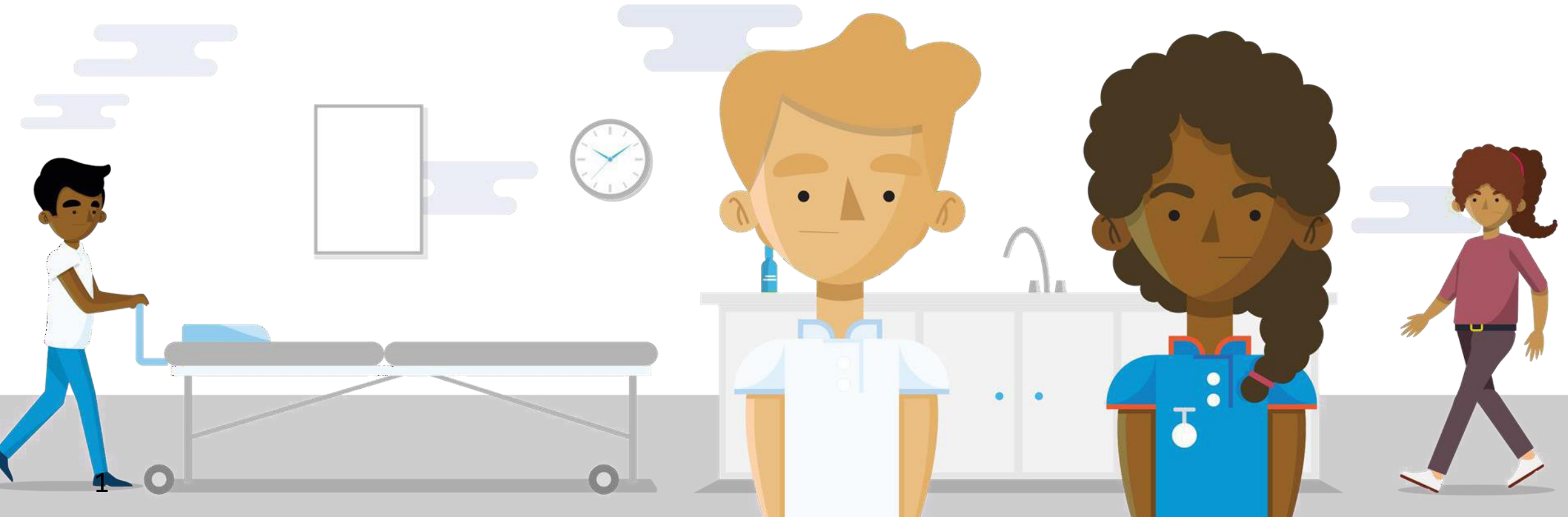


# Supporting Our NHS People

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:



We are  
safe  
and  
healthy



We are  
compassionate  
and inclusive

- **Support for individuals** including access to a local staff mental health hubs, text support, self-check tool, 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



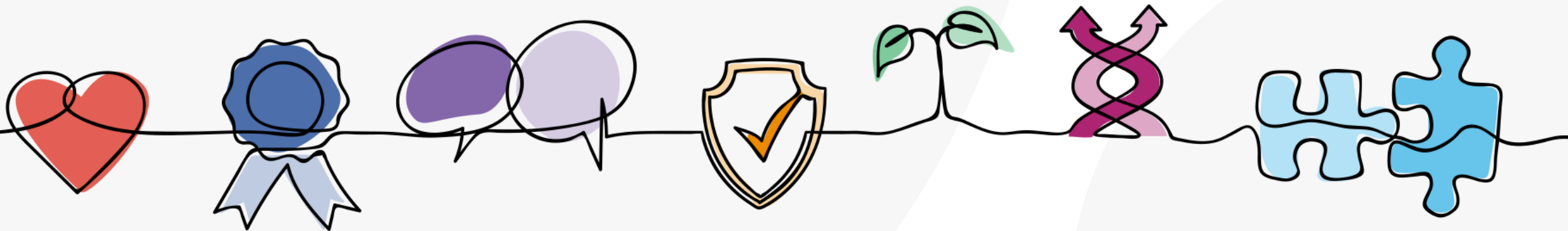
**WE ARE THE NHS:**  
People Plan 2020/21 -  
action for us all



# 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.



*People Promise*

# Support through our staff mental health and wellbeing hubs

Our staff mental health and wellbeing hubs have been set up to provide healthcare colleagues rapid access to local evidence-based mental health services and support where needed. The hub offer is confidential and free of charge for all healthcare staff.

