

# Supporting Our NHS People

Helping you manage your own health and wellbeing whilst looking after others



# The national offer to all NHS people

All of the latest support can be found via: [www.england.nhs.uk/people](http://www.england.nhs.uk/people)

You can also contact the national team

✉ By email: [ournhspeople.hwb@nhs.net](mailto:ournhspeople.hwb@nhs.net)

🐦 By Twitter: @people\_nhs

Support options include:



- **Support for individuals** including access to a local staff mental health hubs, text support, free access to mental health and wellbeing apps, counselling options and lifestyle support guides
- **Support for teams** through learning and development opportunities for leaders and line managers such as coaching, counselling and mentoring programmes



**Support for your organisation** which covers the various health and wellbeing programmes, toolkits and frameworks available to you

**WE ARE THE NHS:**  
People Plan 2020/21 -  
action for us all



# Support available for individuals

The following pages outline all the national support offers available to our NHS people. These offers are intended to compliment any local support programmes in place, including occupational health and wellbeing services and Employee Assistance Programmes (EAP).

Please do feel free to share this pack with your teams and colleagues, especially those seeking support.



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# Supporting your mental health and wellbeing

## Staff support service

If you would like to speak to someone through text, you can access confidential, free support by [texting FRONTLINE to 85258](#), available 24/7.

This support service is here for you when you've had a tough day, are feeling worried or overwhelmed. Whatever your worries, trained advisers can help with signposting and confidential advice.

**Text:** [FRONTLINE to 85258 \(24/7 via text\)](#)

## Staff mental health support programme

Many ICSs are offering staff access to a dedicated mental health and wellbeing hubs which can provide rapid access to evidence based mental health services and psychosocial support where needed.

Staff also have access to Professional Nurse Advocates (PNA) who have been provided with training to facilitate restorative supervision to their colleagues.

Staff with complex needs, such as addiction, can also access support through the national enhanced mental health service, delivered by NHS Practitioner Health Service.

[Staff mental health and wellbeing hubs](#)

# Supporting your mental health through our digital health and wellbeing apps

## Headspace

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep.

Free access has now been extended until 31 December 2023.



## Unmind

Unmind is a mental health platform that empowers staff to proactively improve their mental wellbeing. It includes digital programmes designed to help with stress, sleep, coping, connection, fulfilment and nutrition.

Free access has now been extended until 31 December 2023.



## Stay Alive

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.





# A dedicated coaching offer for primary care

**Looking after YOU**

**NHS**

Confidential coaching for the primary care workforce

[www.england.nhs.uk/lookingafteryou](http://www.england.nhs.uk/lookingafteryou)

**Looking after YOU TOO**

Coaching about you and your wellbeing

**Looking after YOUR TEAM**

Coaching about you and your team

**Looking after YOUR CAREER**

Coaching about you and your career

# 'Looking After You' Suite of Support Offers



## Looking After You Too

This coaching focuses on **you and your wellbeing**. You can talk about things like the pressures and challenges you are facing, how you are thinking and feeling, and coping with the demands of your role.

## Looking After Your Team

This coaching for leaders and managers is orientated towards supporting you to develop practical strategies and make small improvements that enable **healthy team working**.

## Looking After Your Team Virtual Away Day **(NEW)**

Staff working in primary care can now book a free two or four hour virtual way day for up to eight team members. A highly skilled coach will support you to **design a session to suit your objectives** and to ensure the session focuses on your team needs.

## Looking After Your Career

This is an opportunity to **focus on you and your career**. The coaching is designed to support you to take practical steps, **take more control over your career** direction and proactively advance it.

## Peer wellbeing sessions **(Launching Soon)**

The facilitated peer wellbeing sessions aim to bring people together with a trained coach to **discuss and plan how to improve and maintain wellbeing**. Each group will be made up of six-eight people that will meet fortnightly for four weeks.

