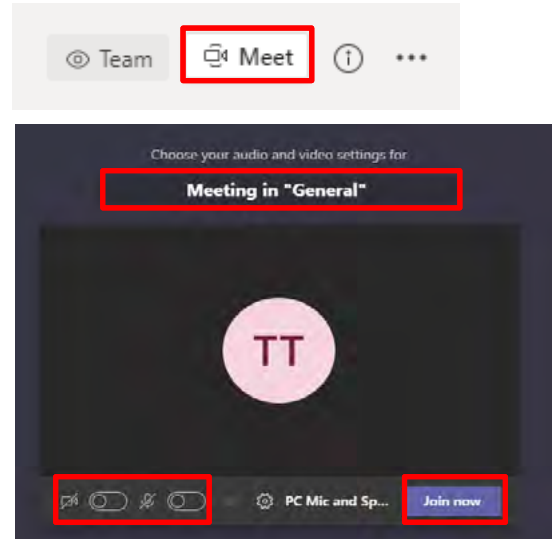


Meetings in Teams

There are a few of ways to meet in Teams

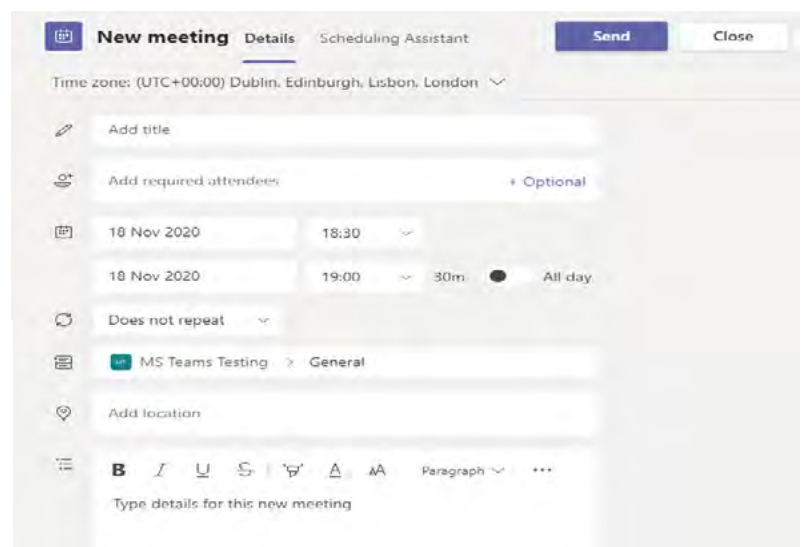
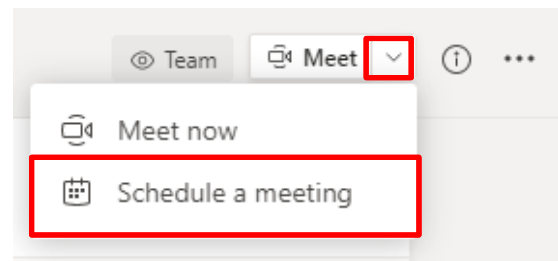
1. **Meet Now Function** – this allows you to meet within a channel and is recommended as a trail of activities will be available within the channel

- Open your Team/Channel
- Click the 'Meet' button at the top right of the page
- Give your meeting a name, ensure your microphone and camera are turned on and select join now



2. **Schedule a Meeting** – this allows you to send a meeting invite directly from a Channel within Teams – this will also generate an outlook calendar appointment

- Open your Team/Channel
- Click on the drop down box at the side of 'Meet'(top right of the page)
- Select 'Schedule a meeting'
- Type in all your details for the meeting, along with time, date and attendees
- Click send



3. **Outlook Calendar** – this allows you to send a invite to a meeting via an outlook email – this will not be in your channel so is best used for ad-hoc meetings

Outlook Calendar Meetings are not within a team, they are Ad-Hoc meetings and don't take place within a channel

- Open you outlook calendar
- Select 'New Teams Meeting'
- An outlook calendar invite will generate with a link into the meeting
- Type in the name of the attendees
- Press send
- **If using this method make sure you join through the link in your outlook appointment**

New Teams Meeting

Invitations have not been sent for this meeting.

To...

Subject:

Location: Microsoft Teams Meeting

Start time: Thu 29/10/2020 17:00

End time: Thu 29/10/2020 17:30

[Join Microsoft Teams Meeting](#)

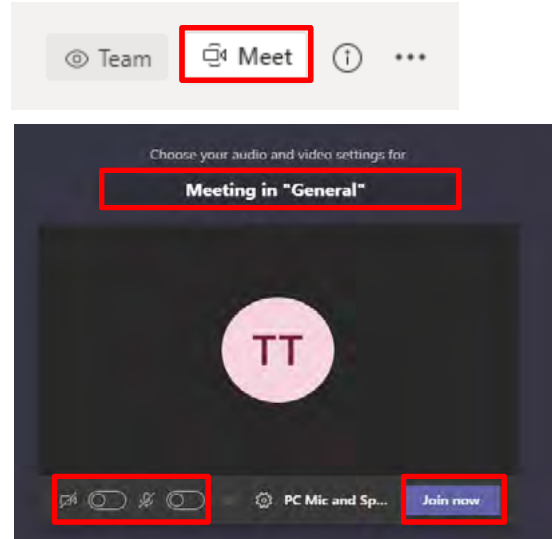
[Learn more about Teams](#) | [Meeting options](#)



Joining Meetings in Teams

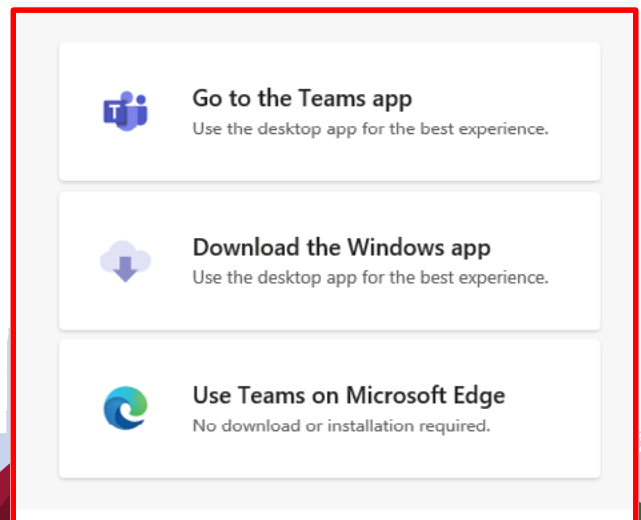
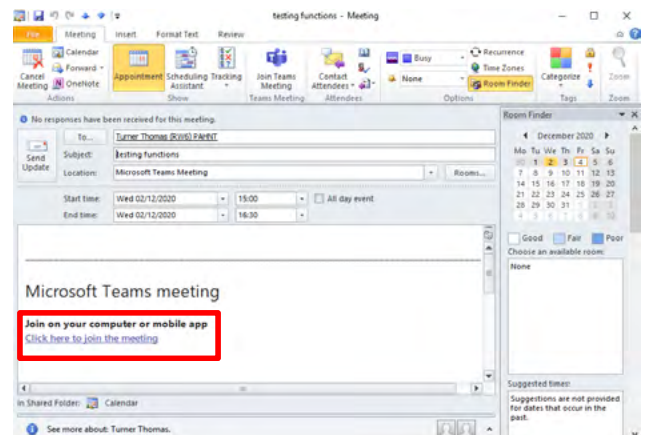
Meet now function