The hubs can offer you a clinical assessment and supported referral to the support that you need, such as talking therapy or counselling. It is separate and confidential from your organisation. You can self-refer or refer a colleague (with their consent).

**To find your local hub**, please visit the website below and select the region most appropriate to you:  
[www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/](http://www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/)



[Click here to hear Sam's experience using the staff mental health and wellbeing hubs.](#)

## Hubs deliver three key functions:



1. Deliver **proactive outreach and engagement**



2. Provide rapid **clinical assessment**



3. Provide **care co-ordination and supported onward referral** to deliver rapid access to mental health treatment

# Support 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 2022.



## 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 2022.



Find out more: [www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/](https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/)

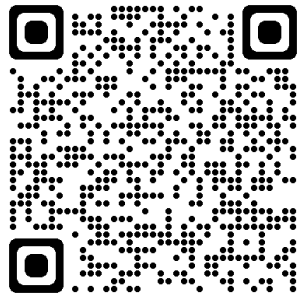




# Support for colleagues who need to talk

## Text 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.



**Find out more:**

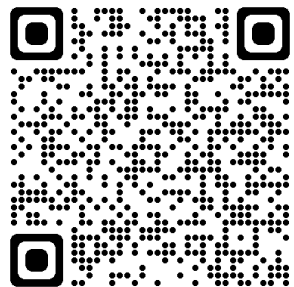
[www.england.nhs.uk/supporting-our-nhs-people/support-now/](http://www.england.nhs.uk/supporting-our-nhs-people/support-now/)



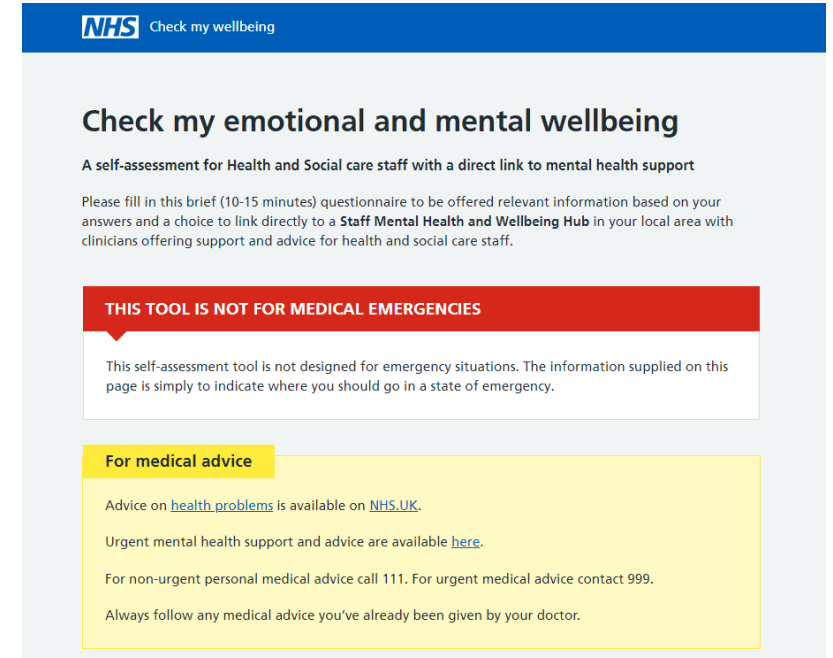
# Support for colleagues to check their wellbeing

## Self-check tool with a direct link to mental health support

It's important to ensure our health and social care colleagues are looking after themselves and get timely support should they need it, this in turn can help to support better patient care. The free and confidential self-check tool can provide you with further information on the range of support offers that are available and help you to identify what option is the right one for you to access. The self-check tool is now available at the following link: [self-check tool](#).



