

Staff Wellbeing Service

Background

Pennine Care NHS Foundation Trust provides community and mental health services in Oldham, Bury, Rochdale, Stockport, Tameside and Glossop and Trafford, employing over 6,000 staff.

We know 1 in 4 people experience a mental health problem at some time in their lives. Nationally such problems are one of the highest causes of sickness absence and this is also reflected locally within Pennine Care.

The Staff Wellbeing Service was launched in September 2014 after the Trust decided to use in-house expertise to deliver psychological therapies, rather than outsourcing to an external provider. The aim was to deliver a wide range of interventions to help support staff through emotional / psychological difficulties that were impacting on their functioning at work.

What we offer?

Rather than provide a traditional model of counselling support for staff, the team developed a service that provides a range of support:

- Guided self-help delivered by a psychological wellbeing practitioner (PWP)
- Counselling
- Cognitive Behavioural Therapy (CBT)
- 'Finding Balance' (stress management course)
- Mindfulness Based Stress Reduction (MBSR)

The service works on a model of empowerment, offering the least intensive intervention initially, using a stepped model of care delivery. We also have a flexible approach, offering appointments at a variety of times and at venues across the Trust footprint. In addition, support is available in a number of formats, including via telephone and email.

The service also delivers training for managers about how to spot the signs and symptoms of psychological distress in staff and what they can do to support them.

Outcomes/feedback:

Service outcomes over the first 12 months:

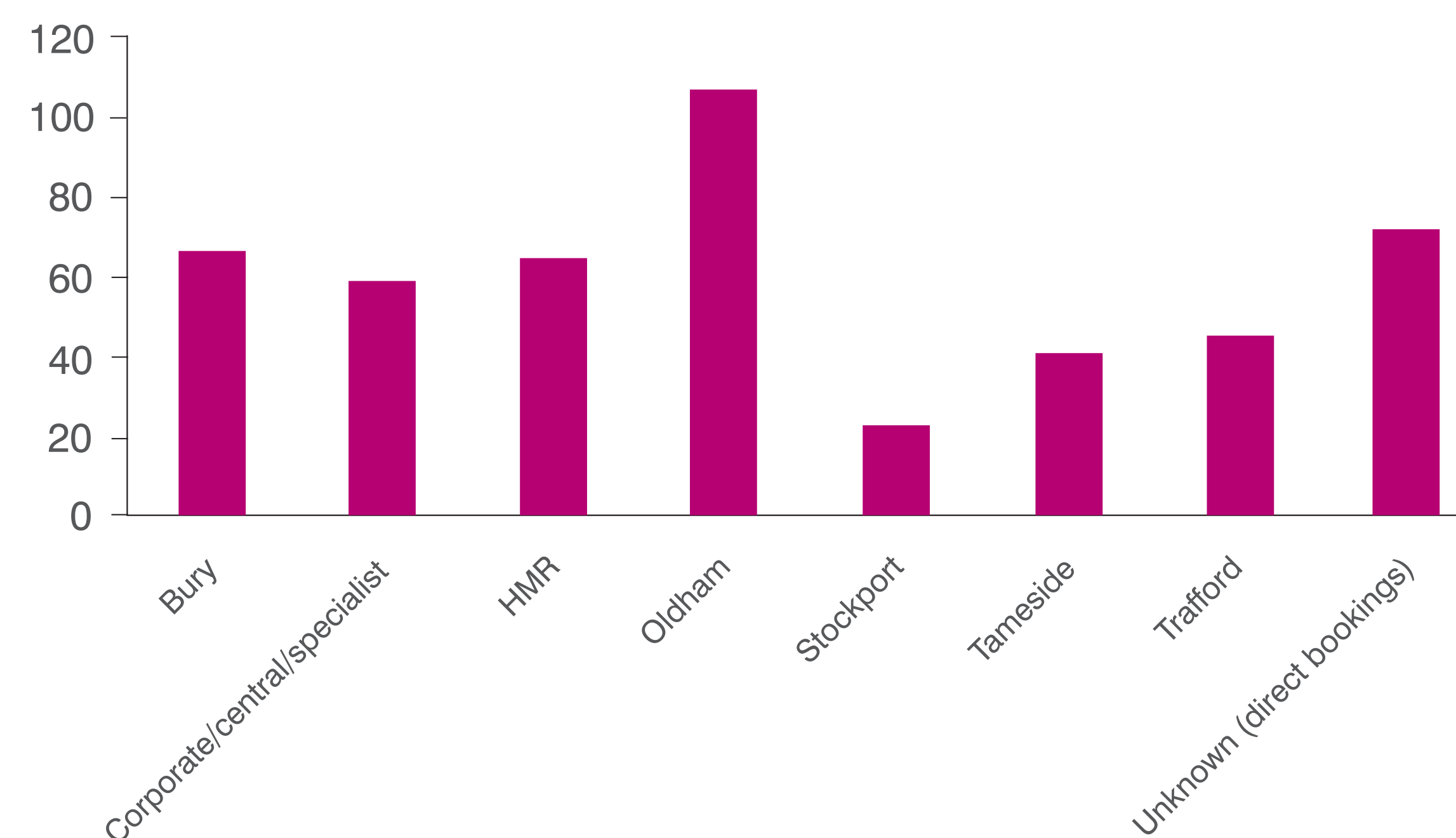
- 477 referrals received
- 1826 appointments offered
- 73% attendance rate (15% cancelled, 12% did not attend – reason unknown)
- On average people entered the service with 'below average' wellbeing (average score of 36 on the Warwick - Edinburgh Mental Well-Being Scale (WEMWBS)) and at the time of discharge had moved to 'average wellbeing' (average score of 50 on the WEMWBS)

