



**Public Trust Board**  
**6<sup>th</sup> May 2021**

<b>Report Title:</b>	Wellbeing Update
<b>Executive/NED Lead:</b>	Kate Read, Director of People & OD
<b>Report author(s):</b>	Jo Wood, Assistant Director of HR
<b>Previously considered by:</b>	HR Assurance Meeting – 18 <sup>th</sup> March 2021

Approval       Discussion       Information       Assurance

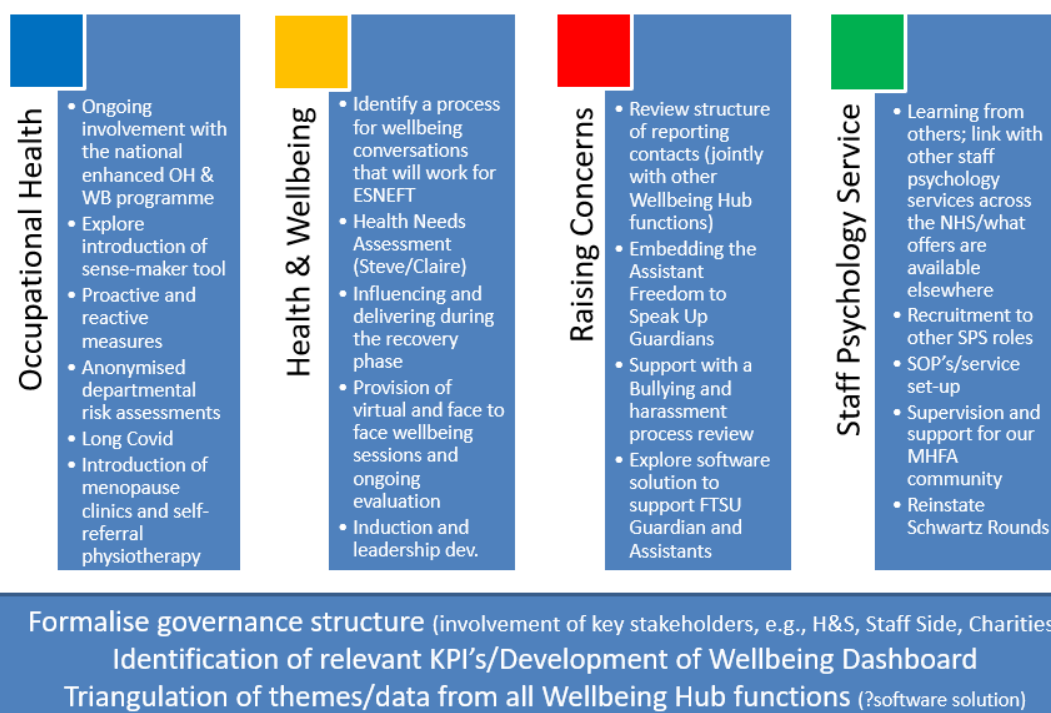
<b>Executive Summary</b>		
<p>The Public Board are asked to note the attached report which outlines progress with the well-being offer available to all staff at ESNEFT.</p> <p>The report is set out in three sections, the first of which outlines key appointments, proposed changes in the reporting framework for well-being and enhancements to the offering of well-being resources for our staff.</p> <p>The report confirms the appointment of Richard Spencer, Non-Executive Director as ESNEFT's first Well-Being Guardian, whose role is to steer the well-being strategy and hold the organisation to account for the provision of its well-being support to staff. This appointment is in line with the recommendations set out in NHS People Plan 2020-21.</p> <p>The second section outlines the engagement of staff with the well-being provision which is currently available. In particular the report highlights an increase in staff both accessing the Employee Assist Programme and engaging with the virtual well-being sessions. The report also draws attention to the increase in trained mental health first aiders, who are embedded within teams and who provide immediate, on the ground support to staff.</p> <p>Finally, the report briefly sets out some immediate next steps for the well-being hub. These include, enhancing physiotherapy services for staff, exploring links with the national occupational health and wellbeing service, and ensuring close working with Divisions and HR Business Partners to facilitate appropriate de-brief and counselling support for staff as part of the Recovery and Re-Build programme.</p>		
<b>Action required of the Board</b>		
The Board is asked to note the content of this report.		
<b>Link to Strategic Objectives (SO)</b>		<b>Please tick</b>
SO1	Keep people in control of their health	<input type="checkbox"/>
SO2	Lead the integration of care	<input type="checkbox"/>
SO3	Develop our centres of excellence	<input type="checkbox"/>
SO4	Support and develop our staff	<input checked="" type="checkbox"/>
SO5	Drive technology enabled care	<input type="checkbox"/>
<b>Risk Implications for the Trust</b> (including any clinical and financial consequences)		
<b>Trust Risk Appetite</b>	Compliance/Regulatory: The board has a minimal risk appetite when it comes to compliance with regulatory issues. It will meet laws, regulations and standards unless there is strong evidence or argument to challenge them	
<b>Legal and regulatory implications</b> (including links to CQC outcomes, Monitor, inspections, audits, etc)	Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 17	