- To join a Team's meeting open your Team's channel
- Click the 'Meet' button at the top right of the page
- Ensure your camera and microphone are on and click 'Join Now'



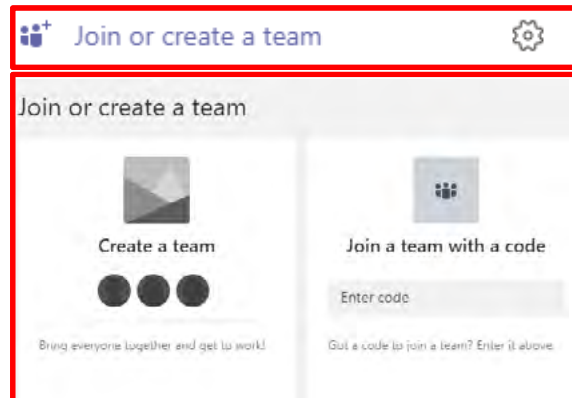
Outlook Calendar Invite

1. Find the meeting in your calendar
2. Open up the appointment scroll down to the bottom and click join 'Teams Meeting'
3. This will open a web browser, if Teams is already open it will take you straight to the meeting, if not select one of the three options



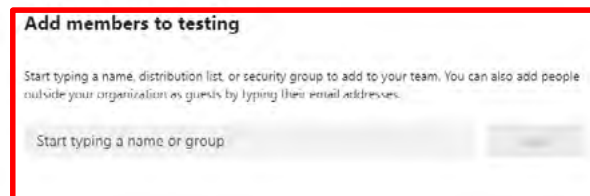
Creating a Team

1. Select 'Join or Create a team'(bottom of the teams list)
2. Select 'Create a team' or Join an existing team'
3. Enter the name for your team and a brief description for your new team



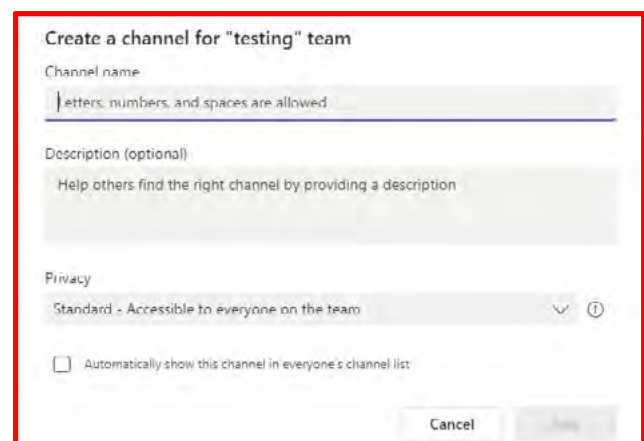
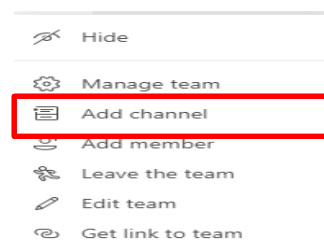
Adding People to the Team

1. Once your team has been created an invite box will appear, enter a colleagues name select them from the list
 - If you need to add someone from outside the NCA you will need to type in their full email address
2. Click done and an automated invite will be sent to anyone added to the team



Creating a Channel

1. In your team click on the 3 dots(***)
2. Select add channel
3. Enter a name and a brief description for your channel
4. Select Standard if it's an open Channel, Private if it's for 1-2-1s
5. Select Add



Channels can be used for 1-2-1 meetings with staff and can be set to private so only you and the member of staff can view this channel

Using Apps within Channels

There are lots of apps that can be used directly through Teams to help you effectively manage staff working remotely

Recommend apps;

- Wiki – this is a text editor that doubles as a notepad where you can draft edit and chat all in one place(use for 1-2-1s)
- Lists – can be used for tracking information, work or setting up workflows
- Planner – this can be used to assign tasks to team members(it appears as tasks in your channel and as planner on the tabs on the side of Teams)



Wiki



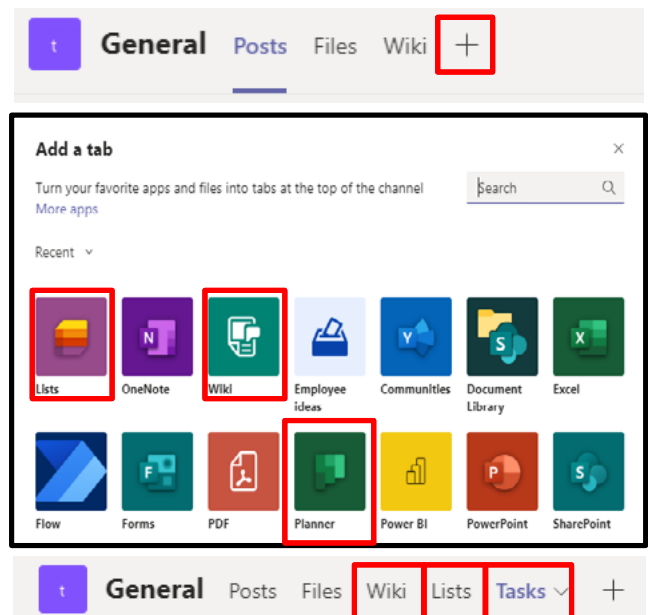
Lists



Planner

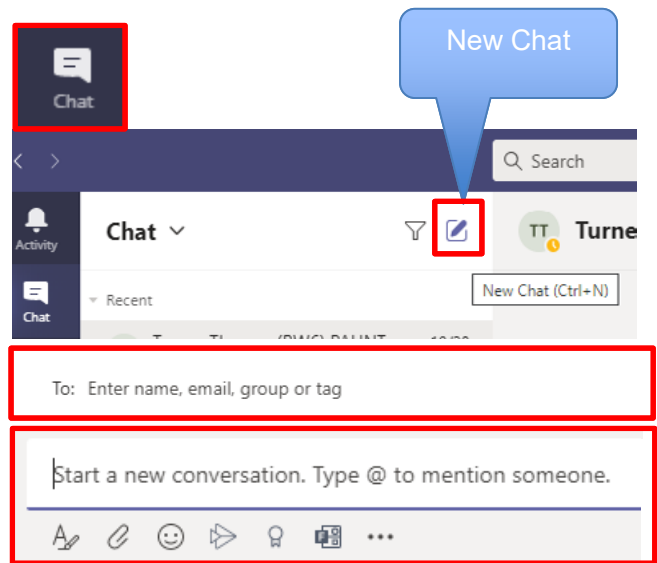
Apps can be added to channels

1. Select the channel you want to add the app into
2. Click on the + icon in your channel
3. Select the app you want
4. Click save