# How to book a session

- The coaching offers are confidential and **free**.
- The coaching offers are available to **all clinical and non-clinical primary care workforce** either employed by the NHS or contracted to deliver work on behalf of the NHS.
- Primary care staff **can find out more** and **book** a coaching session here:  
<https://www.england.nhs.uk/lookingafteryou>

You can also download our poster and share with your colleagues:

[www.england.nhs.uk/publication/looking-after-you-coaching-support-poster](http://www.england.nhs.uk/publication/looking-after-you-coaching-support-poster)

The poster features a yellow background with white circles. At the top left is the 'Looking after YOU' logo, and at the top right is the 'NHS England' logo. A dark blue banner at the top contains the text 'Free, rapid access to confidential support'. Below this, a paragraph states: 'Thousands of your colleagues across primary care have benefitted from sessions with an experienced coach at a time that suits them. And so could you.' A quote box contains the text: 'Really useful to be able to air concerns openly with someone who is completely impartial and the calls allow you the space to reflect and consider actions - would definitely recommend.' To the right of the quote is an illustration of a man and a woman. Below the quote is a blue speech bubble with the text 'Looking after YOU TOO' and an illustration of a man and a woman. The bottom section is split into two colored areas: light green on the left and light pink on the right. The green area has a speech bubble 'Looking after YOUR CAREER' and a QR code. The pink area has a speech bubble 'Looking after YOUR TEAM'. Below the QR code is the text: 'This service can help you to think about your career decisions and how to get the most fulfilment out of your career.' Below the pink area is the text: 'This service is for leaders and managers, to support you as you lead your team through change, improve working relationships and healthy team working.' At the bottom, a dark blue banner contains the URL 'www.england.nhs.uk/lookingafteryou'. In the bottom left corner, there is an envelope icon and the text: 'Email our team at [england.lookingafteryou@nhs.net](mailto:england.lookingafteryou@nhs.net) if you have any questions and we'd be happy to help answer them.'



# Financial wellbeing support



Financial concerns have consistently been one of the top reasons that colleagues contact staff support services. As such, we've partnered with the Money Helper (formerly known as the Money Advice Service) to bring you financial support to help you manage your finances at home.

## **NHS staff support line telephone support line**

NHS colleagues can call this dedicated support line for free and impartial money advice from Monday to Friday, 8am to 6pm.

**Call:** 0800 448 0826

## **WhatsApp**

**Add** +44 7701 342 744 to your WhatsApp and send the Money Advice Service's national support team a message for help with sorting out your debts, credit questions and pensions guidance.

## **Webchat**

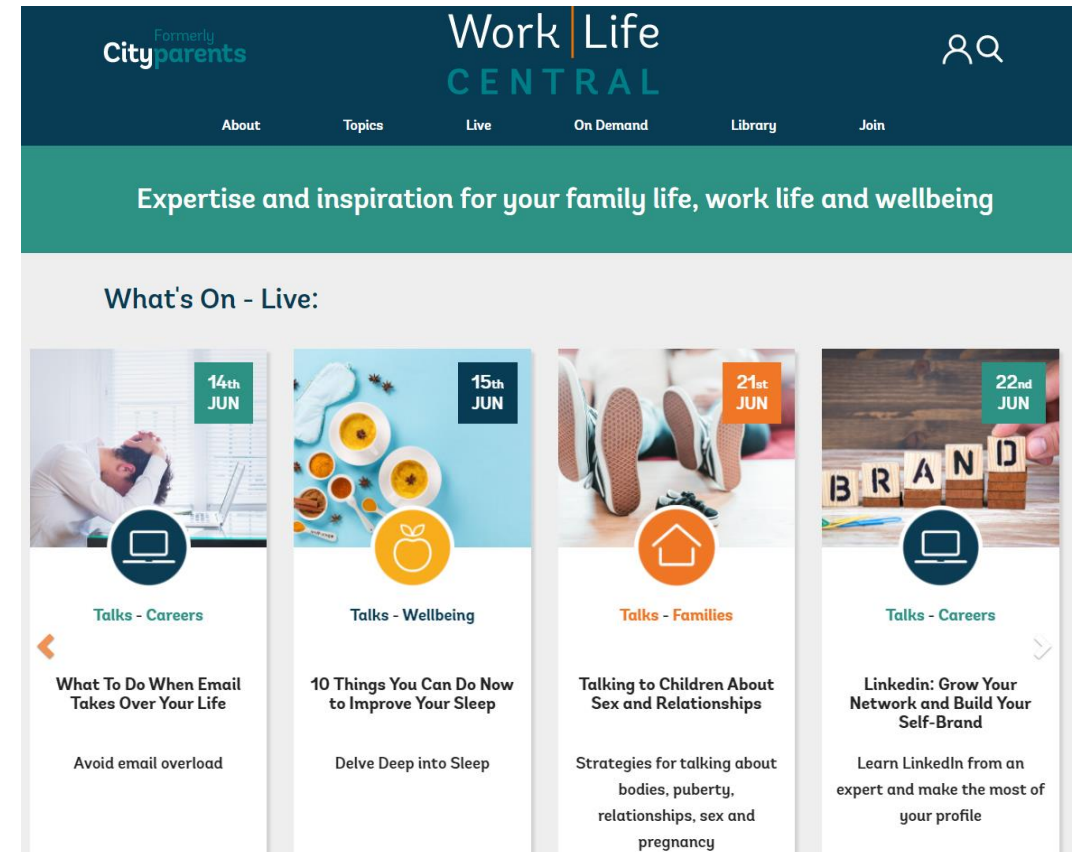
You can also chat to one of the Money Advice Service team via their [online portal](#).

