



## STAFF WELLBEING IMPROVEMENT PLAN 2021/22

Goal	Action	Outcome	Named Lead	Expected date of completion	RAG Rating
Gain external recognition of Wellbeing Service.	<ul style="list-style-type: none"> <li>Consider applications for external and internal awards (HPMA, Advancing Health Care)</li> <li>Promotion of services through use of external websites and social media</li> </ul>	<ul style="list-style-type: none"> <li>Wider recognition</li> <li>Increased team morale</li> </ul>	All	Ongoing	Amber
		<ul style="list-style-type: none"> <li>Increased awareness of the service</li> </ul>	All	Ongoing	Amber
Ongoing integration/prudent working with Occupational Health	<ul style="list-style-type: none"> <li>Regular communication</li> <li>Reducing duplication</li> <li>Clarity of roles/service function</li> <li>Utilising cross referrals</li> <li>Maximising resources</li> <li>Shared learning – CPD</li> </ul>	<ul style="list-style-type: none"> <li>Improved staff experience</li> <li>Reduced duplication.</li> <li>OH/Wellbeing team have a greater understanding of both services.</li> <li>Support by the ‘right person, at the right time’</li> </ul>	DR-A/ MT/BL/AA	December 2021	Amber
Integration of Staff Wellbeing and OH systems	<ul style="list-style-type: none"> <li>Staff Wellbeing to begin using Cohort/develop clinical record keeping systems and data storage.</li> </ul>	<ul style="list-style-type: none"> <li>A comprehensive record of the client’s pathway</li> <li>Improved access to data for reporting</li> </ul>	MT/BL/DR-A/ AA/JL/SD	December 2022	Red

		<ul style="list-style-type: none"> <li>Improved communication across services</li> </ul>			
Streamline Workplace assessment process  Stage 2 – larger procurement/H&S exercise to be discussed and confirmed.	<ul style="list-style-type: none"> <li>Introduce new process the management and self-referrals requesting a WPA.</li> <li>All referrals to come via OH and record to be kept on Cohort.</li> <li>Increase use of signposting/online DSE checklist.</li> <li>Additional health promotional/preventative/proactive resources</li> </ul>	<ul style="list-style-type: none"> <li>Reduce numbers of WPA's completed.</li> <li>Streamline process with a reduction in duplication.</li> <li>More proactive/preventative approach instead of the existing reactive process.</li> <li>Central record on Cohort</li> </ul>	MT/RD	May 2021	
Regular combined CPD activity, involving OH and Staff Wellbeing Services Clinical Teams.	<ul style="list-style-type: none"> <li>CPD Planning group established</li> <li>Annual/Biannual internal CPD events</li> <li>CPD SharePoint Resource</li> <li>First CPD day scheduled August 2021</li> </ul>	<ul style="list-style-type: none"> <li>Ensure regular CPD activity across services</li> <li>Central resource of CPD materials</li> <li>Closer/shared working between OH and Staff Wellbeing</li> </ul>	AS/MT/CD/AA	May 2021	
Improved process for expediting staff members with MSK problems.	<ul style="list-style-type: none"> <li>Introduce new process for clinicians and admin.</li> <li>Admin to put proposals of process to clinical teams for feedback.</li> <li>Clinicians to complete standard referral in email signature</li> <li>Admin to forward email to appropriate Teams.</li> <li>Develop a system to record all requests.</li> <li>Develop a system to obtain feedback from staff regarding their requests.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure consistency of requests to each service.</li> <li>Improve information given and increased likelihood of request being accepted.</li> <li>Better working relationships with consultants' teams</li> <li>Reduced number of requests being rejected/returned.</li> </ul>	RD/RE	Aug 2021	

		<ul style="list-style-type: none"> <li>Improved data for monitoring and reporting.</li> <li>Intelligence on effectiveness of the system.</li> </ul>			
Improved MSK and MH health at work awareness within the Health Board	<ul style="list-style-type: none"> <li>Create and upload new easily accessible information on managing MSK/MH health at work to Staff Health and wellbeing pages</li> <li>Additional health promotional/preventative/proactive resources for MSK/MH health at work</li> <li>Increase use of signposting.</li> <li>Increased use of Champion network to share MSK/MH health information</li> </ul>	<ul style="list-style-type: none"> <li>Improve staff experience</li> <li>Improved awareness of Staff Health and Wellbeing MSK/MH service</li> <li>More effective/ efficient and consistent signposting</li> </ul>	RD/AA	August 2021 and ongoing	
Increase social media presence for Staff Health and Wellbeing through use of appropriate social media platforms and Office 365 resources (e.g. Twitter)	<ul style="list-style-type: none"> <li>More frequent use of Specific Health Awareness days planned in line with the National Health awareness days Calendar.</li> <li>Sharing from each discipline to promote the service from a Counselling/OT/MSK perspective</li> <li>To manage the use of social media through planning in advance appropriate posts (<i>In line with all appropriate NHS Wales &amp; SBUHB Policies</i>)</li> <li>Use of Wellbeing Champion Network to share information.</li> <li>Developing internal and external networks/contacts</li> <li>To work closely with Welsh Translation team to provide Welsh</li> </ul>	<ul style="list-style-type: none"> <li>Increase awareness of MSK and physical Health and Mental health within the Health Board.</li> <li>Increase profile of Staff Health and Wellbeing</li> <li>Increased networking with key stakeholders including staff members/volunteers and HB/Non-HB services</li> <li>Regular presence on social media</li> <li>Highlight relevant health issues within the Health Board and available support</li> </ul>	RQ/AA/RD	April 2021 and ongoing	