Starting a Conversation with a Person or Group

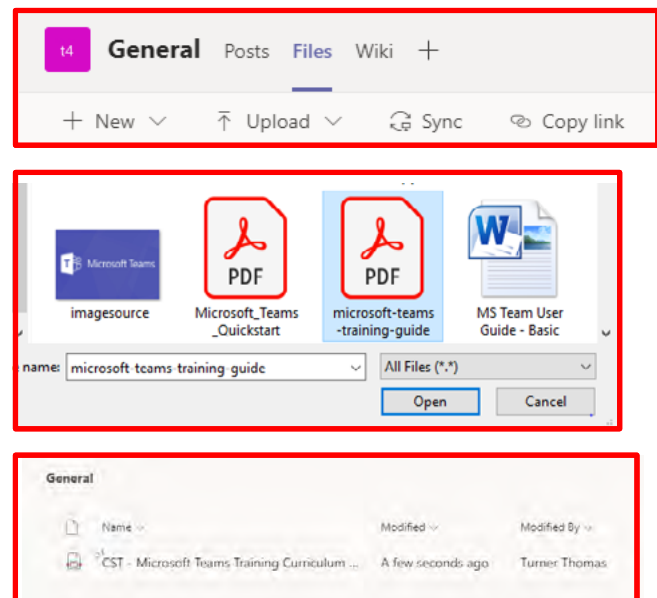
1. Click on the Chat Icon
2. Click New Chat at the top of the page
3. In the 'To' box, type the name of the person or group you want to begin chatting with
4. In the compose box, type your message and then press send



Sharing Files & Collaborative Working

Sharing files

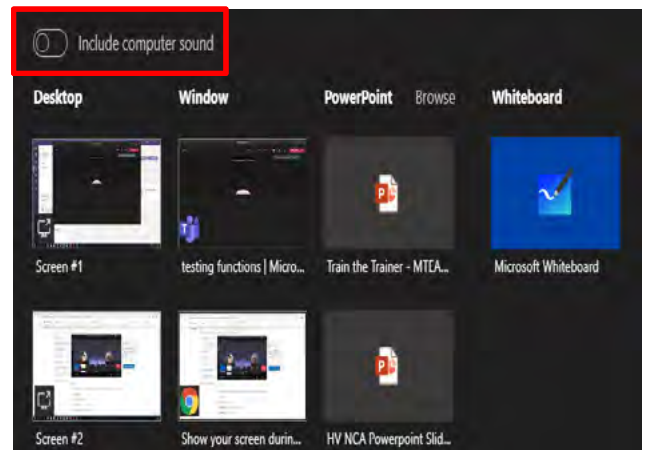
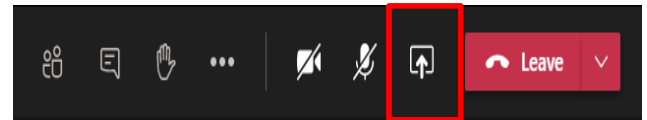
- In your channel click on the 'Files' tab
- Click on upload and select either 'Files' or 'Folder'
- Select you file or folder and press open
- The file/folder will now be saved within the files tab – this is accessible by any member of the channel



Sharing Your Screen

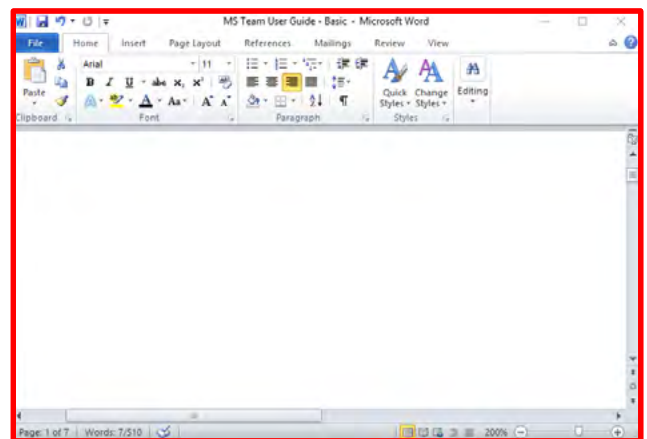
In Microsoft Teams, you can show your desktop, a specific app, presentation, or any file while in a meeting.

- During a meeting select the share option
- A box will appear in the bottom half of the screen – you can select from the following:
 - Desktop – this will share everything on your screen (if using multiple screens you have the option to select which screen)
 - Window – this lets you share a specific app
 - PowerPoint – lets you show a presentation
 - Browse – lets you find the file you want to show from your documents
 - Whiteboard – this allows you to open a virtual whiteboard, which everyone in the meeting has access to use



If you are sharing anything that has audio included, make sure to click on the box 'include computer sound'

- After you have selected what you want to show, a red border surrounds what you're sharing



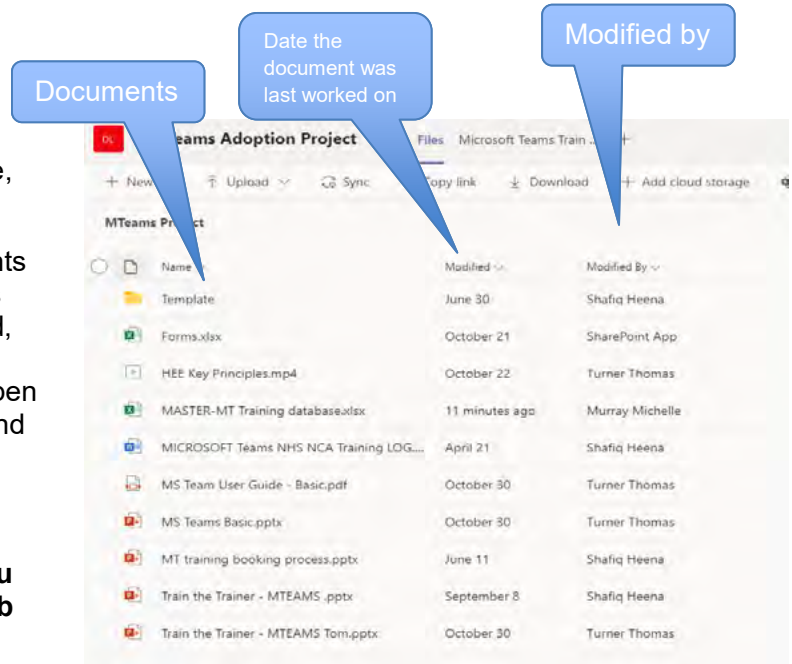
- To stop sharing click on the hide share option



Collaboration

The files tab allows you to collaborate on shared projects by allowing staff to work together on the same document in real time, with instant updates and history tracking

You can easily work on all of your documents and shared files without ever leaving teams thanks to the integrated apps such as Word, Excel, and PowerPoint. Double click on the document you want to work on and it will open within teams, when your done click close and it will save any changes you have made



All files posted in a channel or team that you are a member of are viewable in the Files tab in Teams





Ask Twice Campaign



When asked how are you? How often do you tell the truth?