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



The screenshot shows the NHS 'Check my wellbeing' tool interface. At the top, there is a blue header with the NHS logo and the text 'Check my wellbeing'. Below this, the main heading is 'Check my emotional and mental wellbeing'. Underneath, it states 'A self-assessment for Health and Social care staff with a direct link to mental health support'. A paragraph follows: 'Please fill in this brief (10-15 minutes) questionnaire to be offered relevant information based on your answers and a choice to link directly to a Staff Mental Health and Wellbeing Hub in your local area with clinicians offering support and advice for health and social care staff.' A prominent red banner with white text reads 'THIS TOOL IS NOT FOR MEDICAL EMERGENCIES'. Below this, a white box contains the text: 'This self-assessment tool is not designed for emergency situations. The information supplied on this page is simply to indicate where you should go in a state of emergency.' A yellow box titled 'For medical advice' contains the following text: 'Advice on [health problems](#) is available on [NHS.UK](#). Urgent mental health support and advice are available [here](#). For non-urgent personal medical advice call 111. For urgent medical advice contact 999. Always follow any medical advice you've already been given by your doctor.'

# Suicide prevention and support for those experiencing suicidal ideation or relationship abuse

## Stay Alive

The StayAlive 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.



## Zero Suicide Alliance

Access to a range of free online learning sessions that provide you with 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.



## Bright Sky

Bright Sky is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know. Further Bright Sky support is also available under '[Finding calm amongst the chaos](#)'.



**Find out more:** [www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/](http://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/)  
[www.zerosuicidealliance.com/training](http://www.zerosuicidealliance.com/training)





# Counselling and talking therapies for our Ethnic Minority colleagues

## Looking after you too: Coaching support for our Black, Asian, Minority Ethnic colleagues

This programme has been developed to support any NHS colleagues who identify as part of our Black, Asian, and Minority Ethnic workforce in NHS and ambulance trusts, in maintaining their psychological wellbeing during this challenging time.

This individually tailored coaching support will focus on proactively supporting you to process experiences, offload the demands of whatever you are experiencing, deal with difficult conversations, develop coping skills and be supported in developing practical strategies.

**Find out more:** [www.england.nhs.uk/supporting-our-nhs-people/support-now/support-for-our-diverse-colleagues/](https://www.england.nhs.uk/supporting-our-nhs-people/support-now/support-for-our-diverse-colleagues/)



# Counselling and talking therapies

## Spiritual and faith based counselling

A confidential and free faith based counselling service is available to staff of all beliefs and none. The sessions can be via video call or telephone and are delivered by professional counsellors who are sensitive to religious and non-religious spiritualities. The provider will also try to match clients with a counsellor by ethnicity if requested. The sessions provide an opportunity to talk through issues affecting your life such as, but not limited, to trauma, loss and grief, discomfort around ethical dilemmas, stress and anxiety, burnout and guilt.

Counselling is available to NHS staff in patient facing roles. To find out more about the service, which is delivered by the Association of Christian Counsellors, and to self-refer please follow this [link](#).

**Find out more:** [www.england.nhs.uk/supporting-our-nhs-people/support-now/support-for-our-diverse-colleagues/](http://www.england.nhs.uk/supporting-our-nhs-people/support-now/support-for-our-diverse-colleagues/)



