

National & London Health & Wellbeing Offers

8th July 2021

London Staff Experience & Engagement Team

Stacey Lane Health & Wellbeing Manager

NHS England and NHS Improvement



NHSEI National Team offers to NHS Staff

The NHS People Plan sets out a series of national health and wellbeing ambitions that aim to create cultures of wellbeing across the NHS, where colleagues feel looked after and cared for. Through the response to the pandemic and now more than ever, our NHS people deserve a comprehensive package of emotional, psychological and practical health and wellbeing support.

As well as the national intentions outlined in the NHS People Plan, a range of guides, apps and resources that aim to support both your individual wellbeing and that of your team are available at:

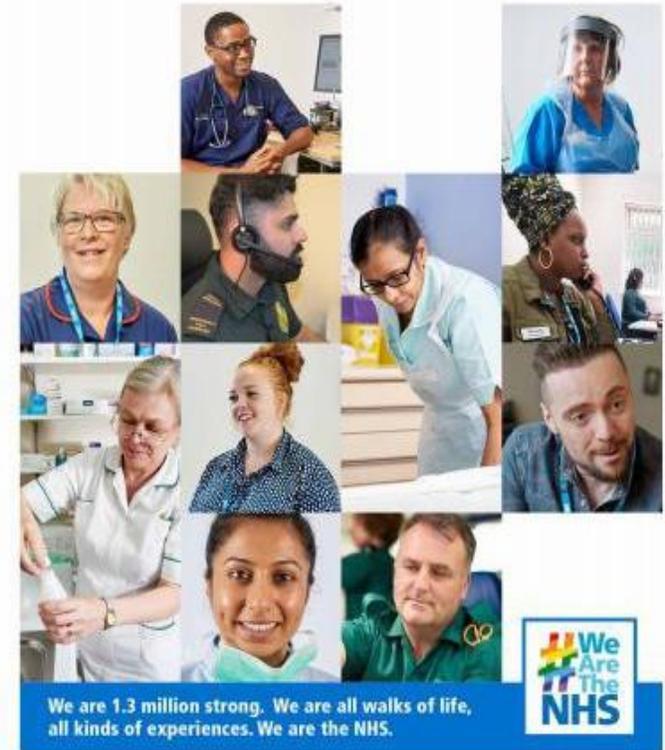
www.england.nhs.uk/people

You can also contact the national team

By email: ournhspeople.hwb@nhs.net

By Twitter: @people_nhs

WE ARE THE NHS:
People Plan 2020/21 -
action for us all



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Support now



Staff support line

NHSEI has a confidential staff support line, operated by the Samaritans and free to access from 7:00am – 11:00pm, seven days a week.

This support line is here for when staff have had a tough day, are feeling worried or overwhelmed. Whatever your worries, trained advisers can help with signposting and confidential listening.

Call: 08000696222

Alternatively, you can text **FRONTLINE** to 85258 for support24/7 via text

Bereavement support line

NHSEI has a confidential bereavement support line, operated by Hospice UK and free to access 8.00am and 8.00pm, seven days a week.

A team of fully qualified and trained bereavement specialists are available to support with bereavement and wellbeing issues relating to loss experienced through work.

Call: 03003034434

Suicide Support

We know that the pandemic has had an impact on our wellbeing, and it is possible that you may be feeling overwhelmed. Alongside the above Samaritans helpline and 24 hour text support service, if you are feeling at risk of suicide or are concerned about someone else, our NHS colleagues also have access to the Stay Alive app which is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis.

The app includes:

- A safety plan with customisable reasons for living
- A LifeBox where you can store photos and memories that are important to you
- Strategies for staying safe and tips on how to stay grounded when you're feeling overwhelmed
- Guided-breathing exercises and an interactive Wellness Plan

The app also links you directly to local and national crisis resources, with space to add in your own as well.

You can download the Stay Alive app from your app store or view their website [here](#).

NHS colleagues are also reminded that they can seek support through their local GP or through NHS 111.