How often when someone says 'I'm fine' do you follow up if you think they are not?

The simple act of asking twice, with interest, can really help someone open up for the first time.

Asking Twice doesn't mean ask 'How are you?' twice – choose a follow up ask

'Are you sure:' Short simple but very effective. It allows people to open up if they want too. Or lets the person know that you are really interested to know how they are.

'You know where I am if you need me:' This enables people to know that you have seen that they are not themselves. Not confronting but reminding that you are there if needed.

How's work/how was the weekend etc: You are showing an interest in that person without prying too much.

Having a tough day myself: being open your self can help others to share and be more open.

Asking someone how they are with sincerity and persistence (Ask Twice) does not mean that you have to gain superhero powers and fix all of their problems - it just shows that you actually care

There are no right or wrong answers – but if you ask twice with interest, it can really help when the person is ready to talk. **Remember – It's ok to not be ok**



Let's change the way we all think
and act about mental health



proud to support
time to change

let's end mental health discrimination

NCA Mental Health Champions Training

This is the place where we can talk about our mental health

The 'Time To Change Pledge' aims to change the way we think and act about mental health in the workplace by raising awareness, destigmatising mental health and helping better conversations and support for people experiencing mental health concerns.

The training for the Mental Health Champions helps you to be supported in this role. The champions will learn how to: recognise signs and symptoms of mental health concerns, how to signpost appropriately to the right support, how to look after their own well-being and how to connect with fellow champions

Please choose your preferred venue and date and use 'Ctrl' and right click on the link to order your Eventbrite Ticket

Please use password: NCA/MHChampions

Contact Sharon.lord@pat.nhs.uk if you have any problems

Dates for Frank Rifkin Lecture theatre, Mayo Building SRFT:

Mon 4th Jan 2021

Thurs 21st Jan 2021

Tue 2nd Feb 2021

Thurs 18th Feb 2021

Mon 15th March 2021

Tues 20th April 2021

Dates for Humphrey Booth Lecture Theatre 1, Mayo Building, SRFT:

Thurs 4th March 2021

Tue 6th April 2021

Wed 5th May 2021

Wed 19th May 2021

Wed 2nd June 2021

Wed 16th June 2021

<https://www.eventbrite.co.uk/e/125031475>
509

<https://www.eventbrite.co.uk/e/125037521>
593

NCA Mental Health Champions – The ‘Time to Change’ Pledge

The NCA Mental Health Champions: Destigmatising, challenging and changing the way we think and act about mental health in our workplaces

Aims of the NCA Mental Health Champion:

- To significantly raise awareness around Mental Health throughout the North Care Alliance
- To significantly reduce any stigma and discrimination attached to Mental Health within the workplace
- To enable great conversations around Mental Health so that the right support is sought at the right time

We will change the culture within the Northern Care Alliance around Mental Health by:

- We will be committed to the role of the NCA Mental Health Champion and help this role evolve
- We will drive forward change through the ‘Time To Change’ Pledge initiative
- We will challenge stigma and help change the way our colleagues think and act about Mental Health in the workplace
- We will signpost people who need support using the Mental Health Champions resource pack
- We will help colleague’s signpost people who need support
- We will share and promote resources within our own environments at work
- We will help people have great conversations about mental health and wellbeing
- We will enable students within our environment to challenge stigma and be future Champions
- We will support and share resources with our peer Mental Health Champions as part of a NCA Mental Health Champion Network

We will achieve this by:

- Contributing to the NCA Mental Health Champions Network to share knowledge and resources, share best practice, lessons learnt and support each other with challenging conversations.
- Being involved in the development of the NCA Mental Health Champion role and the ‘Time to Change’ pledge and initiatives.
- Receiving appropriate training to help us continually develop within the role of a Mental Health Champion

What we will need to fulfil our Mental Health Champions role.

- We will need our line managers and colleagues to support us to develop within this role
- We will need to be able to attend appropriate training and contribute to the NCA Mental Health Network
- We will need to be able to support our colleagues and team members within our work environment

Resilience Training: Looking After Your Emotional Wellbeing.

Delivered by the 'Salford Royal Department of Clinical Health Psychology' as part of the NCA Health & Wellbeing Strategy.

Learning Outcomes:

Psychological Support: What's on offer/How to access support/ Anxiety: What is it? What are the symptoms of anxiety? / What can be the causes? / Coping strategies simplified/ Increasing your resilience/ Managing difficult thoughts and emotions/ Sources of support/ Digital solutions for support.

There is an option for face 2 face training or virtual via Microsoft Teams.

To BOOK a F2F: click on the link and use password NCAEmotionalwellbeing

Any problems please contact Sharon.lord@pat.nhs.uk

Fairfield General Hospital: Auditorium Education Centre:

- Dates: 5th March, 14th June, 25th Aug, 10th Dec:
- Time: 10am – 11am
- Link: <https://www.eventbrite.co.uk/e/129656252341> Password: **NCAEmotionalwellbeing**

Oldham Royal Hospital: F17 Education Centre:

- Dates: 19th Feb, 9th Sept, 12th Nov
- Time: 10am – 11am
- Link: <https://www.eventbrite.co.uk/e/129655169101> Password: **NCAEmotionalwellbeing**

Salford Royal Hospital: Humphrey Booth Room 1, Mayo Building:

- Dates: 4th Jan, 8th April, 22nd July, 7th Oct.
- Time 10am – 11am
- Link: <https://www.eventbrite.co.uk/e/129584319187> Password: **NCAEmotionalwellbeing**

To book on a virtual training session please choose your date and click on the link

Date	Time	Microsoft Teams Link
7th January 21	13:00 -14:00	Click here to join the meeting
4th February 21	13:00 -14:00	Click here to join the meeting
18th March 21	13:00 -14:00	Click here to join the meeting
15th April 21	13:00 -14:00	Click here to join the meeting
6th May 21	13:00 -14:00	Click here to join the meeting
3rd June 21	13:00 -14:00	Click here to join the meeting
1st July 21	13:00 -14:00	Click here to join the meeting
5th August 21	13:00 -14:00	Click here to join the meeting
2nd September 21	13:00 -14:00	Click here to join the meeting
7th October 21	13:00 -14:00	Click here to join the meeting
4th November 21	13:00 -14:00	Click here to join the meeting
2nd December 21	13:00 -14:00	Click here to join the meeting

The Personal Wellbeing Plan is designed to help tailor support offered to individuals, help them maintain or improve a healthy work presence, to help them undertake normal work activities (due to ill health or external factors), to achieve a better work-life balance, or to help them attend for work in some capacity where ill health is a factor.