# Supporting you to manage your work-life balance

## WorkLife Central (formerly Cityparents)

WorkLife Central are offering all NHS colleagues access to their online programme that includes positive and practical support, delivered through expert-led webinars and seminars, as well as advice, peer insights, online articles, blogs and podcasts on specific topics such as health and wellbeing, bereavement and others.

They aim to help members develop skills, enhance family life, improve wellbeing and support work-life balance. This app is free to NHS colleagues until 31 March 2024.



# Support for those with Long Covid

Recovering from Long Covid can be a lengthy process and colleagues will need to be supported to recover at their own pace. The NHS has a range of support offers and services available to NHS colleagues to support with their health and wellbeing, including support for Long Covid symptoms:



Did you know that 40 regional mental health and wellbeing hubs are open to #OurNHSPeople with Long COVID?

- Find one near you and make sure you're getting the support you need to recover.



We are **safe** and **healthy**

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If you have Long COVID and your symptoms are having a big impact on your life, speak to your GP.

- They may refer you to a Post-COVID Assessment Clinic for support to manage your symptoms



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- Guidelines on best practice when supporting colleagues affected by Long Covid: <https://www.england.nhs.uk/publication/guidelines-for-supporting-our-nhs-people-affected-by-long-covid/>
- Access to Occupational Health and Wellbeing services and local Employee Assistance Programmes through your employing organisations.
- Dedicated rapid assessment through one of the 40 system-wide staff [mental health and wellbeing hubs](#) in place provide proactive outreach and assessment services, including rapid clinical assessment and supported onward referral to mental health services and psychological support where needed.
- Access to a range of health and wellbeing offers through the [national support programme](#), including free access to a range of mental health and wellbeing apps, talking therapies through the Samaritans helpline and a range of coaching and counselling offers.
- All patients across the country have access to support via online rehab services at [Your COVID Recovery | Supporting your recovery after COVID-19](#).

Find out more: [www.england.nhs.uk/supporting-our-nhs-people/support-now/supporting-long-covid/](http://www.england.nhs.uk/supporting-our-nhs-people/support-now/supporting-long-covid/)



# Support for those going through the Menopause

Good menopause care has both direct and indirect impacts on workforce retention levels, productivity, and absenteeism. Ensuring staff get the support they need is an important part of retaining experienced talent and skills. It would also minimise the impact of a person's symptoms, health and wellbeing issues, and productivity on patient outcomes, their work, personal life, and relationships.

The NHS has a range of support offers and services available to NHS colleagues to support with their health and wellbeing, including support for those experiencing symptoms of the menopause:

- National [guidance](#) on how to support staff going through the menopause
- For colleagues off work due to menopause related symptoms, line managers are encouraged to maintain regular contact to support and connect during the absence.
- Offer regular wellbeing conversations to check in with colleagues and explore if making any reasonable adjustments to their working pattern would support them.
- There are a number of local or national menopause support groups and peer networks that colleagues can join to meet others who are experiencing similar challenges.
- You can also find tips for managers and leaders on how to support colleagues affected by the menopause in the '[Supporting colleagues in late career](#)' chapter of our retention guide for line managers and employers.