	Health and Safety at Work Act
<b>Financial Implications</b>	None specifically for this report.
<b>Equality and Diversity</b>	None specifically for this report.

## WELLBEING UPDATE

### 1. Wellbeing Hub

**1.1 Wellbeing Hub Leadership Team Meeting** – The Wellbeing Hub leadership team met for the first time on Wednesday 10 February, supported by Richard Spencer, Non-Executive Director and ESNEFT's Wellbeing Guardian. The team agreed a number of key priorities over the next 12-18 months which will continue to be developed in discussion with the leads of the relevant functions.



**1.2 Wellbeing Guardian Role** – The NHS People Plan 2020-21 sets out national health and wellbeing policy ambitions to enable system stakeholders to create a culture of wellbeing, where our NHS people are cared for. These policy areas outline three key roles, one of which includes the introduction of Wellbeing Guardians. These Guardians are Board members who strategically steer and hold the organisation to account for the wellbeing of its employees.

A paper has been drafted for Trust Board in April which outlines the role of the Wellbeing Guardian. Richard Spencer, Non-Executive Director, has been appointed to this role for ESNEFT and will work alongside the Wellbeing Hub leadership team to encourage a model of wellbeing leadership, building on pre-existing internal resources to increase advocacy and ownership of the mental and physical wellbeing of NHS staff.

Richard will also support the Trust to embed the following nine NHS Workforce Wellbeing Guardian principles as identified by NHSI/E:

- **Principle one:** The health and wellbeing of NHS people will not be compromised by the work they do
- **Principle two:** The board and guardian will check the wellbeing of any staff member exposed to distressing clinical event
- **Principle three:** All new NHS staff will receive a wellbeing induction
- **Principle four:** The NHS people will have ready access to self-referral and confidential occupational health services.
- **Principle five:** Death by suicide of any NHS people will be independently examined

- **Principle six:** The NHS will ensure a supportive, safe environment to promote psychological and physical wellbeing
- **Principle seven:** The NHS will protect the cultural and spiritual needs of its people, ensuring appropriate support is in place for overseas NHS people
- **Principle eight:** Necessary adjustments for the nine groups under the Equality Act 2010 will be made
- **Principle nine:** The wellbeing guardian will suitably challenge the board

ESNEFT has joined the East of England Wellbeing Guardians Task and Finish Group which meets weekly in order to discuss this new role and how the programme of work linked to this important role will be aligned and embedded into NHS organisations.

**1.3 The NHS Health & Wellbeing Framework** sets out evidence-based ways in which NHS organisations can create a wellbeing culture. NHS England and NHS Improvement are currently in the process of refreshing this framework, which ESNEFT will look to progress during Q1 and 2 of 2021/22.

**1.4 Recruitment Update** – Dr Claire Lamplugh, Consultant Clinical Psychologist, is due to commence on 29 March 2021 and we have recruited two further Clinical Psychologists; one who will be joining us substantively on a part time basis and the other who will be joining us via NHS Professionals for one day per week. Further recruitment paperwork has been produced for a full time Specialist Psychological Therapist and we are hoping to be in a position to go out to advert for this post by the end of March 2021. The Health & Wellbeing Administrator advert has now closed and is currently being shortlisted.

**1.5 Wellbeing Resources** – A number of new resources have been developed and printed which included Care Cards, Wellbeing posters and Sleep Hygiene leaflets. These have been widely at Ipswich Hospital and in the Suffolk community but unfortunately it appears that these have not yet been circulated at Colchester Hospital and to the Essex community locations. This is currently being looked into by the Wellbeing team.

**1.6 Staff Recovery** – The wider Wellbeing team continue to provide support on a 1-2-1 basis and to relevant departments as we have entered a period of recovery. This is in addition to the support being provided to HR/OD Business Partners who are facilitating staff recovery conversations within their Divisions currently.