# Supporting colleagues to manage their work-life balance

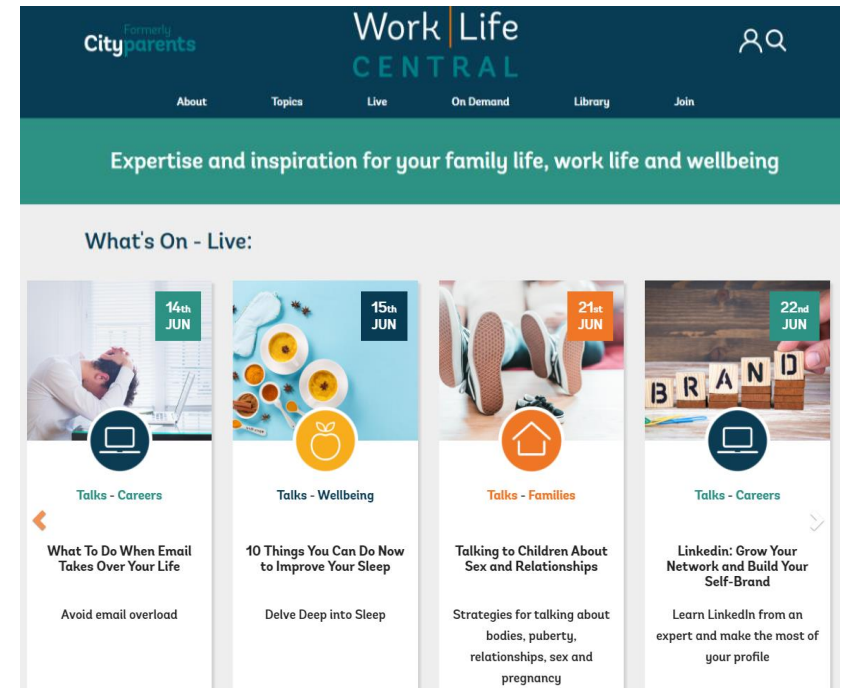
## WorkLife Central (formerly Cityparents)

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 2023.



Find out more: [www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/](https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/)



# Financial wellbeing support



Financial concerns have consistently been one of the top reasons that colleagues call the free helpline run by the Samaritans. As such, we've partnered with the Money Helper Service to bring you financial support to help you manage your finances at home.

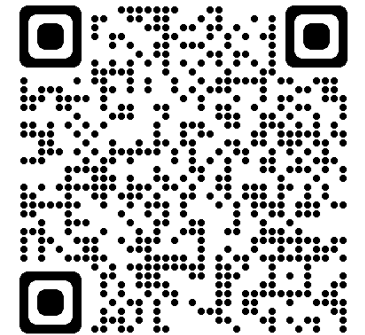
## NHS staff support line telephone support line

NHS colleagues can call this support line, provided by the Money Helper Service, for free and impartial money guidance from Monday to Friday, 8am to 6pm.

**Call: 0800 448 0826**

## WhatsApp

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



## Webchat

Chat to one of the Money Helper Service team via their [online portal](#).

## Guides

We also have a range of helpful guides available [here](#) and a page on how to [help money go further](#).

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

# Supporting your physical health

## Healthier You – NHS Diabetes Prevention Programme

It's possible for one to develop Type 2 diabetes, but certain factors can increase your risk, such as your age, family history, ethnicity, weight and blood pressure.

We are keen to support our NHS colleagues to significantly reduce the risk of developing Type 2 diabetes by making small lifestyle changes, with support from your local Healthier You programme. This programme can help you improve your diet, get more physically active and achieve a healthy weight, with an aim to support you on your journey back to a Healthier You.

NHS colleagues can find out if they are at risk of developing Type 2 diabetes using the Diabetes UK risk tool – it only takes a few minutes and could be the most important thing you do today. If your score comes back as at 'moderate' or 'high' risk, you'll be invited to sign up to your free local Healthier You programme.

Search 'Know Your Risk' or visit [riskscore.diabetes.org.uk](https://riskscore.diabetes.org.uk)

## Digital weight management support for our NHS people

This offer is a new and exciting programme available to NHS colleagues living with obesity, to provide the support needed to stay healthy and active.