# Handling difficult situations – Caring for yourself and others with compassion e-learning

- This e-learning module has been developed specifically for frontline, patient-facing NHS colleagues, in both clinical and non-clinical roles.
- The training, which was co-designed with colleagues from across the NHS, aims to help upskill in how to handle difficult situations with compassion, using appropriate communication techniques and active listening skills, whilst very much focussing on how to keep yourself well if you feel affected by a situation.
- Skills learnt in the training could be used in a wide range of difficult situations, including where patients may present in a challenging or distressed manner, during instances of uncivil behaviour or when speaking about difficult topics of conversation with colleagues.

**“Thank you for tailoring this to NHS workers, it helped to apply it to situations I realistically would find myself in.”**

- Name, Trust

**NHS**



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**“Amazing course, very insightful. I have been doing my role for many years but I have learnt how I can be better and what else I can do in certain situations.”**

- Name, Trust

**NHS**



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**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/handling-difficult-situations-with-compassion-training-programme/>



# Supporting your team

The following pages outline the national learning and development programmes that aim to help you become a better leader, in order to better support your colleagues.

Please do feel free to share this pack with other leaders across your organisation.



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# Having safe and effective wellbeing conversations

Taking the time to ask your colleagues how they are is incredibly important. Alongside the national guidance and resources already published (including case studies, example personal action plans and a supporting animation), we have launched a national training programme that has been designed to support our NHS colleagues in having safe and effective wellbeing conversations, as set out in the NHS People Plan.

- You can read our guidance on [implementing wellbeing conversations](#) and watch a [supporting animation](#) that guides line managers through wellbeing conversations.
- You can also view [three case studies](#) from NHS organisations who have rolled out wellbeing conversations and want to share the benefits of doing so, as well as a staff experience video on [how wellbeing conversations helped them personally and why they are important](#).

Alongside the above guidance, NHS England has launched a national training programme that has been designed to support NHS colleagues in having safe and effective wellbeing conversations. The training is aimed at line managers and colleagues across the NHS who would like additional support in safely and confidently holding a wellbeing conversation. Feedback from the initial cohort delivered in 2021/22 was incredibly positive, with 88.9% of delegates who completed the post course survey reporting that they felt confident or very confident to initiate a wellbeing conversation after attending the training. To read more about this training programme and how you can rollout health and wellbeing conversations locally, please [click here](#).

**Find out more:** [www.england.nhs.uk/supporting-our-nhs-people/health-and-wellbeing-programmes/wellbeing-conversations/](http://www.england.nhs.uk/supporting-our-nhs-people/health-and-wellbeing-programmes/wellbeing-conversations/)

# Managing with compassion

All NHS colleagues have access to the Mersey Care NHS Foundation Trust's free online Just and Learning Culture training and additional accredited learning packages to help ensure their organisation has a fair, open and learning culture. The [Restorative Just Culture – Virtual Community of Practice](#) is an online community of practice for the Restorative Just Culture community where the user can engage with other colleagues on good practice and current thinking.

Feeling safe to speak up can boost psychological health and wellbeing. The above training aims to support the creation of environments where staff feel empowered to take learning from instances when things do not go as expected, in a way that minimises the negative impacts on individuals and teams, whilst aiding the development of a culture that focuses on health and wellbeing, compassion, restoration and learning. Since implementing this programme within their organisation, Mersey Care have seen a significant reduction in disciplinary investigations, dismissals and suspensions - leading to a substantial reduction in costs.

A video thumbnail showing a man and a woman in a professional setting. The man is smiling and clapping his hands, while the woman is looking towards him. The text 'Restorative Just and Learning Culture' is overlaid on the image.

Restorative Just and Learning Culture

# Bespoke support for senior leaders

The Executive Suite has been designed to support senior leaders working across the health and care system (CEO, AO, Chair, PCN Clinical Director, NED, Lay members, Executive Directors or equivalent).

