



Staff Wellbeing Service

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Pennine Care NHS Foundation Trust

Background

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

The Staff Wellbeing Service was launched in September 2014 after the Trust decided to use in-house expertise to deliver psychological therapies to its staff, rather than outsourcing to an external provider.

National picture

The Health and Safety Executive (HSE, 2014) report the following:

- In 2013/2014 11.3 million working days were lost due to psychological issues such as stress, anxiety and depression
- Higher rates of psychological issues causing absenteeism were found amongst health professionals
- Stress, depression and anxiety are the second highest cause of sickness absence after muscular skeletal problems

Local picture

- Between Sept-end Dec 2014, Occupational Health received 485 referrals - 171 of these were for psychological issues
- Psychological issues are therefore the main presenting problem locally, accounting for over 1/3 of referrals received

Feedback from PCFT staff

“My use of the service has been highly valued and certain to be beneficial in the future”

“I found the service superb”

“I was very happy with the service”

The Staff Wellbeing Service

- Employees can get support and treatment for problems **which are impacting on their work** including low mood or depression, anxiety, stress-related difficulties, self-esteem and confidence issues, loss and bereavement
- Available to **all** PCFT staff members
- Staff can refer themselves through an internal webpage or managers can refer on a member of staff's behalf
- Service is totally **free** and **confidential**
- All referrals triaged within two working days

What does it offer?

- All staff work on a part time basis
 - 3 counsellors
 - 2 Psychological Wellbeing Practitioner's (PWP's)
 - 1 Cognitive Behavioural Therapist (CBT) / mindfulness practitioner
 - Team manager
 - Administrator
- The service works flexibly to meet the needs of staff - early morning appointments and evening appointments are available
- It offers group support including 'Finding Your Balance' (stress management) and Mindfulness Based Stress Reduction (MBSR)
- Treatments are also delivered on a 1:1 basis (either face to face, via telephone or even via email support)
- The service also delivers training sessions for managers on how to support their staff ('Healthy Minds' via Organisational, Learning & Development department monthly)
- More recently started to deliver bespoke training sessions for services that have identified themselves as struggling with staff wellbeing

“It is essential to look after employees to enable them in turn to deliver an efficient service within the NHS.”

Brenda Brookes, Counsellor SWS

So, how's it going so far?

- Between September 2014 (launch) and end Dec 2014, the service had already received 164 referrals from members of staff
- Triaged to various modalities – early days but seeing some promising outcomes
- Clinicians within the service report really enjoying working with this client groups - generally motivated, grateful for the service etc
- 100% of staff who have completed treatment and completed the services experience questionnaire, say that the intervention they received has helped them to cope better with the difficulties that they were referred for either 'mostly' or 'definitely'
- 100% of staff also reporting that they would 'definitely' recommend the service to a colleague or friend.

In summary

- Service is very much needed and is going well to date
- Gives psychological therapists experience of working outside of Improving Access to Psychological Therapy services (opportunity to develop skills etc)
- All clinicians within the team report feeling that their roles are appropriate in this service – access to true 'step 2' and 'step 3' clients
- Opportunities for clinicians to be creative and develop groups etc