

The Staff Psychological Wellbeing Hub



Self Refer online:

www.twbstaffsandstoke.org.uk/staff-psychological-wellbeing-hub

Call us:

0300 303 5406 (open 9am - 5pm, Mon - Fri)

Email us:

twb.staffwellbeinghub@nhs.net

Twitter:

[@TWBWellbeingHub](https://twitter.com/TWBWellbeingHub)



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ABOUT THE HUB

In response to the Covid-19 pandemic and a recognition that our staff now more than ever require wellbeing support. The Staff Psychological Wellbeing Hub is here for you.

Through the NHS England People Plan a commitment was made to fund a number of Wellbeing Hubs across the country. The Hub are supporting staff with a variety of work and non work related issues that are having an impact on their wellbeing.

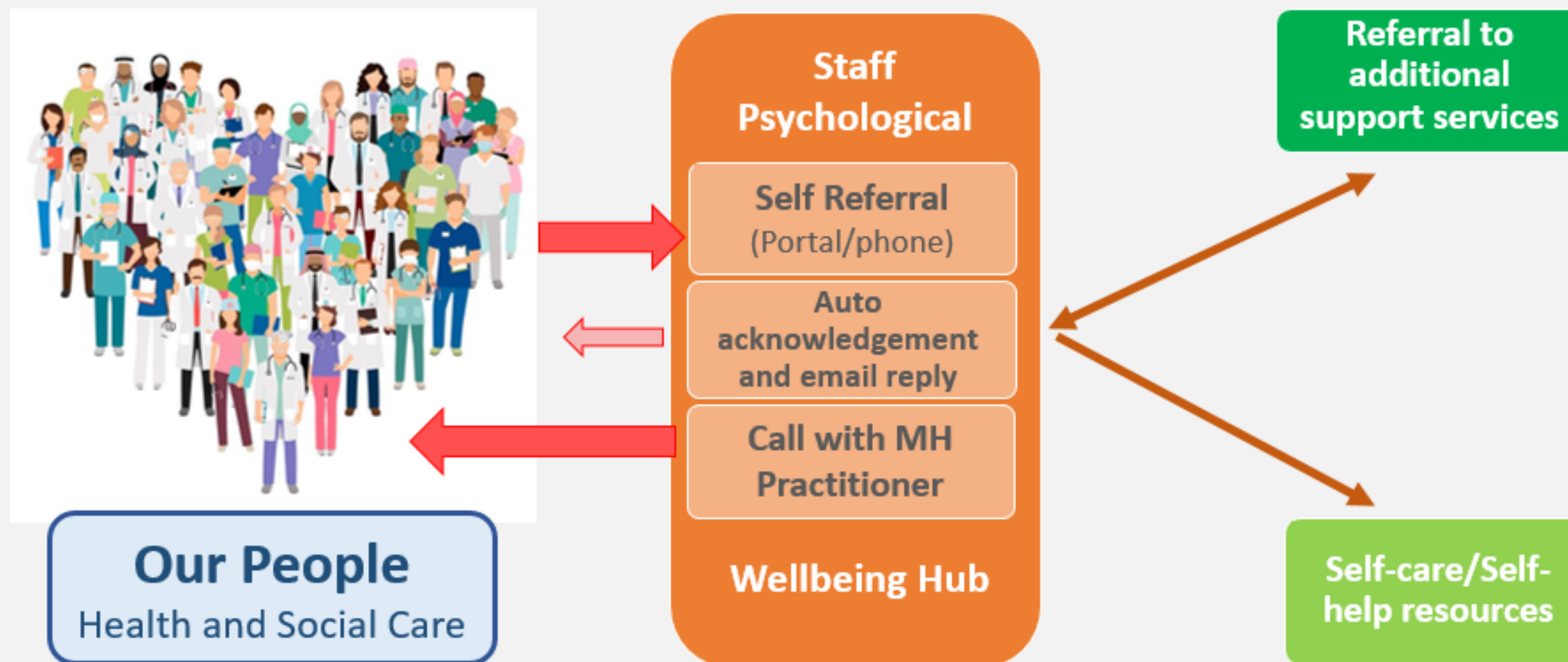
We are a safe space where staff can talk and feel listened to, with compassion, and without judgement.



ABOUT THE HUB- OUR MODEL



Our Model



Our People
Health and Social Care

**Staff
Psychological**

Self Referral
(Portal/phone)

Auto
acknowledgement
and email reply

Call with MH
Practitioner

Wellbeing Hub

**Referral to
additional
support services**

**Self-care/Self-
help resources**

Useful details

Online referral: <https://www.twbstaffsandstoke.org.uk/staff-psychological-wellbeing-hub>
Phone: 0300 303 5406

Email: twb.staffwellbeinghub@nhs.net



ABOUT THE HUB- OUR VISION

How are you? No, really, how are you?