Employer name:	
Manager:	
Human Resources Advisor:	

How to use this form
 This personal plan should be used to record discussions between managers and employees about potential issues affecting their work/attendance and support that may assist them. It may be used to support wellbeing in work or help return to work Occupational Health may also make recommendations into the discussions on factors affecting health and wellbeing as well as potential support for colleagues.

This document must be stored locally and securely and the staff member retains their own copy.

1. FOCUS	2. EXPLORE	3. MAKE A CHANGE	4. REVIEW	5. AGREE	
What is impacting on your Health and Wellbeing? Provide details of: 1. the impact that health is having on work (give examples) and/or 2. impact work is having on health (give examples) and/ <u>or</u> 3. factors preventing the individual from returning to work (where on sick leave) *Use the NCA Health and Wellbeing Wheel to support conversations	Why is it happening? What could help with that? Identify which actions or support activities are best suited to improve an individual's health and wellbeing. Identify when support activity is expected to be provided and when it will be reviewed. Include who has been involved in the planning of the support.	What needs to happen? How will we know it has helped? What outcome is expected from this intervention and when? How will change be monitored? By when? • "Short Term", (<2 months) • "Medium Term" (3-4 months) • "Long Term" (>5 months)	Has it helped? Outline the effectiveness of the actions and the support activity and what has been achieved. This should form the next discussion go to box 1. If no improvement has been achieved, the support activity should not simply be reapplied. A review should take place every 28 days as an integral part of CF2's, 121's, supervisions.	Colleague Signed as	Manager
			Date of Review:		
			Date of Review:		

A copy of this document may be shared with Occupational Health (where a referral is needed)

1.FOCUS What is impacting on your Health and Wellbeing?	2.EXPLORE Why is it happening? What could help with that?	3.MAKE A CHANGE What needs to happen? How will we know it has helped?	4. REVIEW Has it helped?	5. AGREE Signed as record of discussion	
Provide details of: 4. the impact that health is having on work (give examples) and/or 5. impact work is having on health (give examples) and/or 6. factors preventing the individual from returning to work (where on sick leave) *Use the NCA Health and Wellbeing Wheel to support conversations	Identify which actions or support activities are best suited to improve an individual's health and wellbeing. Identify when support activity is expected to be provided and when it will be reviewed. Include who has been involved in the planning of the support.	What outcome is expected from this intervention and when? How will change be monitored? By when? <ul style="list-style-type: none"> • "Short Term", (<2 months) • "Medium Term" (3-4 months) • "Long Term" (>5 months) 	Outline the effectiveness of the actions and the support activity and what has been achieved. This should form the next discussion go to box 1. If no improvement has been achieved, the support activity should not simply be reapplied. A review should take place every 28 days as an integral part of CF2's, 121's, supervisions.	Colleague	Manager
			Date of Review:		
			Date of Review:		
			Date of Review:		
			Date of Review:		

A copy of this document may be shared with Occupational Health (where a referral is needed)

Personal Wellbeing Plan Toolkit

This is the place where we look out for one another

Enabling Great Compassionate Conversations
between Managers and Staff



Personal Wellbeing Plan Toolkit

This is the place where we give the same quality of care to our staff, that our staff give to our patients.

Contents

Introduction

What is coaching?

Listening Skills

Powerful Questions

Asking great questions

NCA Health and Wellbeing Wheel

Descriptors for Wellbeing Wheel conversations

Example of a Wellbeing Wheel conversation

NCA Personal Wellbeing Plan

Introduction

The Personal Wellbeing Plan has been created to support Health and Wellbeing conversations within your CF2 meetings /121's /Health Reviews etc. so that you can establish realistic, achievable goals to improve your own health and wellbeing.

This toolkit has been designed to help support you and your line manager or colleague to have more meaningful conversations by providing you with some simple skills and tools to help guide your conversation.

Within national and local policy it is increasingly acknowledged, researched and evidenced that coaching conversations are a key enabler to empowering people to improve their own health and wellbeing.

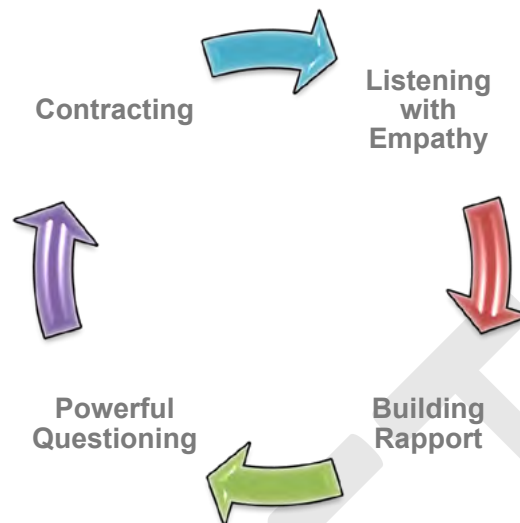
This approach is supported by Health Education England and NHS England, who state that strength based conversations and health coaching are key interventions to equip staff with additional skills, techniques and the mind-set to support and empower people toward their own wellbeing goals.

This resource describes some simple coaching skills and tools that have been specially designed to help guide your conversation and provides you with information on how to apply these skills and tools.

Personal Wellbeing Toolkit Outcomes:

- ☺ **Conduct open conversations that identify person centred goals, connecting behaviour change to their goals they care about**
- ☺ **Support people to identify practical and achievable solutions**
- ☺ **Guide people to take responsibility and make their own choices**
- ☺ **Motivate and support people to take action, review their progress and adjust their action as required**
- ☺ **Develop a collaborative relationship with people based on rapport and trust**
- ☺ **Utilise coaching tools and skills to promote autonomy and independence**
- ☺ **Understanding coaching process and its application in a personal health and wellbeing plan**
- ☺ **Help staff to feel better supported at work**

What is coaching?



The Coaching process enables people to set their own agenda in their own way to reach their own self defined goals.

Contracting/Ground Rules:

In order to get the most out of the conversation it is good practice to agree a contract. 'What do we expect from this conversation with each other?'

