



Ambulance Mental Health and wellbeing: Resources in the UK

Alan Lofthouse – UNISON

Kerry Gulliver – EMAS

Terry Simpson - EMAS



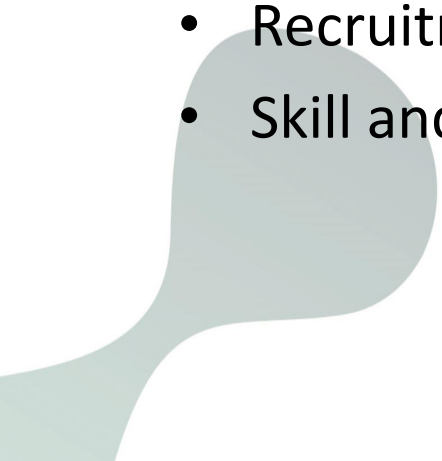
A collaborative approach between Ambulance Employers, Trade Unions, and NHS Employers to improve the Mental Health and Wellbeing of the Ambulance Services Workforce

Organisational challenges


- Achieving financial balance and financial sustainability
- Demand for ambulance services at its highest level
- Performance pressures
- Ambulance hours lost to hospital handover delays
- Resourcing and skill mix challenges
- Public and stakeholder expectations



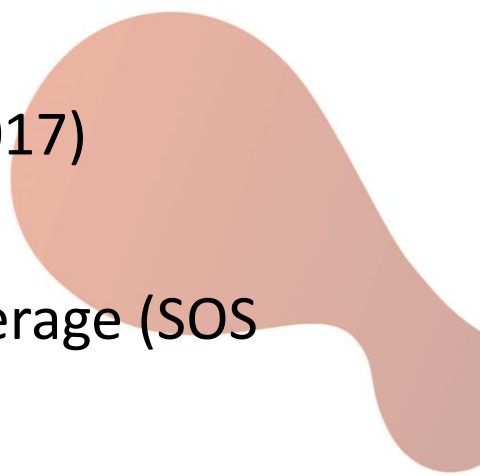
Individual challenges

- Increasing workload
 - Individual and emotional resilience
 - 24/7 working
 - Work life balance, long shifts and shift overruns
 - Staff support, relationships and engagement
 - Violence and aggression from service users
 - Working longer
 - Recruitment and retention
 - Skill and experience
- 

What impact does this have on staff experience and wellbeing?

- Job satisfaction, morale and motivation
 - Organisational commitment and discretionary behaviour
 - Work engagement
 - Stress symptoms and burnout
 - Absence
 - Intentions to quit/retention
- 

Why?

- Lower levels of Staff Engagement – SOS
 - Lowest - 2017 3.22 (2016 3.22) (2015 3.13)
 - Highest - 2017 3.58 (2016 3.57) (2015 3.5)
 - Average – 2017 3.43 (2016 3.43) (2015 3.39)
 - NHS – 3.78
 - High rates of staff turnover
 - Sickness absence rates – average 5.5% (August 2017)
 - Levels of anxiety, stress and depression – 48% average (SOS 2017)
- 



BLUE LIGHT PROGRAMME



#ourbluelight



Confidential Blue Light Infoline

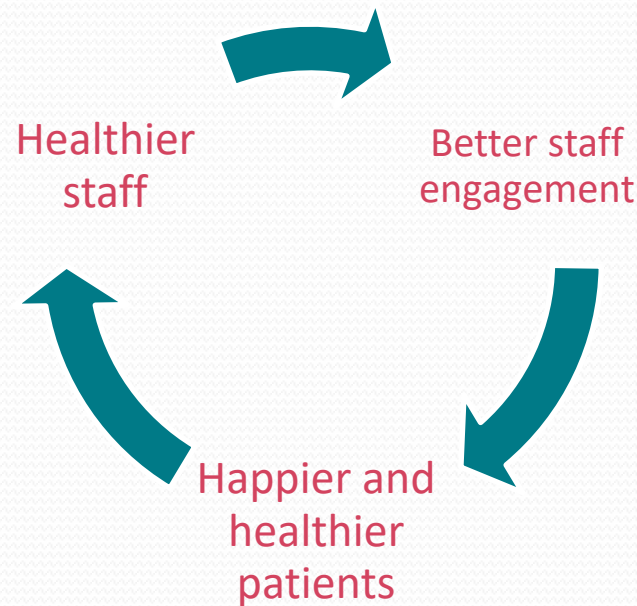
0300 303 5999

Mental health support for team 999



What's the answer?