## 2. Health & Wellbeing

**2.1 Wellbeing Inbox** - A number of emails continue to be received into the Wellbeing Inbox covering a variety of issues. During January to February 2021, a total of 26 emails were received.

**2.2 Employee Assistance Programme** - During February 2021, a total number of 150 contacts were made with CiC, our EAP provider. This is broken down as follows:

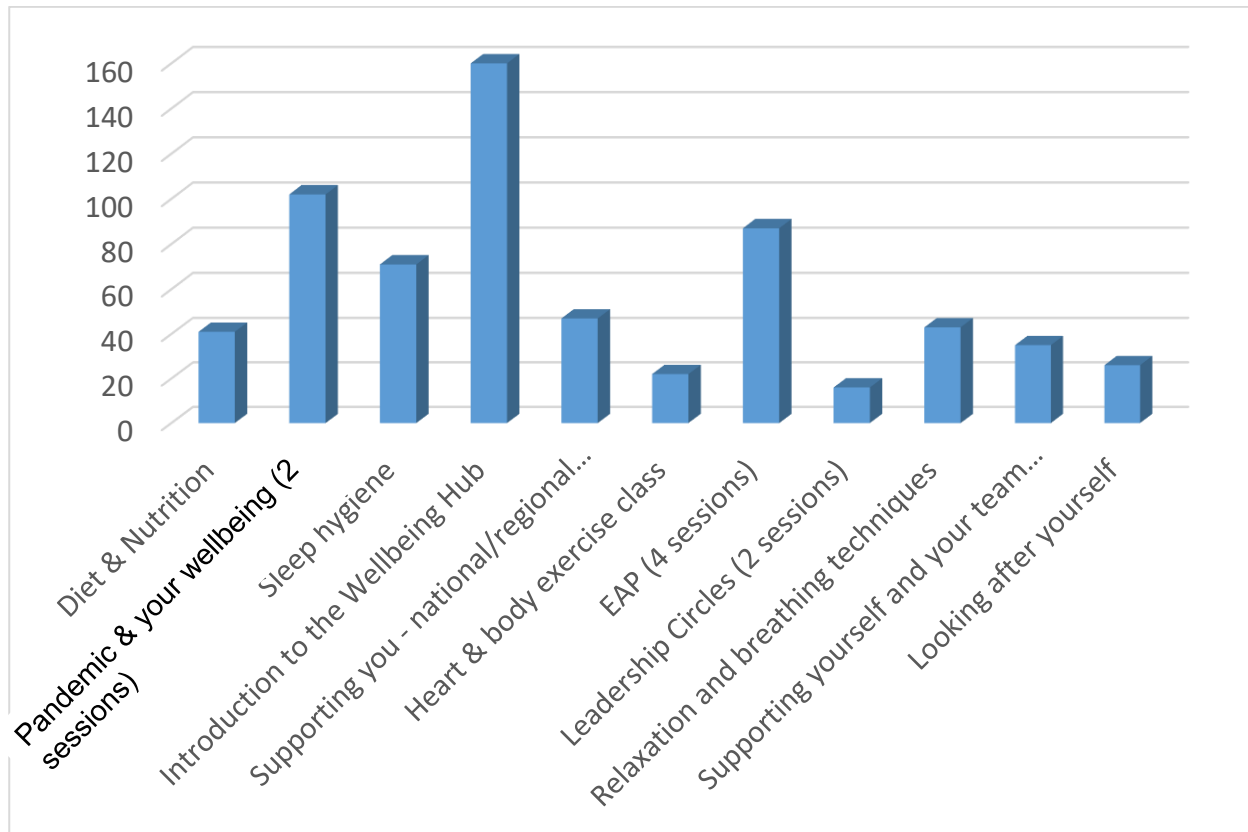
- 86 telephone calls
- 14 emails sent to clinical team
- 0 online chat sessions
- 50 logins to WellOnline

The overall usage in the current reporting period was 33% higher than for the same period in the previous 12 months. If the usage remains consistent it would mean 20% of our employees will have accessed CiC services in a 12 month period. Compared to 9% the previous year.