- ✧ **The manager and the individual may have a collaborative responsibility to resolve issues**
- ✧ **All conversations are confidential**
- ✧ **The manager may provide advice and guidance when required**
- ✧ **Where appropriate signposting or referral to in-house support services such as Occupational Health**

Listening Skills – 5 Levels of listening, 'Strive for 5'



5 -EMPATHETIC LISTENING: is non-judgmental, impartial and most importantly form the other person's frame of reference. It is observing their body language and wanting to fully understand them, rather than attempting to lead them or second guess what they are saying.

**YOU
ARE
REALLY
LISTENING**



4 -ATTENTIVE LISTENING: This is listening and focusing on what people are saying but still from our own frame of reference.



3 -SELECTIVE LISTENING: Listening partially to someone who says something which triggers our own thinking. You are waiting for the person to finish talking so that you can make your own point.



2 -PRETEND LISTENING: Not particularly helpful but happens sometimes when we are busy or multitasking or thinking about other non-related topics.



1 -IGNORING: You are not listening- this can be helpful in some instances such as working in an open plan office, or when there is a lot of background noise.

**YOU
ARE NOT
LISTENING**



Powerful Questioning

OPEN QUESTIONS: To gather information and opinions. Questions to which there are lots of possible answers, they get people talking remember **T.E.D.**

- ? Tell me about.....
- ? Explain.....
- ? Describe.....

PROBING QUESTIONS: Are to learn more about what the person has said, often to follow up answers to open questions. They narrow down and refine the information.

- ? **That is interesting can you tell me more.....?**
- ? **Why was that.....?**
- ? **How did you feel then.....?**
- ? **What exactly did you mean when you said.....?**

CHALLENGING QUESTIONS: To challenge generalisations/sweeping statements. These often include 'never,' 'always,' 'everyone,' 'must,' 'can't'.

'I never have time to do anything' – In response you could ask 'How long would you need to do something?' or 'what time do you have for yourself?' 'What makes you say that?'

CLOSED QUESTIONS: These have the answer yes or no and are generally not helpful to have good conversations – try not to use closed questions except when checking facts

CLARIFICATION QUESTIONS: To ensure complete understanding. They can also be used to close a particular issue. i.e. **'We have talked about your wellbeing and we have a plan- can you tell me what you understand about the plan?'**

Asking Great Questions: Remember 'Ask' don't 'Tell'

MAGIC QUESTIONS:

(A coaching script to practice with: Julie Starr 'Brilliant Coaching').

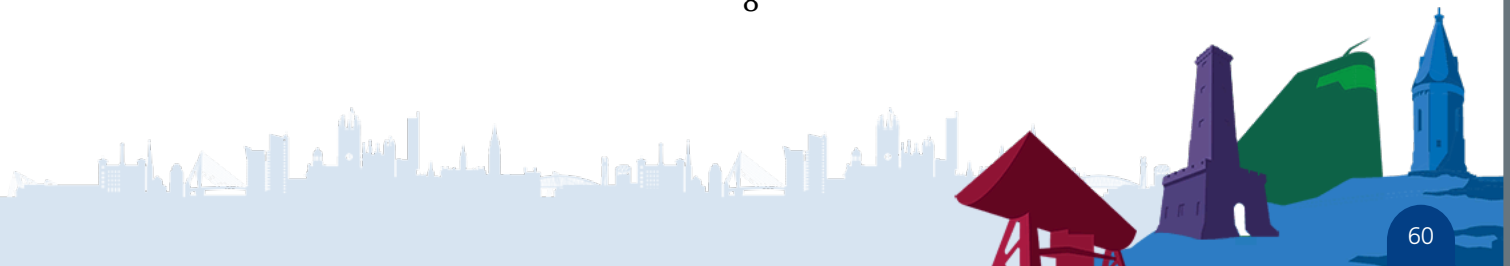
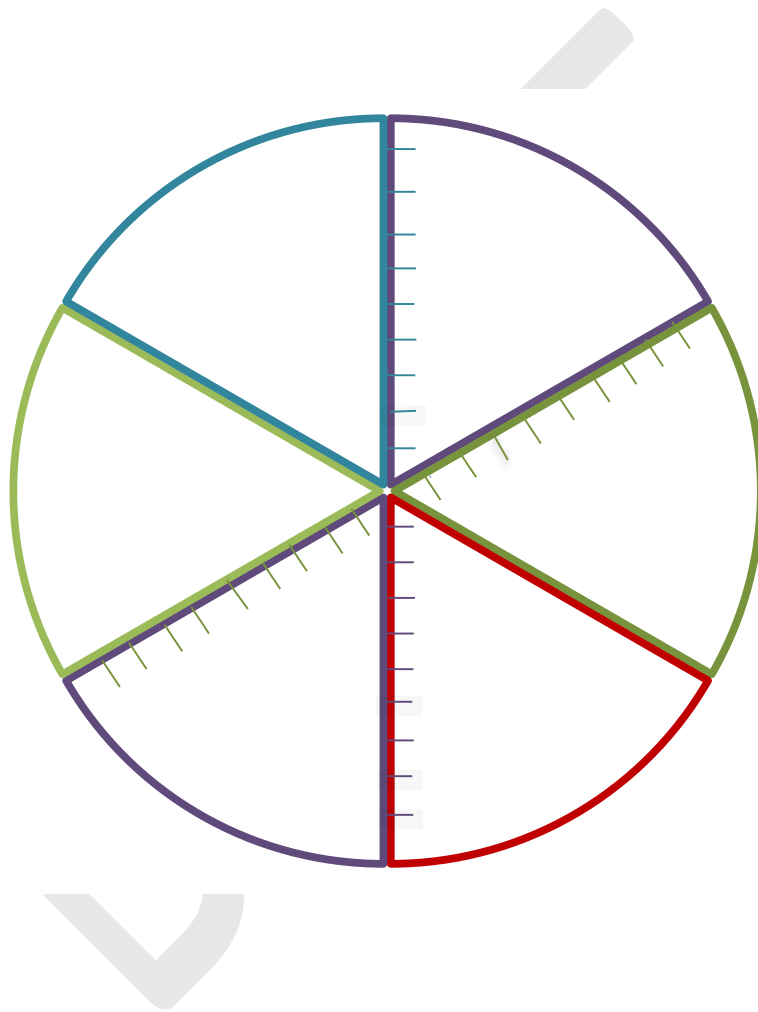
- What's the issue?
- What makes it an issue now?
- Who owns the issue/problem?
- How important is it on a scale of 1-10?
- What are the implications of doing nothing?
- What have you done already?
- Imagine this problem has been solved. What would you see, hear, feel?
- What is standing in the way of that ideal outcome?
- What is your own responsibility for what's happening?
- What early signs are there that things might be getting better/going alright?
- Imagine you are at your most resourceful. What would you say to yourself about the issue?
- What are the options for action here?
- What criteria will you use to judge the options?
- Which option seems the best one against your criteria?
- So what's the next/first step?
- When will you make that step?

Scaling: is a really powerful tool to use to find out how they rate importance.