[Find our more: NHS England » Support now](#)

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Counselling and talking therapies

[Counselling support from the Association of Christian Counsellors](#)

A free service developed and funded by the Association of Christian Counsellors, who are offering up to 8 online or telephone counselling sessions from qualified counsellors at flexible appointment times by video or telephone, for:

- NHS clinical and non-clinical staff working with Covid-19 patients in a hospital setting
- Ancillary staff working in Covid-19 areas in hospital settings including cleaners, porters and mortuary workers
- Paramedics and anyone working within the ambulance services caring for patients with Covid-19

The confidential service is open to people of all beliefs and none. You can also ask to be matched with a counsellor by ethnicity.

[Find out more: NHS England » Support offers](#)



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Counselling and talking therapies

Bespoke health and wellbeing support for our diverse colleagues

As part of the national health and wellbeing programme for our NHS people, and working in collaboration with our staff networks, we have developed a number of bespoke support offers for our Black, Asian and Minority Ethnic (BAME) NHS colleagues.

If you need support now and would like to talk to someone or access support via a health and wellbeing app, please [click here](#) for details on our Samaritans helpline, Hospice UK bereavement helpline and how to access the apps. You can also seek support through our [staff mental health hubs](#) or through your GP and local NHS services.

NHS Support line for our Filipino colleagues

There is a team of fully qualified and trained professionals, all of whom are Tagalog speakers, ready to help you at our NHS Support Line for Filipino Staff.

This support line is here for when you've had a tough time, are feeling worried or overwhelmed, or maybe you have a lot on your mind and need to talk it through. This assistance is available from anywhere in the country and is provided by Hospice UK.

Tagalog speaking specialist counsellors and support workers are available if you would like to discuss:
any anxiety or emotional issues you may be experiencing

a bereavement

if your wellbeing has been affected by witnessing trauma as part of your work

To book a consultation, call: 0300 303 1115

All calls will be treated in the strictest of confidence and this will be explained to you when you call. This service is available **seven days a week, between 8:00am and 8:00pm**. You do not need a referral.

Islamic counselling support service

Access free faith-based mental health counselling support for Muslims working in the NHS. Inspired Minds and the Lateef Project have partnered with the NHS Muslim Network and NHS England and NHS Improvement's Health and Wellbeing Team to provide a confidential and Islamic-based counselling service for our NHS people, delivered by qualified counselling therapists.

For more information, please visit [inspired minds](#) or [Lateef project](#)

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Counselling and talking therapies

[#Looking after you too: Coaching support for our Black, Asian, Minority Ethnic colleagues](#)

This programme has been developed to support any NHS colleagues who identify as part of our Black, Asian, and Minority Ethnic workforce in NHS and ambulance trusts, in maintaining their psychological wellbeing during this challenging time.

This individually tailored coaching support will focus on proactively supporting you to process experiences, offload the demands of whatever you are experiencing, deal with difficult conversations, develop coping skills and be supported in developing practical strategies.

[Islamic mental health and wellbeing service](#)

Free faith-based mental health counselling support for Muslims working in the NHS. Inspired Minds and the Lateef Project have partnered with the NHS to provide a confidential and Islamic-based counselling service for our NHS people, delivered by qualified counselling therapists.

[For more information, please visit: Get Support — Lateef Project Islamic Counselling](#)

[Find our more: NHS England » Support for our diverse colleagues](#)



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Counselling and talking therapies



[Wellbeing support service: Project5.org](#)

NHSEI partnered with Project5.org to offer free, one to one, confidential support sessions for our NHS people.

NHS colleagues can access free support online from a team of accredited clinical psychologists and mental health experts

[Find out more: NHS England » Support offers](#)