Quotes from staff who have attended the service:

- 'Excellent service – was seen promptly. The therapist was amazing and has completely changed my life.'

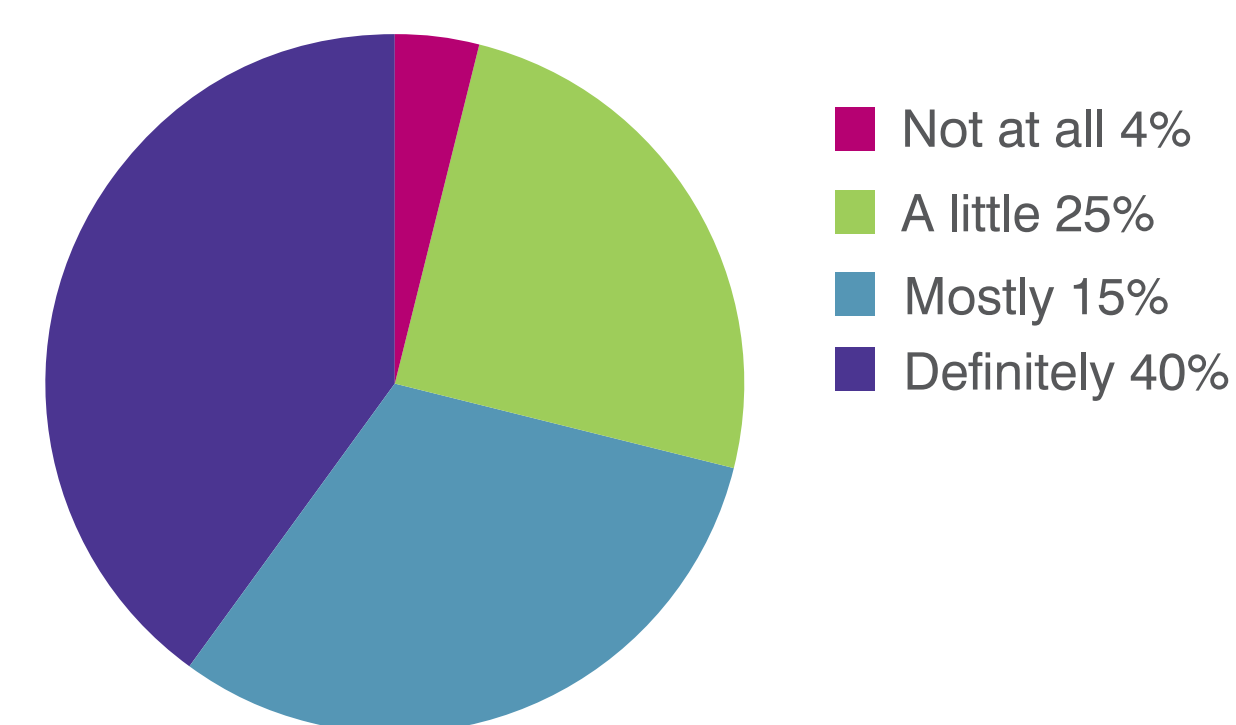
- 'I think this service has helped me with what was going on in my life. I wouldn't have gone and sought any support myself off my own back. So very thankful for Pennine to offer this service.'
- 'The Mindfulness course was a wonderful experience.'
- 'I no longer have to believe the negative thoughts my ruminations led me to, I am free to be and to like myself just as I am.'
- 'The service helped me see the wood for the trees and also enabled me to have strategies to cope with and manage the triggers of my anxiety.'