- How much energy (or confidence) do you have for a solution?

The person may have told you that the problem has an importance of 9, but then their confidence/energy is only at 3 or 4. If so, you would want to ask a follow up question such as – what would need to happen to increase the confidence/energy to a 7 or 8?

NCA Health and Wellbeing Wheel



Exploring the Health and Wellbeing Wheel

The Health and Wellbeing Wheel is a tool to help a person identify the areas in their life that may be having an impact on their overall wellbeing. The headings are intended to be broad and can be interpreted in whatever way they are meaningful to the person. i.e. the section 'Am I feeling happy and confident?' may trigger a range of conversations around the things that make the person feel happy and confident or that are preventing the person from feeling this way.

Enable: the person to identify what descriptors they would like to talk about. There are examples on the next page.

Give: Give the person the pen so that they are leading, empowered and in control of the conversation.

Invite: The person to think about each section. And take some time to go through each section.

Score: You can see that the sections have notches along the sides; this is a scoring tool of 1-10. Ask the person to score the sections and identify where they feel they are currently. See the completed wheel example page 11.

Identify: Then identify where the person would like to be – and score again – you will see the gap between where they are now and where they want to get to. You might want to put a timescale to this, i.e. in 6 months I would like to be here. (Don't strive for 10 on each section – be realistic).

Start: Ask the person which section is the most important and where would they like to start the conversation. What's the biggest priority at this moment?

Finally talk about what the goal is for that section and how that goal can be achieved

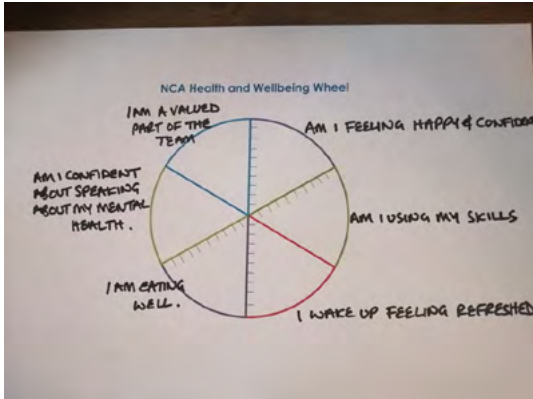
Complete the Personal Wellbeing Plan based on your conversations identifying any actions and timescales

Descriptors to help Wellbeing Wheel conversations

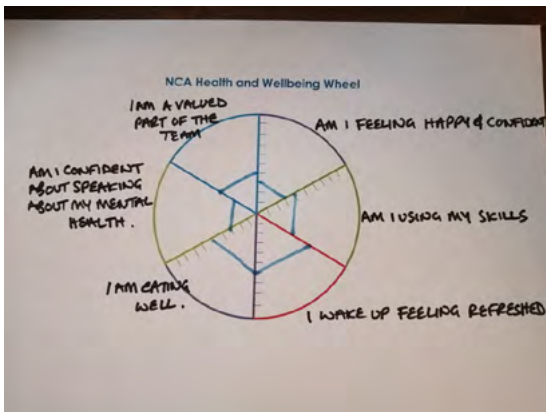
Use descriptors such as suggested below, to populate your Health and Wellbeing Wheel – this list is not exhaustive and you may wish to identify your own descriptors.

- Am I feeling happy and confident**
- Am I using my skills**
- Am I a valued part of the team**
- Am I valued as an individual**
- Am I supported by my colleagues**
- Am I supported by my line manager**
- Am I comfortable talking about my disability**
- I wake up feeling refreshed**
- Am I confident in speaking about my mental health**
- Am I supported with my mental health**
- Am I managing my caring responsibilities**
- Am I active**
- Am I eating well**
- Am I connected to the people that matter to me**
- Am I part of my community**
- Am I supported as a carer**

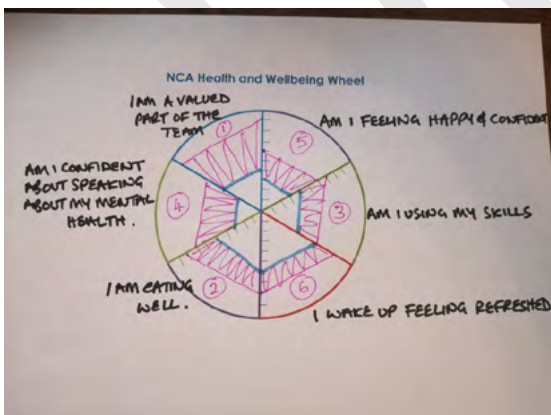
Example of completing a Health and Wellbeing Wheel



- 1- Give the person the pen.
- 2- Ask the person to consider what descriptors they would like to focus on.
- 3- Label the wheel with the chosen descriptors