Project5.org

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Wellbeing conversations

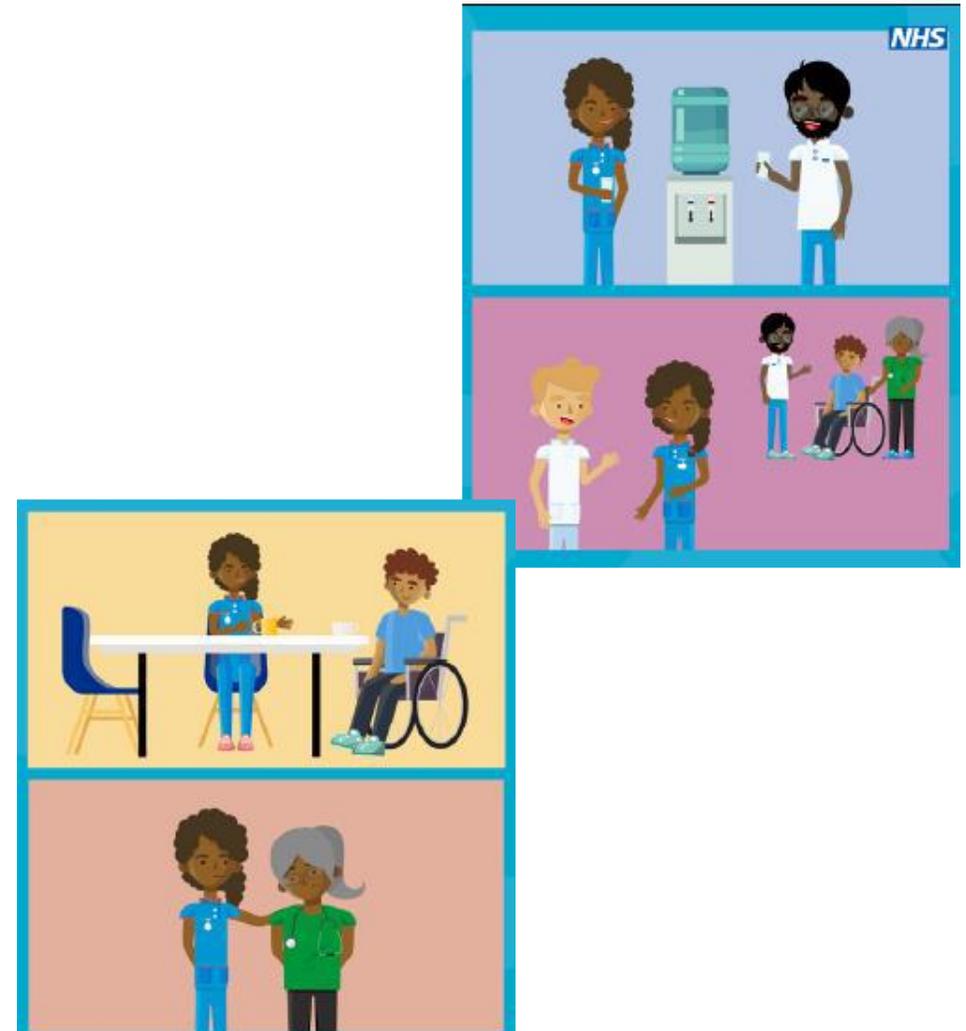
Resources to support you when approaching and holding a wellbeing conversation

The wellbeing of our NHS and social care colleagues can be affected by all kinds of factors at work. Workload, capacity, relationships with colleagues and the physical working environment can all have an impact. Likewise, factors outside work, including lack of sleep, financial worries, health conditions and caring responsibilities, can have an impact –especially if they have changed recently.

The NHS People Plan encourages us to hold regular, one to one, wellbeing conversations with our colleagues.

We have published a range of resources to support you in having a wellbeing conversation with your colleagues. These resources include a guide for line managers, an animation, several case studies and a staff experience video.

[For more information: Wellbeing conversations – Our NHS People](#)



Bespoke support for primary care colleagues

#Looking after you too: Primary care coaching offer

Our primary care colleagues (including those working in both clinical and non clinical roles across general practice, dental, optometry and pharmacy services, have faced unprecedented challenges throughout the pandemic.

This individual coaching support offer is available to all primary care colleagues and is delivered by a highly skilled and experienced coach. This is a safe space to offload the demands of whatever you are experiencing and be supported in developing practical strategies for dealing with this. It might be that through a one-off conversation you have all the strategies you need to cope with your situation and stay well, or you might find a few sessions helpful.

[For more information: NHS England » Looking after you too](https://www.england.nhs.uk/looking-after-you-too/)



Wellbeing apps

Throughout the pandemic, our NHS people have been offered [free access to a range of mental health and wellbeing self help apps](#). Whilst we continue to review and develop a longer term digital health and wellbeing offer, access to the current apps has now been extended.

Our NHS colleagues are invited to sign up to these apps, using their work email address, for support with managing stress and anxiety, building resilience, aiding better sleep, and taking a moment to be mindful.



Wellbeing apps

Movement for Modern Life

Movement for Modern Life is a British online yoga platform that brings together world class yoga teachers inspired movement and mindfulness into your home or a place of comfort.