It can be difficult to be open and honest about how you're really feeling. If you're not feeling yourself, talk to us.

Here at the Hub, we're committed to providing confidential and compassionate support, information and signposting for the Health and Social Care staff that need it.

As staff members ourselves, you will be supported by someone who "gets it".

Our vision is to normalise support seeking, reduce fear of stigma and instil a culture where psychological wellbeing is a fundamental part of how we lead, behave and treat each other.

This will ensure that we care for the people who care for the people.



ABOUT THE HUB- WHO WE SUPPORT

All Health and Social Care Staff
in Stoke and Staffordshire



ABOUT THE HUB- WHO WE SUPPORT

University Hospitals
of North Midlands
NHS Trust



North Staffordshire
Clinical Commissioning Group



North Staffordshire
Combined Healthcare
NHS Trust



City of
Stoke-on-Trent



West Midlands
Ambulance Service
University NHS Foundation Trust



Staffordshire
County Council



Cannock Chase
Clinical Commissioning Group



South East Staffordshire and Seisdon Peninsula
Clinical Commissioning Group



Stafford and Surrounds
Clinical Commissioning Group



Stoke-on-Trent
Clinical Commissioning Group



MPFT
Midlands Partnership
NHS Foundation Trust
A Keele University Teaching Trust



East Staffordshire
Clinical Commissioning Group



MEET THE TEAM



CONFIDENTIALITY (VIDEO)



COMMON THEMES

The Hub team have provided one to one assessment and signposting to our staff for a variety of different issues:

- **Stress and Anxiety**
- **Reducing lockdown measures/end of lockdown**
- **Coping with change**
- **Burnout / exhaustion / compassion fatigue**
- **Lack of work/life balance**
- **Lack of management support**
- **Carer Responsibilities**
- **Continued excessive workload**
- **'Carer Fatigue'**
- **Low mood**
- **Trauma / Post Traumatic Stress**
- **Childhood/Historic trauma**
- **Insomnia**
- **Obsessive thoughts/behaviours**
- **Financial Problems**
- **Feelings of overwhelm**
- **Moral injury**
- **Alcohol/substance misuse**
- **Relationship issues**
- **Domestic abuse**
- **Bereavement**
- **Underlying health conditions**
- **Long COVID**
- **Physical effects of anxiety / stress**



STAFF STORIES & FEEDBACK

(ALL TAKEN FROM FEEDBACK SPECIFICALLY FOR OUR STOKE
AND STAFFORDSHIRE HUB)



STAFF STORY - GEMMA

Two months ago I wasn't in the best place....

" I'd let stress and anxiety created at work take over my life and it had started to manifest as physical symptoms as well as affecting my mental health.

I couldn't see a way out other than to leave my job and profession I'd worked so hard to get to and loved.

After months of stress, anxiety, not sleeping and spontaneously bursting into tears I finally called the GP who offered sleeping tablets and advised that I seek out a wellbeing service but this may take a while as there was a backlog.

With this nudge from the GP I went about seeking help via work and **found the wellbeing hub over the intranet at work.**

After completing a really simple online assessment and submitting it I got a call back the same day to schedule a telephone assessment for a few days later.

The appointments are all carried out over the telephone and are only short (less than an hour) which makes it much easier to fit around work and they call you, there's no ringing them and waiting on hold or in a queue like at the GP.

The tools that the wellbeing hub have given me have helped me to remain in my much loved job in a way that means I can succeed at my job and also work to achieve a better work vs life balance. They have helped me to see that although things are still not perfect they are improving and there is hope.

I plan to carry on using the questionnaires and scoring myself to periodically review myself and to hopefully prevent spiralling into the anxious state that I was initially.

I really can't thank the hub enough, **I was so close to leaving my much loved job, my only income and potentially my sanity as it felt and in two short months I'm back on track and feeling positive.**

I can't thank you enough.
You all do a great job and provide a fantastic service."

STAFF STORY - JAKE

"I had reason to contact the hub recently due to ongoing difficulties at work..."

When I came to you I didn't know where else to turn I was desperate for some support, I wanted to feel that someone was listening to me and understanding what I was going through.....