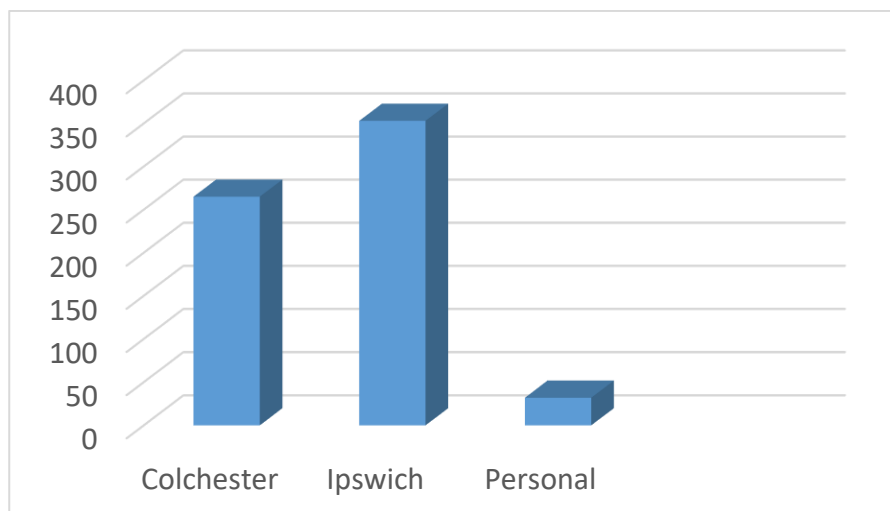
**2.3 Virtual Sessions (1 February to mid-March 2021)** - The virtual sessions provided to date include a combination of physical, psychological, healthy lifestyles and information on support services.

Total number of sessions provided to date:	16
Total attendees:	650
Average satisfaction rating:	4.53/5
Recommendation to colleague rating:	4.63/5
Top reasons for attending:	Information, managing stress, improve wellbeing, support myself and my team

**Numbers attended by Wellbeing topic**



**Email location of delegates**





During February 2021, a number of virtual coffee and catch-up sessions were arranged for our Mental Health First Aiders which were attended by over 60 colleagues. This was a great opportunity to provide them with an update on the Wellbeing Hub programme of work and also to share experiences of providing support to colleagues. Due to the excellent feedback from these sessions, these will be arranged on a quarterly basis in future.

This following impact data provides an overview of the confidence and knowledge rating scores from delegates who attended the Mental Health First Aid training programmes held during Quarter 3 of 2020-21, September to December 2020 (x8 programmes).

**1. On a scale of 0 -10 please score your personal confidence of how best to support other with a mental health issue before and after the course.**

	<b>Average Score</b>
Rating - Confidence Before	4.3
Rating - Confidence After	8.5
% Increase	97.7

**2. On a scale of 0 - 10 please score your knowledge and understanding of how to best support others with a mental health issue before and after the course.**

	<b>Average Score</b>
Rating - Knowledge Before	4.3
Rating - Knowledge After	8.6
% Increase	100

**3. How likely are you to recommend the course**

	<b>Average Score</b>
Recommend Course	9.9

We continue to meet on a quarterly basis with Mental Health First Aid England to discuss our partnership arrangement and to move aspects of our work forward with them. Outstanding issues that need to be addressed include:

- Training additional ESNEFT Mental Health First Aid Instructors
- Sign-off the contract relating to the introduction of the Mental Health Knowledge for Manager’s platform
- Discussing the introduction of Mental Health Aware training for all staff

**Brew Crews** – Brew Crews continue to be supported by our Mental Health First Aiders, although this is now being managed on more of an ad hoc basis as we have entered the recovery period. Various departments/Wards have been visited during Quarter 4, including MRI, Radiography, Mortuary, Bereavement, Bluebird Lodge, Layer Marney Ward, Haughley Ward and both Critical Care Units.

**4. Occupational Health**

**4.1 Physiotherapy self-referral service** – Version 2 of this business case was presented to members of the Strategic Workforce Group on 15 March which was agreed in principle subject to an additional paragraph being included relating to the funding that was withdrawn in Ipswich a few years ago. This business case will now be presented to members of ODG for further discussion.

**4.2 National Enhanced Occupational Health & Wellbeing** - Our Head of Occupational Health continues to work collaboratively with system colleagues on the national enhanced Occupational Health & Wellbeing offering. Further information on this programme of work will be included within the next assurance report.

## **5. Freedom to Speak Up**

**5.1 Assistant F2SU Guardians** – All of our Assistant Freedom to Speak Up Guardians have now been trained and were launched at the Staff Partnership Forum on 16 March 2021.

## **6. Key priorities for 2021/22 Quarter 1**

In addition to the priorities outlined in 1.1, the Wellbeing Hub team will support divisions as they identify the wellbeing needs following the staff recovery discussions/completion of the proforma - currently being facilitated by our HR/OD Business Partners.