Staff wellbeing is ensuring that staff are provided with an environment and opportunities that enable them to lead healthy lives, leading to better patient outcomes.



The benefits

The benefits of a healthier workforce to the NHS and to individual trusts are clear:

1. Improved patient safety and experience.
2. Improved staff retention.
3. Reinforced public health and prevention messages - staff are role models to their patients.

‘As the largest employer in Europe, the NHS needs to practice what it preaches by offering better support for the health and wellbeing of our own 1.3 million staff.’

Simon Stevens, 2016

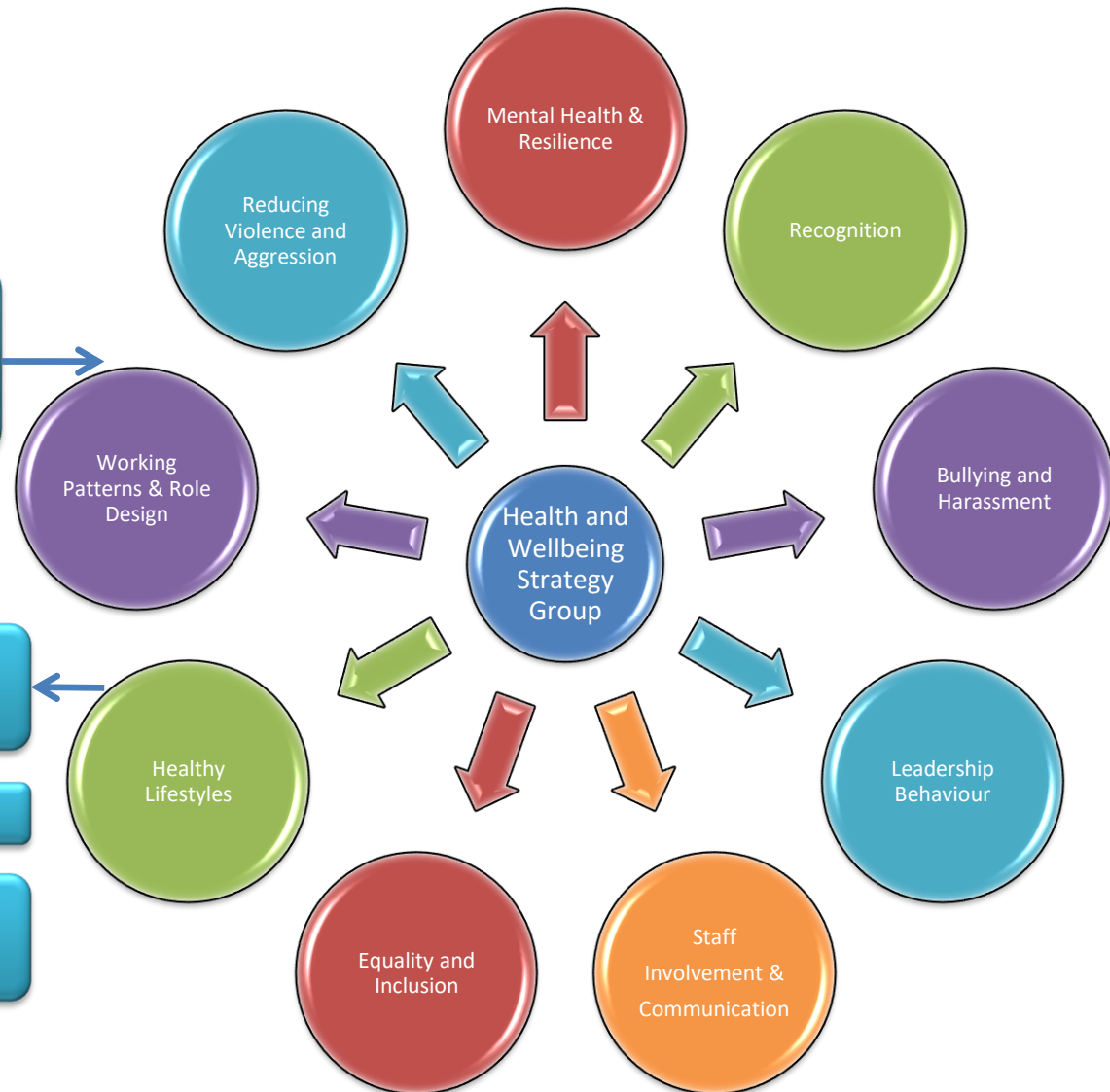
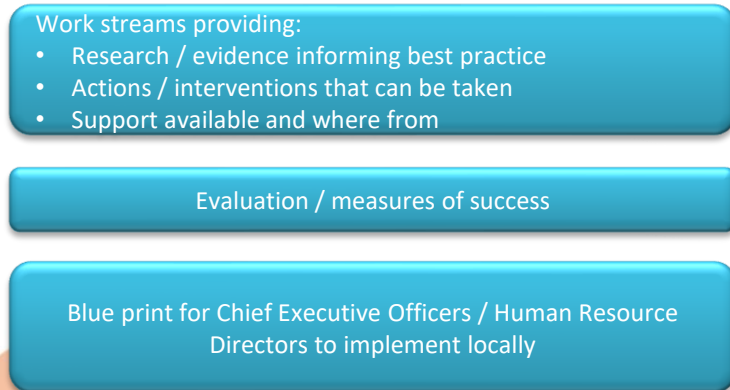
Our Aim