Then I met Jill! Straight away **I felt at ease, she listened, she empathised, she gave me time.** My story is long and complex but **she showed me patience, kindness and she made me feel she cared....**

At last i felt like I wasn't going mad and what I was experiencing was real! Jill has been amazing! She has followed through with everything we agreed and when I recently had a set back and reached out she was there just to chat through the situation and listen. Our chat did not change anything in real terms but it **helped me gather my thoughts and put some perspective on the situation.** This service and Jill have really helped me, they have given me access to talking therapies but most importantly have had my back at a time when it felt like nobody else in the organisation did,

Jill's intervention has **contributed to giving me the courage to try to tackle the issues and not just leave the organisation.** But it doesn't end there, Jill has given me a follow appointment in a month and has told me I can call her anytime, which just makes me feel like she is still there for me. Thank you to the staff wellbeing hub and a special thank you to Jill :-)"

STAFF FEEDBACK

"I just wanted to say that I found yesterday really helpful and encouraging.

I find it hard to express how much I've struggled sometimes, as it goes so far back, and I sometimes feel like it sounds like I'm being dramatic.

I found it really easy to talk to you, and you made me feel like things might be ok, in the end. I think the service you described sounds brilliant, and it was the first time I have been offered something other than CBT to try. I am very grateful.

Thanks again for letting me talk and offering me some support."

"Can I say a massive thank you for the reflective session yesterday for the managers. I was really pleased with the attendance and I think they got so much out of it! I hope that it has encouraged the take up of your ongoing support.

It was good that someone was also on the session from Staffs CC who suggested that you went to speak at one of their provider meetings – that would be another excellent route in

Thanks again and more than happy if we can do a few more sessions if you ever have capacity!"

STAFF FEEDBACK

"Just to say... 1 of my staff team contacted the Psychological Wellbeing Hub yesterday to seek support

She has fed back to me that they were brilliant

the support and ongoing help has been outstanding

A game changer for her and Wanted to share

Thank you for bringing it my/our attention

It was spot on and very much appreciated by all involved

😊 "

"I believe that the service had been recently set up in my area but I found my phone consultation extremely useful and he was an extremely good listener and I found the advice and support he gave to me most useful at a difficult time.

I am focusing on the guidance and tools he has given me which has been a massive support in my journey to recovery. A most valuable and useful service that I would definitely recommend to other colleagues."

STAFF FEEDBACK

"Invaluable service in providing NHS staff impartial psychological support. Allowed me to discuss my feelings and concerns freely with prompt initial assessment.

Discussed short and long term coping strategies that have helped me begin overcome depression and reduce it reoccurring in the future. The staff I encountered very approachable, reassuring and compassionate."

"I just want to say a special thank you. I've always felt apprehensive about talking to anyone about my anxiety and depression due to a fear of being judged and misunderstood but during the assessment and follow up I felt listened to and not judged which made it easy for me to share.

We were able to agree simple but smart goals for me to trial. Rich also referred me on to another service in a timely manner and kept me updated throughout. I can't recommend this service enough to other staff who may need to talk to someone. Thanks again :)"

STAFF FEEDBACK

"I had been struggling and trying to cope on my own with the issues affecting my mental health and I'm so glad that I plucked up the courage to self refer for advice and support.

Having done so and having completed the PHQ and GAD questionnaires it was clear that I was mentally unwell. Many thanks for the support"

"The staff do an amazing job, talking to them helped me so much. They listened well and were very reassuring. I know in the future if I'm having a bad time they are more than happy for me to ring them and have a chat and that means a lot."

"The clinician was very calm and supportive. At all times, I felt that my wellbeing was at the heart of discussions.

I felt that I mattered which meant such a great deal to me."

"Great service knowing there is support. Have had mental issues 26 years. Need support so don't get to crisis. Thanks for offering to help"

"I loved how they validated my thoughts and understood my insight into my own mental health and helped me realise it was okay"

"I have nothing but praise for the help I have from TP. Without them I would be a very different person x"



HUB PROVISIONS

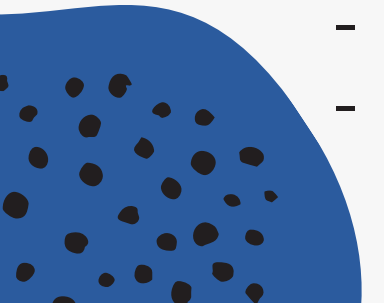



Since going live on 17th May 2021 we have strive to continually develop our service to improve our offer to staff across the system. Please read further to see our offer to you and your team. Simply get in touch with the team to discuss further book a session:

1:1 Support and Assessment Service -

All Staff can use our online portal to self-refer and receive; rapid, confidential, one to one support with one of our experienced mental health clinicians. We will support you to talk through any issues, past or present, that maybe effecting your overall well-being; these maybe work or home related and are not limited to those caused by COVID 19, link to portal [here](#).