Breakdown of referrals by borough

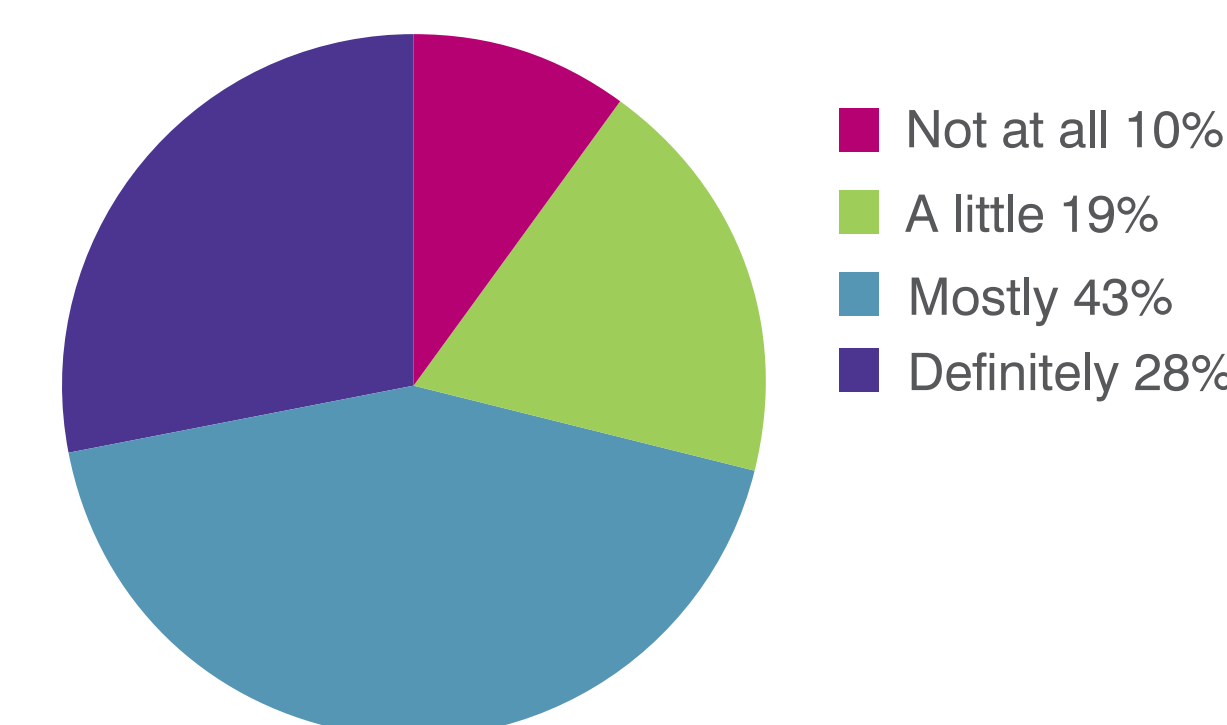


Evaluation Questionnaire results