- To build on effective practice already in existence.
- To develop a national digital resource for the Ambulance service providing information, guidance, signposting, and tools to support improvement in mental health and wellbeing.
- A frontline leader development programme – ‘Leading Healthy Workplaces’.
- Product development led by the Ambulance Health and Wellbeing Strategy Group informed through staff engagement, research, evidence, and best practice impacting individual and organisational wellbeing.

Governance



Outputs



Programme so far

Stage 1 Work streams

- Mental health and resilience
- Recognition and value
- Staff involvement

Stage 2 work streams

- Tackling bullying
- Leadership
- Tackling violence



Ambulance Workforce

The ambulance service and its workforce face specific challenges and unique circumstances within the health and care system.

This resource for the ambulance workforce aims to develop organisational cultures that promote higher levels of morale, motivation, staff satisfaction, wellbeing and engagement, to improve the working lives of all staff in the ambulance service and, ultimately, help to deliver the best possible patient care.

Developed in partnership with employers, trade unions and NHS Employers and supported by the Association of Ambulance Chief Executives and the National Ambulance Strategic Partnership Forum.



"The Association of Ambulance Chief Executives (AACE) is wholly committed to, and supportive of, improving the health and wellbeing of ambulance staff across the UK. Employee health and wellbeing is intrinsic to the AACE's strategic priorities. The AACE works closely with the National Ambulance Strategic Partnership Forum (NASPF), as well as with other partner organisations, to enhance its understanding of workforce issues and support UK ambulance services in helping their staff stay well and offering them support when they are not." **Martin Flaherty, Managing Director, AACE**

"Improving the health and wellbeing of ambulance staff is one of the most urgent and pressing issues facing employers and trade unions. By working together in partnership we can explore options for making changes to help staff stay well at work and support them when they are not. The NASPF has led this piece of work because we can and must do more for our staff." **Ken Wenman, Chief Executive, South Western Ambulance Service NHS Foundation Trust; Alan Lofthouse, UNISON National Ambulance Officer, Joint Chairs of the NASPF**



Engagement

Ideas and examples of what employers, line managers and staff can do to help develop and sustain engagement in the ambulance service.



Head first

Head first is a free digital mental wellness resource designed for the ambulance service.



Paramedic development

Find out how you can support the career development of your paramedics.



Recognition and value

Learn why value and recognition are so important in helping to develop the right culture in your organisation.



Tools and resources

Take a look at information, tools and resources gathered together in an easy to use library.

CONTACT

Health and wellbeing
healthandwellbeing@nhsemployers.org

RELATED LINKS

[Health and wellbeing](#)

[Staff engagement](#)

[Pay and reward](#)

[Reward](#)

EXTERNAL LINKS

[MIND Blue Light](#)

[MIND](#)

[The Association of Ambulance Chief Executives](#)

[The Ambulance Staff Charity](#)



HORIZON

SPACE TO MEET, THINK, CREATE AND INSPIRE



head first

Welcome to head first, our free mental wellness resource designed for the ambulance service.