The Hub staff can offer the following provisions:

- A compassionate listening ear
 - Confidential advice
 - Emotional Support
 - Identification of positive coping strategies
 - Future Signposting and onward Referral
 - 8 week follow up call
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HUB PROVISIONS

As well as offering one to one assessment and support we recognise the need to offer wider choice and to be able to deliver meaningful group sessions to your individual teams and areas. We continue to strive to grow our offer so if you feel your team would benefit from something not in the list below then please get in touch and we will always see what we can do. Taking in to account the feedback from our staff we currently offer the following:

- **Informative Introduction Session** – Invite the Hub team virtually or face-to-face to one of your staff meetings, networks or any other event. The Hub team welcomes any opportunity to talk about our service including support offers available, feedback from staff who have accessed the Hub, and answer any queries around important issues such as confidentiality of the service.
- **Bespoke Workshops** – The Hub team delivers well-being themed workshops weekly. Themes have previously included; Stress Awareness, Menopause, Work/Life Balance, Alcohol Awareness and many more! Staff can access upcoming workshops via EventBrite or alternatively we can offer a bespoke session to your team, simply contact the hub team to arrange.
- **Peer Group Supervision** – Meaningful peer engagement facilitated by the Hub team. Attendees will be able to discuss on-going clinical or non-clinical issues. The benefits of peer group supervision is that it promotes unplanned and spontaneous engagement allowing attendees to discuss amongst their peers what is meaningful to them. Evidence from peer group supervisions states that attendees feel more calm, mindful, confident, and self-aware as a result of participation, as well as enhancing cohesion and unity amongst attendees and their team.

HUB PROVISIONS

Group Reflective Practice – Group reflective practice is the process of examining experiences and events from different perspectives and seeking to separate your own bias from this understanding. The purpose is to try and make sense of an experience or event without judgment. Group reflective sessions helps; challenge your own bias, share challenges and good ideas, and offer peer support. These sessions will be facilitated by the Hub team who will have an understanding of what it is you want to achieve from the session.

Mindfulness Sessions – In support of promoting positive mental health and improving staff well-being, the Hub team are able to offer 1:1 or group mindfulness sessions. An important part of mindfulness is paying more attention to the present moment, reconnecting with our bodies and the sensations we experience and becoming more aware of our thoughts and feelings. Evidence suggests that Mindfulness can help reduce levels of stress, anxiety and stimulate our abilities to focus.

Managers Support – At the Hub we are more than aware of the challenges faced by all staff members working within the Health and Social Care Sector. We acknowledge that at times Managers and leaders have needed to support their team whilst struggling themselves. We offer 1:1/Group Managers specific sessions to help you continue to help your team.

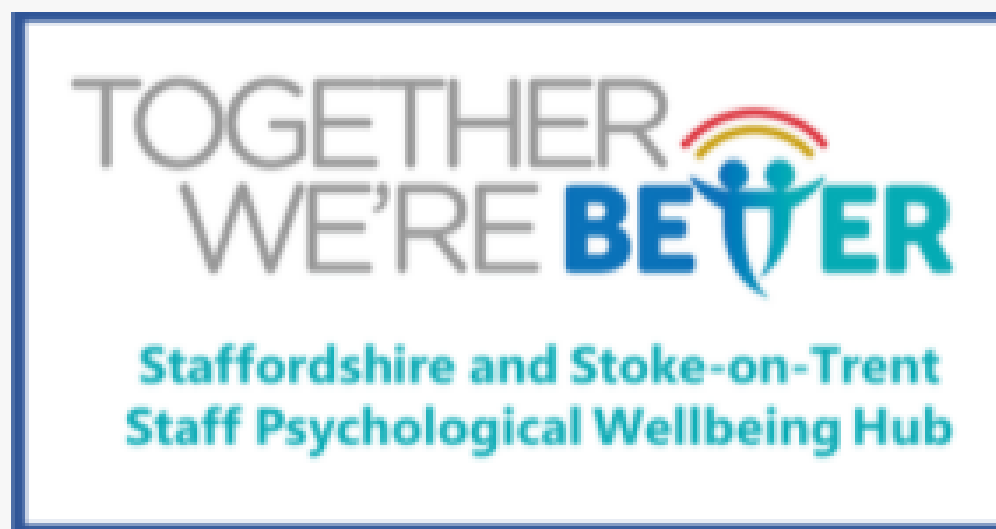
At the Hub we are open to discuss any ideas or queries you may have.

We love to hear what it is that our staff want from us and how we can best support you and your team!

Get In Touch: twb.staffwellbeinghub@nhs.net

The Staff Psychological Wellbeing Hub

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