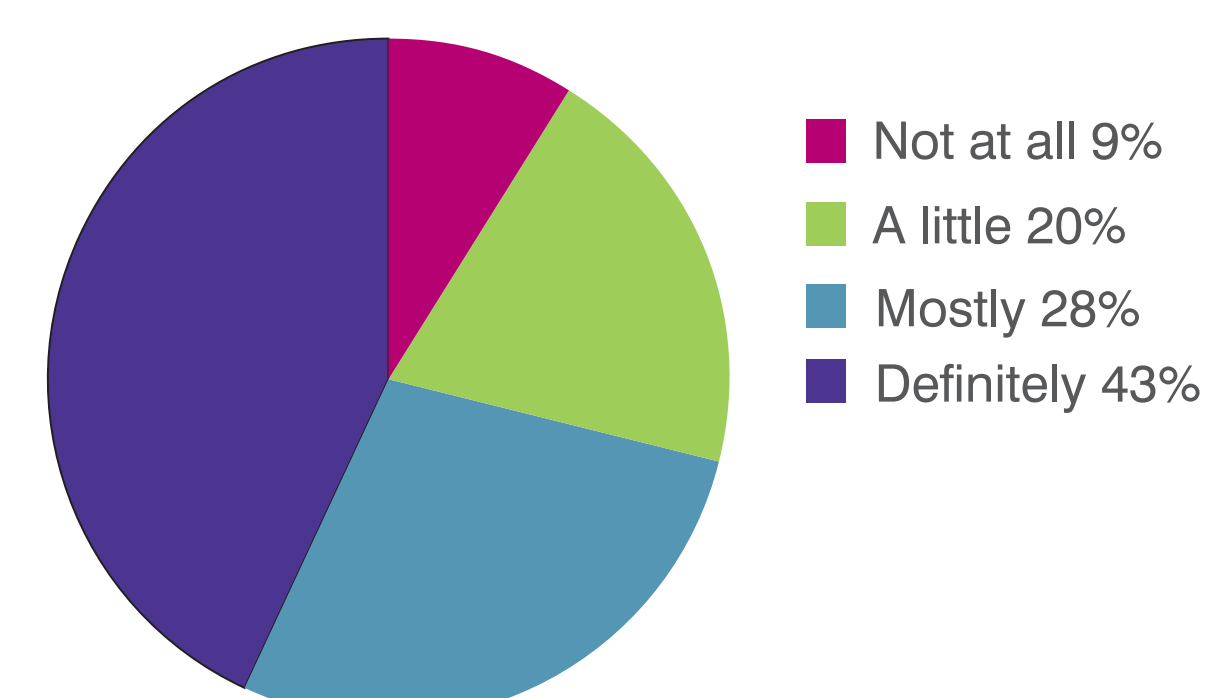
The intervention that I received has helped me to cope better with the difficulties that I was referred for