This programme offers free, online access to a 12-week weight management programme which is designed to be personally tailored to support you on your journey to a healthier lifestyle. As a digital programme, it can be used anywhere, allowing you to complete the programme in your own time, at a pace that works for you. [You can find out more details here.](#)





# 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:



**NHS**

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**

People Promise

- Guidelines on best practice when supporting colleagues affected by Long COVID: [www.england.nhs.uk/publication/guidelines-for-supporting-our-nhs-people-affected-by-long-covid/](http://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 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.](#)



**NHS**

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

We are **compassionate** and **inclusive**

People Promise

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/)



# 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 and NHS Improvement have 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 to view available dates, 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.



# 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/>





# 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.



Find out more: [www.england.nhs.uk/supporting-our-nhs-people/How-to-guides/](http://www.england.nhs.uk/supporting-our-nhs-people/How-to-guides/)



# 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.



*People Promise*

# Health and wellbeing champions

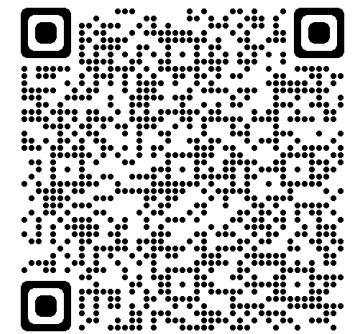
The NHS People Plan sets out the national ambition to enable NHS colleagues to create cultures of wellbeing across their organisation. This includes inviting NHS organisations to implement a network of [Health and Wellbeing Champions](#).

## 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, including:
  - Opportunity to take part in a financial wellbeing pilot to complete the 'Money Guiders' training with The Money Helper Service.
  - Opportunity to hear more about and volunteer to increase your knowledge on the menopause and become the 'Menopause Champion' within your organisation.
- [A dedicated, closed forum on Future NHS](#) to share ideas and questions and network with other Champions



# Wellbeing Guardians

Wellbeing Guardians are pivotal enablers in helping to create an organisational culture where empowering the health and wellbeing of our NHS people is routine and considered across all organisational activities and decisions.

A Wellbeing Guardian's exact role is likely to vary between organisations when considering the different form and function of provider. National guidelines recommending the introduction of this role need to be interpreted locally in the context of specific organisational need. However, it is highly recommended that the role is filled by someone who can independently challenge senior organisational leaders.

The role arose out of the 2019 [NHS Staff and Learners' Mental Wellbeing Review](#), and was championed through the subsequent [NHS People Plan](#). The Wellbeing Guardian Implementation plan can be found [here](#).

