

CPFT Staff Wellbeing activity during Covid19

Communications

Wellbeing Wednesday newsletter	Shared weekly to Health and Wellbeing Champions and in the Staff News bulletin, highlighting a different theme each week and linking with topical events
#spiritofCPFT Sharepoint	Easily accessible, hosts up to date information and resources on wellbeing, both internal and nationally available
Yammer	We have used this communication channel to keep wellbeing up the agenda in colleagues minds, for example by running a monthly draw for a wellbeing mini hamper in which colleagues share images of their wellbeing activities

Resources

Toolkits	<p>Two toolkits were produced by the SWBS, one on wellbeing when working from home and the other on wellbeing for “on-site” workers. These were promoted through Talk to Tracy, Staff News, DMT meetings and the command structure.</p> <p>These have been well received throughout the Trust, with feedback including <i>“I wanted to say thank you for the ‘CPFT working from home toolkit’ booklet. It is full of really useful tips and is very acknowledging and understanding of what we are trying to manage working from home, the working at home with children part really resonated with me. Just thought I would say thank you as sometimes we don’t say it enough.”</i></p>
Wellbeing Wednesday Webinars	<p>Four webinars were produced in collaboration between the SWBS, Organisational Development and Psychological Services. The topics are 1) Psychologically Savvy Conversations, 2) Fatigue Management, 3) Stress Management, 4) Posture Matters. 118 staff have attended the webinars in August, with similar numbers booked for September. Feedback from the Wellbeing Wednesday Webinars rate them overall at an average of 4.64 out of 5, with 76% of attendees saying there is nothing they disliked.</p>
E-learning	<p>E-learning packages on work/life balance, physical activity/posture and stress management have been produced and are hosted on the CPFT Academy. The nationally available Psychological First Aid training is also hosted here and has been directly promoted to Health and Wellbeing Champions and managers (via the Psychologically Savvy Conversation webinar), although is available to all staff.</p>

Services

Staff Wellbeing Service	<p>This service is occupational therapy and physiotherapy led, and focusses on enabling staff to remain well in work in three ways - 1) upstream/health promotion activities, 2) midstream/supporting staff to manage existing health conditions and 3) downstream/supporting successful return to work after illness. The service is additional to occupational health, and staff can</p>
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	<p>self-refer for any reason. During Covid-19 the service has adjusted to provide virtual consultations, team support and webinars.</p> <p>During Covid-19 referrals for musculoskeletal pain/injury have increase around 20%, largely due to staff working from home without good workstation set ups. After an initial lull in referrals for stress, work-life balance and mental health conditions, these have increased by 100% in July/August. Much of this is related to staff who have been redeployed or are struggling with home working.</p> <p>Feedback from staff who have used this service both before and during Covid-19 is consistently positive, with 83% agreeing or strongly agreeing that their health and wellbeing has improved since receiving support from the SWBS. 60% agree or strongly agree that the intervention they received helped them to feel more productive in their role. 74% agree or strongly agree that they have more awareness of their own health and wellbeing needs. 75% agree or strongly agree that they are more able to manage their own health and wellbeing.</p> <p>One piece of feedback recently received is recorded below: <i>“I would like to express my thanks to the team. The support and encouragement provided by Marian, Physio and Jo, OT was so good. They were both compassionate, supportive and practical, very helpful. Physio outcome: I now have regular sessions with Adrienne and Benjie (dog) doing Yoga for neck and shoulders. I have tried a few other U Tube sessions and found the sessions relaxing and just the right duration, pace and strength for me, basically gentle and slow. Really good!!!! OT: Well, I cannot believe that Jo’s advice would have made such a difference in reducing my neck and shoulder pain. I now sit differently my home work area and it continues to work. I also have a headset provided by the LDP which I received today. Talking to both ladies really helped me. I have been able to identify what I need to thrive in my role. I do not want to go back to the very high levels of anxiety and stress I experienced before the COVID 19 restrictions. I now know what I need to keep mentally and physically healthy. This will require some reasonable adjustments to be made by my team but I will cross that bridge when required. Thank you very much. P.S. And I am running, have more energy with a fraction of the stress and anxiety.”</i></p>
Call Back Service	<p>Developed by Psychological Services in conjunction with the SWBS. This offers calls every weekday between 8-9am, 2-pm, 5-6pm but can offer more flexible call backs if required. Staff request a call back at a specific date and time. The call backs are provided by psychologists, chaplains, arts therapists. Themes of call backs are emotional support, normalising & validation, connecting with own resources and strengths, signposting to wellbeing apps, signposting to self-referral, contact with GP</p>
20 Minute Care Space	<p>Facilitated by a group of clinical psychologists across inpatient wards. The purpose of a 20 Minute Care Space is to provide a space for self-care through facilitated connection and support. Attendance has varied across sessions due to staffing levels and demands on the wards. As a result, most of the staff groups for each ward have come to at least one session – representing medical colleagues, nursing / HCA, allied health professions, as well as regular bank staff.</p>