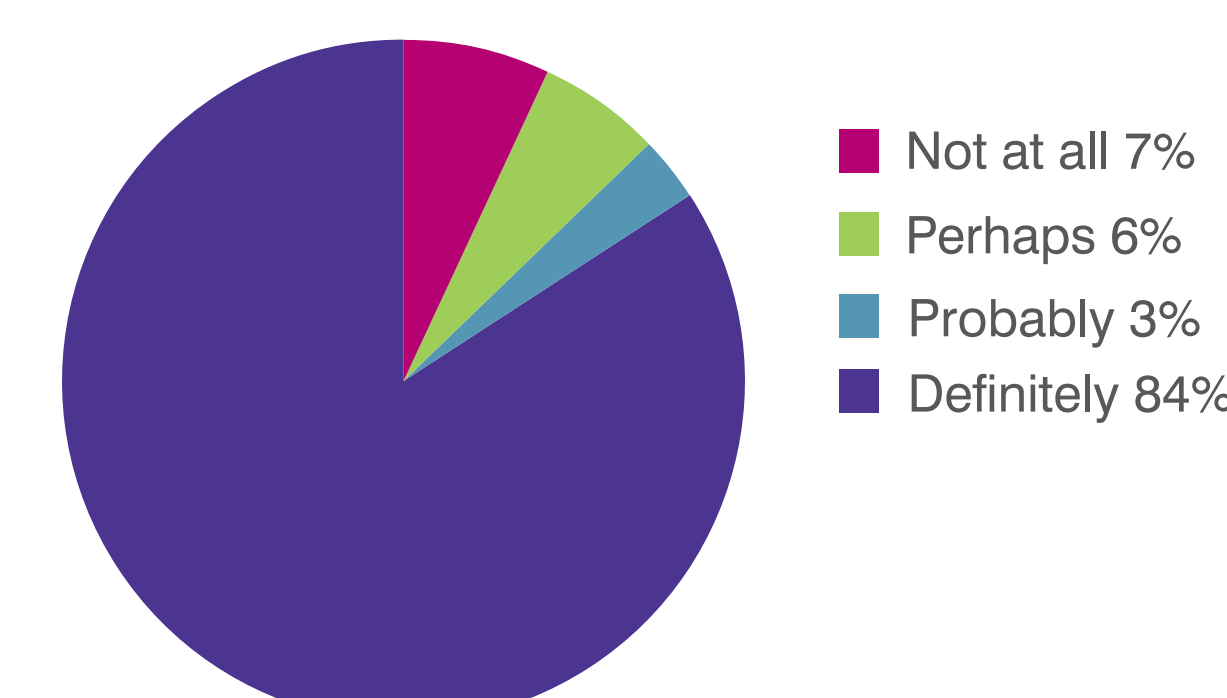
As a result of the intervention I feel more able to cope with work



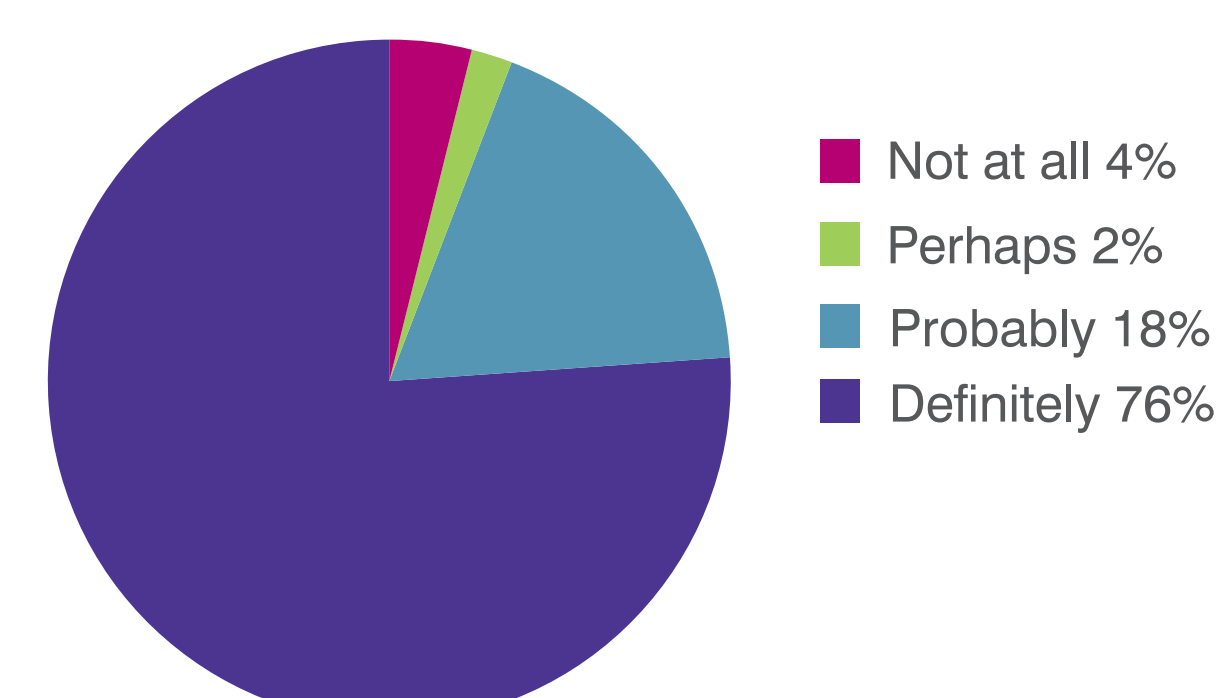
I feel confident that the intervention I received has equipped me with ways of coping with future difficulties