Free access has now been extended until 30th September 2021



Stay Alive

The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide



Headspace

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep.

Free access has now been extended until 31 December 2021.



BrightSky

Bright Sky is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know. The app is also available to use in Polish, Punjabi and Urdu.



Wellbeing resources

Substance misuse and gambling support

Recognising the increasing pressures on NHS staff, we have put together a range of information on substance misuse and gambling support available through a number of organisations.

Substance misuse

Substance abuse or misuse can severely affect a person's physical and mental health, and can impair their ability to function. It can equally cause harm to others around them. There are a range of services and helplines that can provide support for those who may need somebody to talk to.

Gambling

Problem gambling can have a devastating impact on individuals and families in all areas of life, including relationships, physical and psychological health and wellbeing, work and self-esteem. There is help available, not only for gamblers but also for their friends and family.

[For more information: NHS England » Support offers](#)



Support for Parents

Place2Be

Place2Be are offering an online programme of expert support and resources for keyworkers, including all NHS colleagues, to support the mental health and wellbeing of keyworker children.

The programme consists of three webinars and an Art Room resource pack for children and parents and carers to craft and create together. The webinars cover: recovery and self-care, understanding and managing anxiety in uncertain times, and understanding loss and bereavement.



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Cityparents

Cityparents are offering our NHS people access to their online programme that includes positive and practical support for working parents, delivered through expert-led webinars/seminars, advice, peer insights, online articles, blogs and podcasts.

They aim to help working parents and those with caring responsibilities develop skills, enhance family life, improve wellbeing and support work/life balance.

This app is now free until 30 June 2021.



Staff mental health hubs

Staff mental health hubs

The staff mental health and wellbeing hubs have been set up to provide healthcare colleagues rapid access to local evidence-based mental health services and support where needed. The hub offer is confidential and free of charge for all healthcare staff. The hubs can offer you a clinical assessment and supported referral to the support that you need, such as talking therapy or counselling. It is separate and confidential from your organisation.

It is open to all healthcare staff, from all services and settings regardless of whether you are dealing directly with COVID-19 patients or not. You can self-refer or refer a colleague (with their consent).

Your local hub: [NWL and SW London Staff Mental Health Wellbeing Hub](#)

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Wellbeing resources

Health and well being guides

NHSEI has worked with team of experts to develop a range of short guides to help support you with skills and new ways to improve your experience of work. The guides cover topics such as getting a good night of sleep, personal resilience, support for line managers, guidance on how to be a compassionate leader during bereavement and tips on how to run your own 10 minute Pause Space. [Find out more: NHS England » How-to guides](#)



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Bespoke Support for leaders

[#ProjectM](#)

Online resources

#ProjectM is a new development offer, aimed at all NHS team leaders and managers. The online resources include easy to access inspirational bite-size learning which is regularly refreshed and updated. E.g. [Sandra Dalton-Smith](#) explains the seven different types of rest to help restoration.

Virtual community

Join [#Project Managing Together](#) virtual peer group to connect, share ideas, concerns and resources with other health and care managers. There are special events on themed topics and informal sessions like 'Tea & Talk' time.

Mentoring

A social media campaign to help potential mentors to connect with managers who may benefit from a one-to-one session. Search #ProjectMentorMe on Twitter or visit [Mentorship: Maintaining your sense of self](#)

Social media collaboration

A monthly 'Tweet Chat' to enable managers and team leaders to share ideas and inspiration together. Follow NHSEI on Twitter [@NHSLeadership Academy](#) and LinkedIn to meet the regular "Talking Heads" #ProjectM participants, who share their thoughts and top tips on managing well during turbulent times.

[Find out more: Coaching and mentoring for leaders – Our NHS People](#)

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Bespoke support for leaders

[Coaching and mentoring for leaders](#)

NHSEI has partnered with selected coaching companies and other leading-edge organisations to provide free, confidential, 1-2-1 coaching or mentoring support sessions for all NHS and social care leaders.

Coaching support: Leading in the moment

This coaching offer is available for managers at all levels. Managers will be matched with an experienced coach who will virtually support them in finding real-time solutions to help them move forward.

Coaching support: Leading in and through the crisis

This coaching offer is available for senior leaders. Leaders will be matched with an experienced coach who will virtually work with them to strengthen their leadership by creating space for them to stand back, slow-down and reflect.