	<p>Feedback from staff includes: <i>“some have told us that the idea of a structure had been off-putting to them when they first came along, but once they had settled into the session they found it helpful to know what was expected of their sharing and to feel safe to do so. People have expressed that they feel calmer, and more relaxed when returning to their work from a Care Space session. Those who have previously attended do try to return. We have adapted the model slightly to include an extended relaxation segment at the end following positive feedback about this element. Those staff who are concerned about getting work done, find that the shorter length of Care Spaces (20 mins versus a standard hour for reflective practice) are more easy to fit into their schedule; “It’s an opportunity to take a moment’s pause, to slow down”, “I really appreciate the relaxation and breathing exercises”.</i>”</p>
Team Talk and Schwartz Rounds	<p>Schwartz Rounds are a unique space to think about the emotional impact of the work we do. These were routinely provided across CPFT prior to Covid-19, and have resumed in a virtual format now that we are out of the initial lockdown and emergency response.</p> <p>During the initial phases of Covid-19, Team Talk was offered as a targeted, shorter version of Schwartz Rounds. This was well received across the Trust.</p>
A space to breathe rooms	<p>These were developed as a response to the request for “wobble rooms” in our inpatient clinical areas. One was developed at the Cavell Centre (Peterborough) and the other at Fulbourn Hospital (Cambridge) by and for staff who were continuing to work on site. These have been well received by those who work on those sites.</p>
Mindfulness	<p>The SWBS facilitates and administers an 8-week course. This has been adjusted during Covid-19 to be facilitated virtually. Additionally, a weekly catch up at variable times has been offered to staff who have previously attended the course, to encourage individuals to use their mindfulness skills to manage stress related to Covid-19.</p> <p>Outcome measures and feedback from the Mindfulness course is routinely collected. Of the responses available all participants of the 8-week mindfulness course have shown increase in self-compassion or reduced stress. In answer to whether the course was helpful and whether they intend to continue their practice, all responses were 8-10 out of 10. Qualitative feedback includes: <i>“The mindfulness course was one part, but a significant one, of me coming to a healthier way of being, and for that I am extremely grateful to Jo and Lynn (who led it) but also to the larger Staff Well-being Team and CPFT itself for recognising the importance of looking after their greatest resource in this way. And guess what? I use so much of what I’ve learnt in my role, supporting both staff and patients, so I reckon that was money well spent, don’t you?”</i></p>

Planned activity

Health promotion (upstream working)	Health promotion campaigns linked to national awareness days are planned. The ones we have prioritised are targeted to issues frequently
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	<p>experienced by our staff members – including back care week, world mental health day and winter wellbeing. Winter wellbeing will be linking with the flu campaign.</p> <p>We are working with colleagues from physiotherapy, dietetics, Head 2 Toe Charity, psychology, health coaching and our Health and Wellbeing Champions to support health promotion.</p>
Physiotherapy	We are resuming face to face contact by our in-house physiotherapy and referral to external physiotherapy where needed.
Workstation assessment and advice	<p>Going forward we will link with the working safely group to support those continuing to work from home to ensure that they have correct equipment and prevent further MSK injury and pain.</p> <p>As part of our face to face restart we will consider face to face workstation assessments for those that are more complex.</p>
Mental health	We will continue to provide 1:1, bespoke support (occupational therapy) for those with mental health conditions to remain well in work. There is a business case for psychology in the SWBS underway to support the mental health provision for staff, and to pick up where the call back service leaves off. We will monitor the requirement for this support (at time of writing, referrals have increased by 100% for the last 6 weeks) and the resource available to support this.
Return to work advice and guidance	We will continue to provide bespoke advice and guidance on phased return to work for all staff who have had a sickness absence, but with a particular focus on those who have been on sick leave for 4 weeks or more. This is to be included as part of the Sickness Absence Policy review (shift to Supporting Employee Attendance Policy and Guidance).
Staff Networks	In the coming months we will work more closely with staff networks including BAME, LGBTQ+ and Wearing 2 Hats to better understand wellbeing needs of these groups, how we can support and where we need to adjust our approach to improve engagement