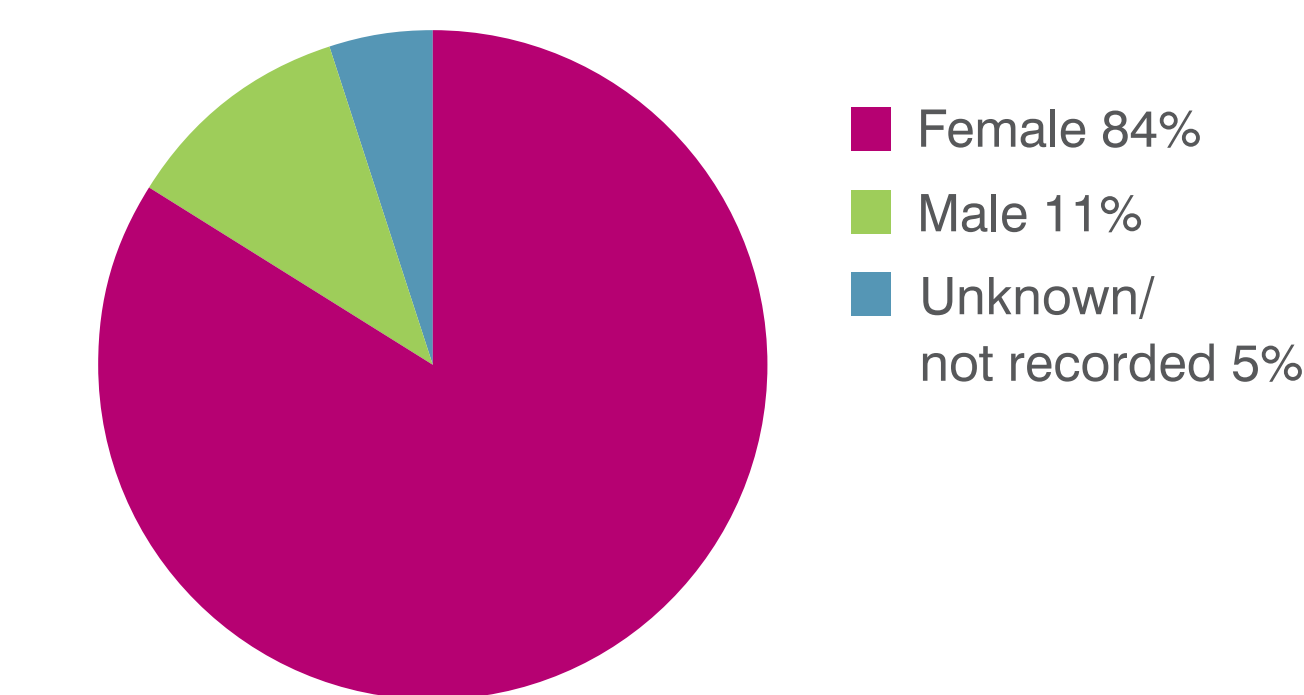
I would consider accessing the service again in the future if I was experiencing difficulties