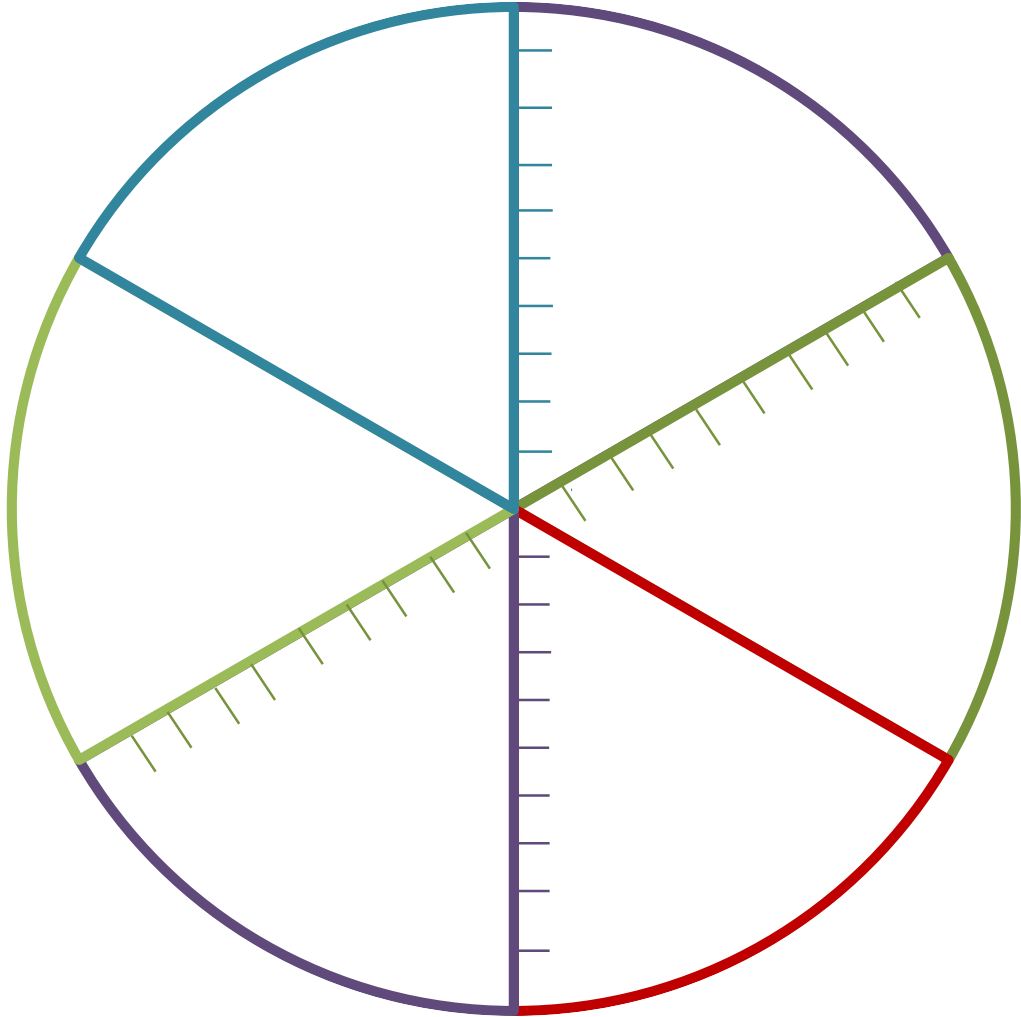


- 4- Mark where you feel you are now using the importance scales 1- 10 on the wheel
- 1: being low and 10 high



- 5- Mark again where you would like to be. Be realistic.
- 6- Talk around the marked sections. What is the most important? What can you do to achieve this?
- 7- Set realistic achievable goals with a timescale.
- 8- Complete the Personal Wellbeing Plan with your discussions and outcomes.





Going Home Checklist

- Take a moment to think about today
- Acknowledge **one** thing that was difficult on your shift: let it go
- Be proud of the care you gave today
- Consider **three** things that went well
- Check on your colleagues before you leave: are they OK?
- Are you OK? Your senior team are here to listen and support you
- Now switch your attention to home: **Rest and Recharge**

**THANK
YOU**

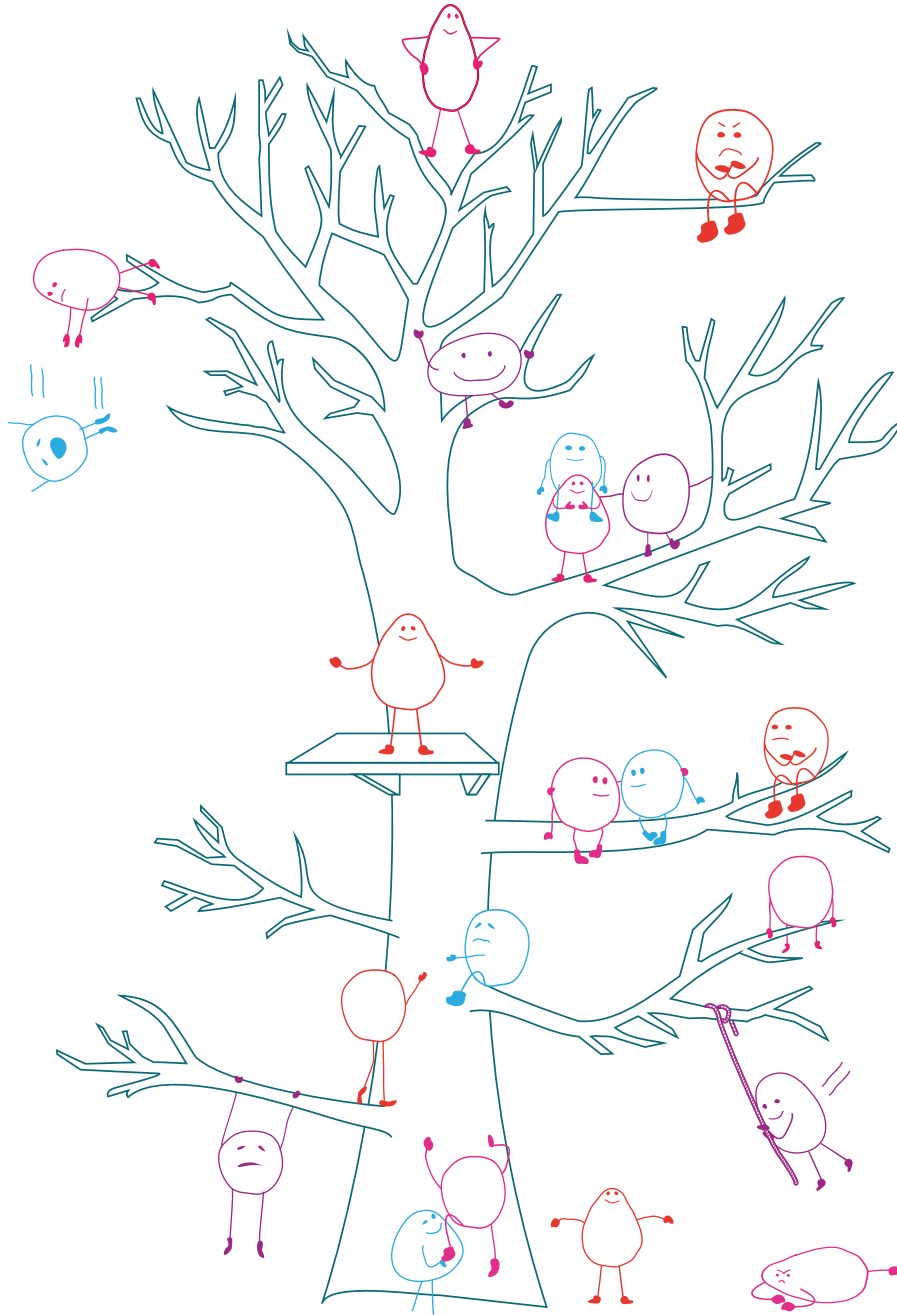


Staff: Top Tips to Make Your Homeworking A Success

- ✓ **Designate your work zone.** And make it yours.
- ✓ **Get into a routine.**
Prioritise, schedule and take regular breaks.
- ✓ **Don't forget to check in.** With yourself and others.
- ✓ **Strike a balance.**
Create boundaries between work and home life.
- ✓ **Make time to connect and talk.**
It can improve your wellbeing and productivity.
- ✓ **Exercise regularly.**
Release those endorphins to boost your mood.
- ✓ **Try something new.**
Get your creative juices flowing for a fresh mind.
- ✓ **Reward your hard work.** You've earned it!
- ✓ **Signing off.**
Switch off your computer and switch off from work.
- ✓ **Plan for the end of the day.**
Workout, meditate, relax – 'return home'



Time To Change NCA Life Tree



What stands out for you and why? Where are you currently?
Where would you like to be?