[Start](#)



**East Midlands
Ambulance Service**

NHS Trust



A Local Perspective



Emergency care | Urgent care | We care

Honeycomb of support





**East Midlands
Ambulance Service**
NHS Trust



My Resilience Matters



Terry Simpson, Mental Health Strategy Lead and FTSU Guardian

Emergency care | Urgent care | We care

Challenges in role and 'magic wand' solution



Mood Hoover

vs

Mary Poppins



How to get from Mind full to Mindful



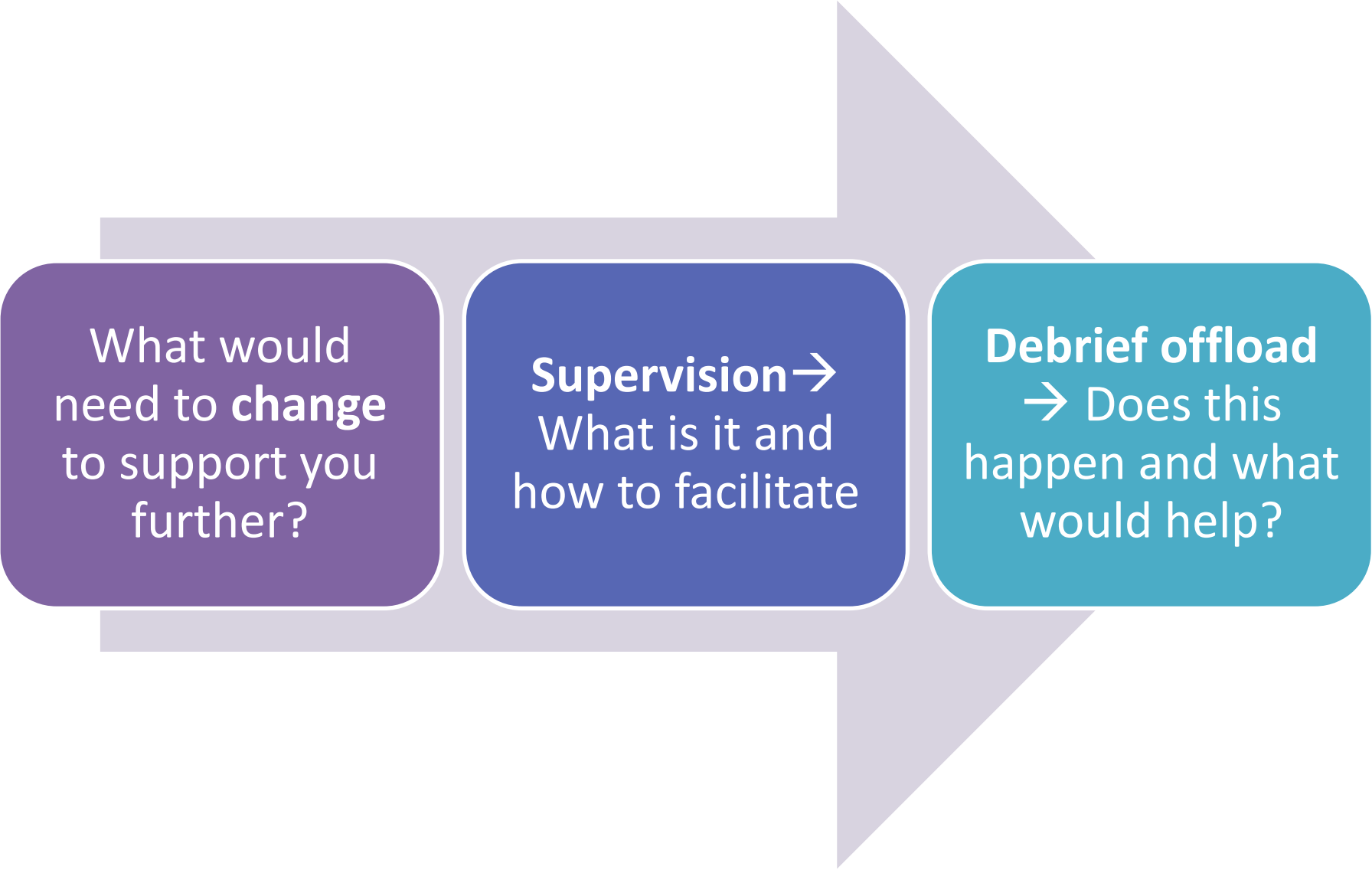
Breathing and Relaxation



Value of supporting each other and Teamwork



Emergency care | Urgent care | We care



What would
need to **change**
to support you
further?

Supervision →
What is it and
how to facilitate

Debrief offload
→ Does this
happen and what
would help?

My Resilience Pledge



MY RESILIENCE MATTERS

This is my plan for how I will:

Keep Learning

Take Notice





Give

Connect

Regular Exercise / Healthy Living



OPTION 4

Freedom To Speak Up