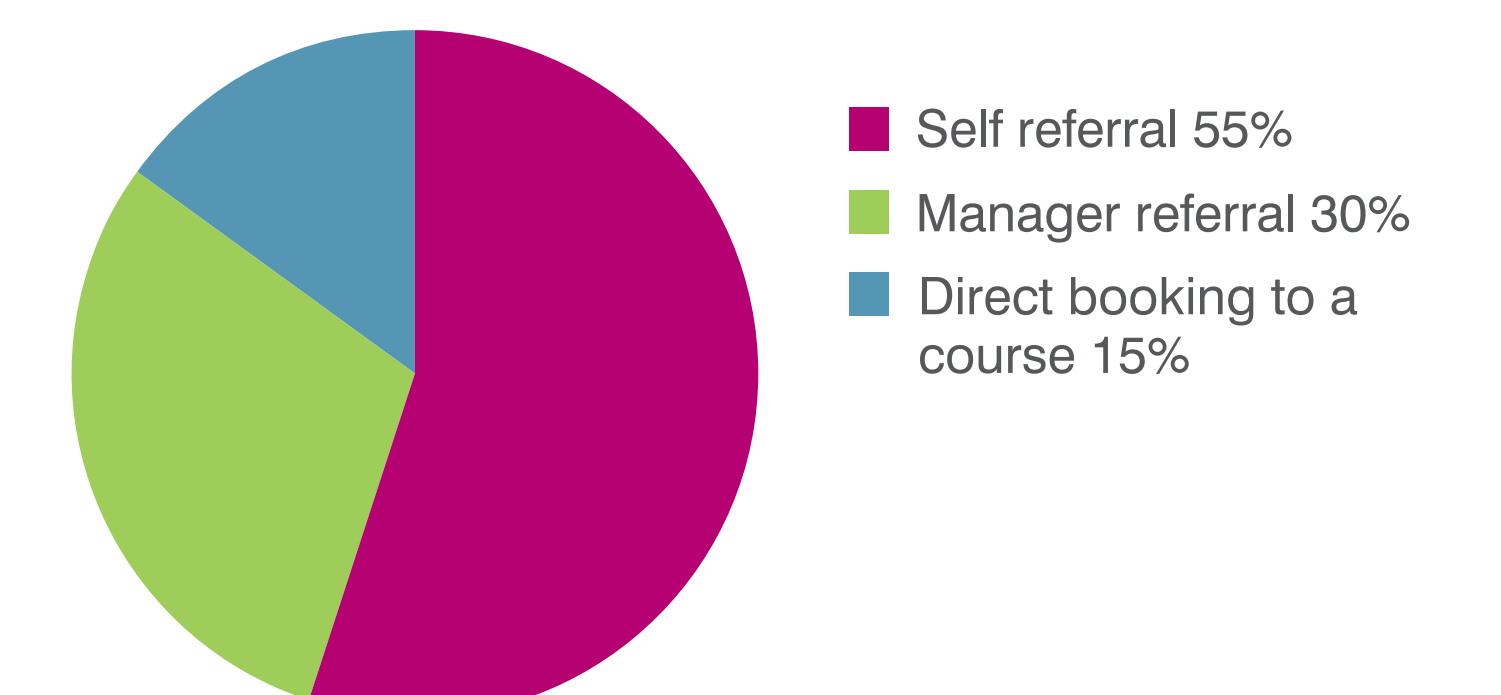
I would recommend the service to a colleague or friend



Referral rates by gender



Referral type



New/upcoming developments:

- We are developing our intranet site to allow staff to complete a 'psychological wellbeing check' to get feedback on what they might need to consider doing to improve their wellbeing, ranging from self-help advice to accessing the service for further support.
- We have launched an online staff wellbeing forum. It is hoped this will be used by staff to share health and wellbeing messages and promote local resources, as well as challenging the stigma that can sometimes be associated with psychological issues by encouraging conversations about wellbeing.
- We have launched an online self-help programme called 'Shift Your Stress' offered by an external company 'Headsted'. The 5 week programme is based on the principles of 'Acceptance and Commitment Therapy' (ACT).

Awards:

- Winner of the Trust's Principles of Care Awards in the Corporate category (Sept 2015)
- Shortlisted for a Nursing Times Award in the 'Improving staff experience' category (Nov 2015)
- Awarded 'highly commended' for the Positive Practice in Mental Health Awards (Oct 2015)

"Evidence tells us that a healthy workforce provides better patient care. Therefore it is essential that we look after the wellbeing of our staff."

Katie Kay - Team Manager
Staff Wellbeing Service