The suite includes a comprehensive package of supportive offers and resources that are designed to support you to remain a resilient leader, continue to thrive in your role, and set cultures that value the importance of health and wellbeing. This includes:

- Seminars from internationally renowned and prominent health and care experts
- Access to virtual Action Learning Sets
- Curated resources
- Access to 1:1 psychological support
- Access to mentoring
- Career development support
- Signposting to regional support offers



Find out more: <https://people.nhs.uk/executivesuite/>

# Support for your organisation

The following pages outline the national health and wellbeing programmes from within your organisation to support yourself and your teams moving forward.

Please do feel free to share this pack with your teams and colleagues, as well as leaders across your organisation.



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# Health and wellbeing champions

The NHS People Plan sets out the national ambition to enable NHS colleagues to create cultures of wellbeing across their organisation. This includes inviting NHS organisations to implement a network of [Health and Wellbeing Champions](#).

## What are Health and Wellbeing Champions?

Health and Wellbeing Champions are individuals who work at all levels of the NHS, from all demographics and roles, who will promote, identify and signpost their colleagues to local and national health and wellbeing support offers. This is intended to be taken on as a responsibility in addition to their day to day role.

Many organisations may already have similar roles in place, using alternative names such as health and wellbeing allies, advocates or officers.

## Who can be a Health and Wellbeing Champion?

A Health and Wellbeing Champion role is not intended to be a full time, new or paid role within an organisation. It is intended to be filled by colleagues within an organisation or team, who have a particular interest in health and wellbeing and who are keen to support the wellbeing of their colleagues. This could include colleagues who work in similar roles already, such as occupational health teams, HR, health and wellbeing teams or local staff networks.

We would encourage the Champions are appointed from a range of roles across the organisation, covering a variety of grades, and who have capacity and support from their line manager to be a Champion.



# Development opportunities for Champions

In order to support organisations with the rollout of Health and Wellbeing Champions across the NHS, NHS E&I offer all Health and Wellbeing Champions access to a range of development opportunities and national support offers. This includes:

- Free access to a national [e-learning module](#) that helps you understand the role and remit of a Champion
- A monthly development programme, hosted by the national team and free for Champions to attend, to talk through specific topics and meet other Champions (see following page for details)
- A regular bulletin to share ideas, best practice and learning opportunities
- Priority access to a range of training and personal development opportunities
- [A dedicated, closed forum on Future NHS](#) to share ideas and questions and network with other Champions



**Proud to be an NHS Health and Wellbeing Champion**

Promoting health and wellbeing support available to our NHS colleagues

**NHS**

Health & Wellbeing CHAMPION

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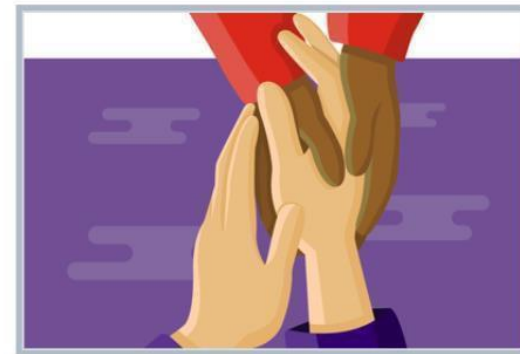
The graphic features a central shield with a checkmark, surrounded by icons: a heart, a ribbon, speech bubbles, a shield with a checkmark, a plant, a DNA helix, and puzzle pieces. The text 'Proud to be an NHS Health and Wellbeing Champion' is prominently displayed, along with 'Promoting health and wellbeing support available to our NHS colleagues'. The NHS logo and 'People Promise' branding are also present.

# Online health and wellbeing guides

## Health and wellbeing guides

We've worked with a team of experts to develop a range of short guides to help support you with skills and new ways to improve your experience of work. Our guides cover topics such as getting a good night of sleep, personal resilience, support for line managers, guidance on how to be a compassionate leader during a bereavement and tips on how to run your own 10 minute Pause Space.

We have also recently published a new and comprehensive '[Looking after your team's health and wellbeing guide](#)' which focussed on looking after whole teams.



# Thank you.

All of the latest health and wellbeing support for our NHS people can be found via: [www.england.nhs.uk/people](http://www.england.nhs.uk/people)

You can also contact the national team:



By email: [ournhspeople.hwb@nhs.net](mailto:ournhspeople.hwb@nhs.net)



By Twitter: [@people\\_nhs](https://twitter.com/people_nhs)



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