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



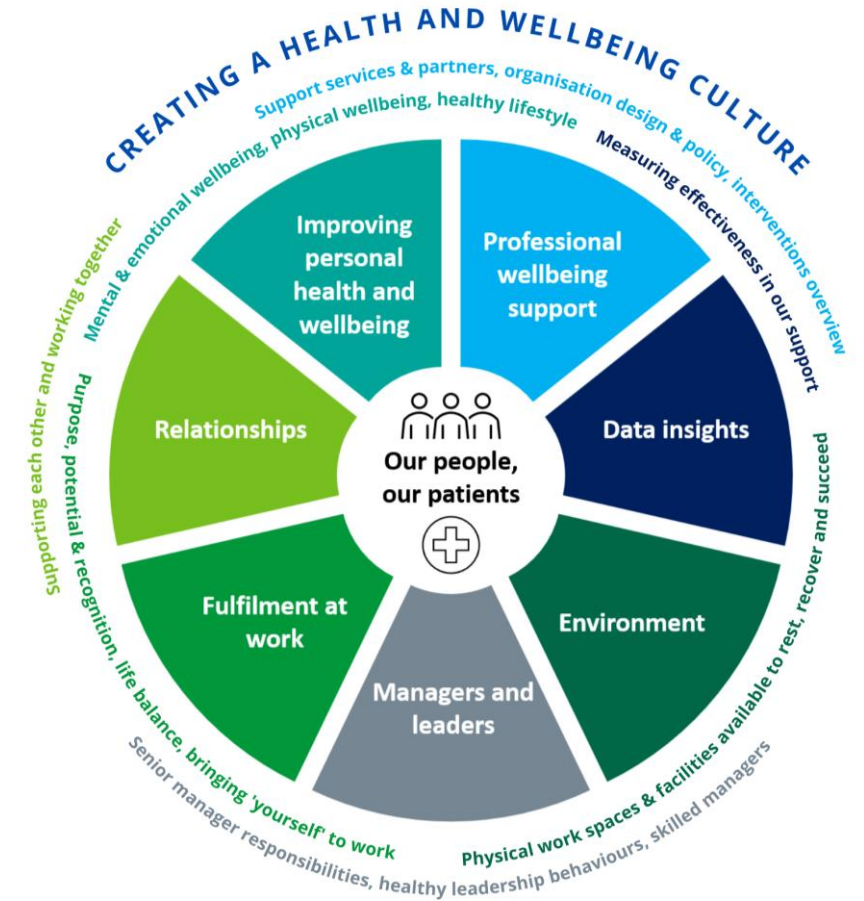


# NHS Health and Wellbeing Framework

The [NHS Health and Wellbeing Framework](#) is a high-level culture change toolkit aimed at health and wellbeing staff, human resources (HR) and organisational development (OD) staff, HR and OD directors, wellbeing guardians, managers, leaders and anyone with an interest in health and wellbeing. The toolkit will help develop your health and wellbeing strategy, improvement plan and how to evaluate impact. It is made up of four documents which are available in PDF and Word format.

The framework has been designed to appreciate that not one size fits all: do what's right for the context of your healthcare system/organisation/services, and the diversity of your healthcare people.

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



# Growing Occupational Health

The Growing OH programme appreciates that the capacity of OH services are stretched due to vital efforts supporting the pandemic, but also recognises the finite window that we have to support positive change. With this in mind, we aimed to start small, with the intention of learning and growing together over time.

It is being delivered in two phases. Phase 1 and Phase 2, running throughout financial year 21/22, are focused on paving the way for this ambitious programme, in partnership with OH people, leaders, and service users. To help make this vision a reality, NHS England and NHS Improvement has been and continues to work with OH and Wellbeing professionals, system leaders, academics and service users including employees and managers to co-design a Growing OH Roadmap and collaborate via a series of engagement activities.

**Find out more:** [www.nhshealthatwork.co.uk/growingoccupationalhealth.asp](http://www.nhshealthatwork.co.uk/growingoccupationalhealth.asp)



[Click here to hear Dr Shriti Pattani share how key stakeholders are participating in Growing OH involvement events](#)



# Violence Prevention and Reduction

The primary aim of the violence prevention programme is to embed a culture where our NHS colleagues feel supported, safe and secure at work. Violence and abuse toward NHS colleagues is one of the many factors that can have a devastating and lasting impact on health and wellbeing. Therefore, a fundamental part of our partnership work around health and wellbeing is focused on the prevention and reduction of violence and abuse toward NHS colleagues.

## Work without fear campaign

Working together with the Association of Ambulance Chief Executives, a national communications campaign was developed in response to the rising levels of aggression, verbal and physical assaults against NHS ambulance staff in control rooms and on the frontline when caring for patients. This campaign #WorkWithoutFear launched in early Spring 2022 with a PR campaign.



Find out more: [www.england.nhs.uk/supporting-our-nhs-people/health-and-wellbeing-programmes/violence-prevention-and-safety/](https://www.england.nhs.uk/supporting-our-nhs-people/health-and-wellbeing-programmes/violence-prevention-and-safety/)

# Civility and Respect

The national civility and respect programme aims to support and promote cultures of civility and respect in the NHS, creating positive working environments that are kind, compassionate and inclusive for all. The programme uses a preventative approach, with practical resources and evidence-based approaches, to raise awareness of what bullying looks like in the NHS and consider how to reduce it.

To deliver on the NHS People Plan's commitment to support trusts in creating a positive workplace culture, the civility and respect programme has developed a practical, flexible and interactive toolkit and additional resources which you can find below.



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



# 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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**healthy**

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