Mentoring support

This mentoring offer is available for all leaders at all levels. A Military mentor of similar seniority (up to and including ESMs and Board members), will support leaders in finding real-time solutions to help them move forward, finding positive ways to stay resilient and overcome immediate challenges.

[Find our more: #ProjectM – Our NHS People](#)

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Bespoke support for senior leaders

Executive Suite

The Executive Suite has been designed to support senior leaders working across the health and care system (CEO, AO, Chair, NED, Lay members, Executive Directors or equivalent). The suite includes a comprehensive package of supportive offers and resources that are designed to support you to remain a resilient leader, continue to thrive in your role, and set cultures that value the importance of health and wellbeing. This includes:

- Seminars from internationally renowned and prominent health and care experts
- Access to virtual Action Learning Sets
- Curated resources
- Access to 1:1 psychological support
- Access to mentoring
- Career development support
- Signposting to regional support offers

[Find out more: Executive Suite – Our NHS People](#)



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GO



As a way of saying **THANK YOU** to all of our amazing workforce in London the Staff Engagement and Experience team have collaborated with Virgin Pulse to give away just over 40,000 spaces to access the brilliant VP GO Challenge officially starting on the 28th July for 9 weeks.

You can sign up to the platform now, complete mini challenges and your own personal and confidential survey so use the QR Code or link below to secure your place!

VP GO makes it easy to feel great and achieve your health goals. And it's fun!

What's it all about?

VP GO is a flexible wellbeing program that meets you where you're at. It's your own digital health coach, a way to connect with co-workers, and healthy competition all wrapped up in an easy-to-use app.

- Move more, stress less and set your own individual wellbeing goals
- Embark on a 9-week virtual activity Challenge — Destination GO!
 - Connect with friends and make new ones along the way
- Sign up and join a team and receive a FREE Max Buzz fitness tracker

1 2 3 4

It's all about YOU!

Make your GO experience a personal one. Choose which areas of health to focus on. Or just take it one day at a time. Use the QR Code below or use the link to sign up!

Assemble your squad.

Create a team or join someone else's as you embark on Destination GO!

Compete with yourself or others.

The more active you are, the higher you'll climb on the Leaderboard during Destination GO. And for those who want extra competition along the way—we've got you covered.

See how far you can go.

You'll have all the tools and motivation you need to reenergize your routine and be the best you.



<https://join.virginpulse.com/NHSEwellbeingchallenge>

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Menopause

Awareness of how menopause impacts our female workforce is increasing. We have identified menopause as one of our key areas of focus for Health & Wellbeing across London.

- 51% of the UK population is female; 75% of people experience symptoms
- 25% of that 75% have really bothersome symptoms
 - May need flexi working
 - May need uniform adjustments
 - May need start time flexibility
- In London Region, 70% of staff working in our NHS Organisations are females over the age of 40.
 - If we use the above breakdown of 75% of people experiencing symptoms, and of them 25% have really bothersome symptoms – This equates to around 13,500 members of our workforce – that's over 3 times the amount of staff working in the Royal Marsden – all experiencing really bothersome symptoms

What are we doing?

- We have hosted two lunch and learns
 - Session 1: aimed at bringing those experiencing the menopause together and a nurse-led Q&A for staff
 - Session 2: aimed at showcasing some of the work being done around menopause at the London Ambulance Service and bringing those together with an interest in the area
 - Next sessions: **what would you like to see?**
- We are setting up a task and finish group with those working in this space and able to influence change. **If you are interested in getting involved, please email england.healthandsocialnetworklondon@nhs.net**

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Men's Wellbeing

- Men's wellbeing, and in particular, mental health continues to be a taboo subject
- We have identified men's wellbeing as one of our key areas of focus for Health & Wellbeing across London

What are we doing?

- We held our first men's wellbeing session on 17th June with a series of speakers from across the NHS aimed at opening up an open and honest dialogue about the issues facing men regarding their health and wellbeing and how we can support these colleagues
- The response to the session was incredible, and we will be setting up a men's forum to create a community in this space. You should hear more about this via your organisation's communications
- We are setting up a task and finish group for people who are influencing change in this space. **If you are interested in getting involved, please email england.healthandsocialnetworklondon@nhs.net**

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