Staff Health and Wellbeing –
A Best Practice Guide for NHS Wales
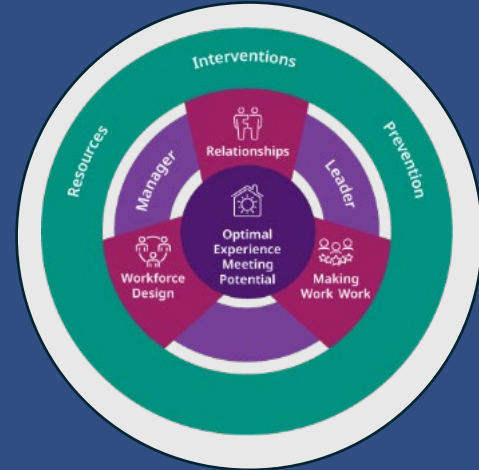
Resources

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1. Policies and Procedures

It's essential to have policies and procedures which adequately support staff and are based on good quality / timely research / evidenced best practice and are centred on prevention.

These resources need to provide support for mental, physical, emotional, and financial wellbeing.

The Our Wellbeing Matters, Managers Wellbeing Matters, and Financial Wellbeing Resource have all been developed by the NHS Wales Staff Health and Wellbeing Network and provide evidence-based signposting and support.

Examples of these policies and procedures are:

Employment Break Scheme
Flexible Retirement
All Wales Flexible Working Policy
Managing Attendance at Work
Menopause
Organisational Change Policy
Procedure for NHS Staff to Raise Concerns
The Speaking up Safely: A Framework for the NHS
Respect and Resolution Policy
Healthy Working Relationships
Special Leave
Wellbeing Conversation Guide
Nurse Retention Plan,
Retention Guide and Assessment Tool
Stress Risk Assessments

2. Staff Health and Wellbeing Support

Prioritise the Occupational Health and Employee Wellbeing Services as these professionals are an important source of expert support, advice, and insights to inform the approach to staff health and wellbeing.

Work with Occupational Health and Employee Wellbeing Services and leads to create organisationally led and preventive approaches.

Develop a partnership that helps create a sustainable health and wellbeing culture. Ensure that they have the support, resources, and funding they need.

The five factors contained in this report can support partnership working. Work in partnership with regulatory bodies, unions and professional organisations to share and promote resources.

The anti-racism audit of workforce policies mentions the need for wellbeing interventions/support to be intersectional and culturally sensitive.

Promote the staff health and wellbeing local support that is available including using informal communication channels such as Wellbeing Champions and other Networks.

Staff health and wellbeing activities need to support the individual, team, leaders, managers, and the organisation.

Tailer the support to the local environment, involve the staff in the process.

Ensure that certain groups are provided with support specific for their needs such as students, newly recruited staff, international students and staff, volunteers, those from protected characteristics and those with accessibility needs to remove barriers to ensure equity of access to support.

Employers have a legal duty to protect workers from stress at work by doing a risk assessment and acting on it.   Risk Assessments should be used in the same way as other work-related health and safety risks. The risk assessment will identify the risk of stress, and its impact on mental and physical ill-health, in the same way as you assess other work-related health and safety risks (HSE).

This report provides an overview of the risk factors and solutions to Burnout The Government Response to the Health and Social Care Committee Report on Workforce Burnout and Resilience in the NHS and Social Care.

3.   Proactive Peer Support based resources

At the heart of any approach to utilising peer support as a strategic social resources is 1. understanding what evidence based approaches are available, and 2. How might they become embedded in to normal practice and organisational culture.

Schwartz Center Rounds® | The King's Fund (kingsfund.org.uk)

Reflective Practice Making Reflective Practice Real: Introduction of the Heads and Hearts Model Through A Range of Practice Examples (acpuk.org.uk)

Compassion Practices Compassion Practices | Liberating Compassion: Compassion Practices for All

Action learning sets | Knowledge and Library Services (hee.nhs.uk)

['Start Well>End Well' Psychological safety through compassion, connectedness and courage](#) is a 3-step procedure which has been developed to enhance team collaboration and wellbeing by fostering psychological safety and peer-to-peer support.

4.   Reactive Peer Support resources

Following a potentially upsetting, traumatic or simply unusual incident at work, it's important to provide support through a robust process. This must be systemic, well governed and include signposting to support relevant clinical services Psychological Wellbeing and or Occupational Therapy. You must also choose the best too for the job, as such understanding the limitations, advantages and risks of each tool is important.

Intensive Care Society | TIM Tool (ics.ac.uk)

Critical Incident Stress Management (CISM) What Is Critical Incident Stress Management? (verywellmind.com)

Trauma Response incident Management (TRiM) March On Stress >> Trauma Risk Management (TRiM)

How can our team move past a traumatic event? | The BMJ

Local support should include creating healthy, safe and health promoting work practices and workplaces, preventive psychological support, wellbeing conversations, stress support interventions and wellness action plans.

National staff health and wellbeing support is available:

HEIW NHS Wales Staff Health and Wellbeing Support pages
Able Futures
Canopi
Our Wellbeing Matters
Manager Wellbeing Matters
SilverCloud
Samaritans

Healthy Working Wales provides practical guidance and resources as well as signposting to initiatives and support services across a wide range of topics. These include Healthy Working Environments, Healthy Lifestyles at Work and support for Employees with Health Needs.

The Professional Support Unit (PSU) provide one to one, solution-focussed coaching and supportive training guidance for doctors, dentists and pharmacists on a Welsh Training Programme to maximise training opportunities. Professional Support Unit (PSU) - HEIW (nhs.wales).

5.Links

This Best Practice Guide has been developed from the evidence below which builds the case for change, to ensure we have a workforce that is healthy, motivated, and engaged.

The Kings Fund – "enrich the wellbeing, capability and engagement of the health and social care workforce"

Caring for doctors, Caring for patients

Thriving at Work

Pearson Report

The courage of compassion | The King's Fund (kingsfund.org.uk)

Taking Care of the Carers

Tired of being exhausted: seven key actions for leaders in the NHS workforce crisis | The King's Fund (kingsfund.org.uk)

The Government Response to the Health and Social Care Committee Report on Workforce Burnout and Resilience in the NHS and Social Care