	posts/communication in line with Welsh Language Policy	<ul style="list-style-type: none"> <li>Increased accessibility of promoted resources/techniques</li> <li>Aspirational aim of supporting/developing an upskilled/more resilient workforce</li> </ul>			
Improving communication about the Staff health and wellbeing service and ease of access to resources for staff	<ul style="list-style-type: none"> <li>Development of intranet site/ external internet site/ SharePoint - potential 'resource hub' access area</li> <li>Explore different methods of communication to staff without intranet/internet access. e.g. apps</li> <li>Explore option of YouTube channel.</li> <li>Clarity and continuity of the role of Staff Wellbeing services (e.g. using one name – lots of versions of SWB name flying around on documentation/social media)</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of service</li> <li>Improved access to information for staff</li> <li>Clarity of SWB purpose/provision</li> <li>Reduced inappropriate referrals.</li> </ul>	AA/RQ/RD/BL	ongoing	
Move to an all-electronic clinical notes system.	<ul style="list-style-type: none"> <li>Work with Admin, I.T. and Information Governance on development of robust systems of work and secure clinical notes storage.</li> <li>Explore the opportunity to use the COHORT/appropriate electronic storage systems in Staff Health and Wellbeing.</li> <li>Discuss regularly progress, changes on implementation of new systems from all disciplines perspectives.</li> </ul>	<ul style="list-style-type: none"> <li>Improve consistency across the service.</li> <li>Enable efficient and effective data collection.</li> <li>Ensure compliance with information governance and professional bodies.</li> <li>Improve quality of service.</li> <li>Reduce potential of Data breach/incidents.</li> </ul>	RQ/RD/AA/CE/RE	Start April and ongoing	

Recommence Work Related Stress Risk Assessment training and Mental Health Awareness Managers training.	<ul style="list-style-type: none"> <li>Update both packages</li> <li>Train Assistant Psychologist in the delivery of packages</li> <li>Communicate dates for workshops &amp; re-set booking system.</li> <li>Aim to restart sessions by Sept 2021.</li> </ul>	<ul style="list-style-type: none"> <li>Wider understanding &amp; prevention of work-related stress &amp; MH issues staff.</li> <li>Increased use of WRS assessment tool.</li> <li>Positive impact on attendance at work.</li> </ul>	DR-A / HL	Ongoing – Autumn 2021	
Conducting post-Covid service evaluation in line with WG framework.	<ul style="list-style-type: none"> <li>Documenting pathway of clinical inputs in 1 central point / CMP / all offered / attended or not.</li> <li>Development of feedback / evaluation forms</li> <li>Obtain data on outcomes &amp; satisfaction of Service users.</li> </ul>	<ul style="list-style-type: none"> <li>Monitor performance re outcomes, ability to report to HB &amp; WG senior management.</li> </ul>	JB	Start beginning of May & ongoing.	
Wellbeing Champions - continue to increase the membership, especially in areas under-represented.	<ul style="list-style-type: none"> <li>Liaise with HR Business Partners</li> <li>Promotion of the Champions network through social media / office 365 platforms</li> </ul>	<ul style="list-style-type: none"> <li>Increased membership</li> <li>Increased Staff support within local teams.</li> </ul>	BL/RQ/AA	Ongoing	
Building relationships with staff side colleagues	<ul style="list-style-type: none"> <li>Request a nominated representative from each of the three main unions (Unite, Unison &amp; RCN) to be the contact to communicate information to the other TU</li> </ul>	<ul style="list-style-type: none"> <li>Improved partnership working</li> </ul>	BL	May 2021	

	Reps, including all the other staff side associations.				
Connecting & building relationships with HR Business Partners.	<ul style="list-style-type: none"> <li>Quarterly meetings, including OH.</li> </ul>	<ul style="list-style-type: none"> <li>Improved working relationships</li> </ul>	MT/BL/SD/JL/PD/ DR-A	Dec 2021	
Maintenance of professional peer relationships for knowledge & support across whole service.	<ul style="list-style-type: none"> <li>Each professional group to maintain links with professional peer groups and specialist interest areas (within HB &amp; externally).</li> <li>Each discipline links to their all Wales Network/specialist area of work</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of developments &amp; updates across HB &amp; NHS Wales.</li> <li>Ongoing development of CPD opportunities and resource sharing.</li> </ul>	All	Mar 2022	
TRIM	<ul style="list-style-type: none"> <li>Implement project and to have in place three trainers to deliver the training across the HB</li> </ul>	<ul style="list-style-type: none"> <li>Maximise staff wellbeing and resilience and use the TRiM framework to create and grow a culture where it is okay to talk openly about the emotional impact of work and the potential to identify early signs of trauma.</li> </ul>	PD/BL/LB	March 2022	
Resilience Days	<ul style="list-style-type: none"> <li>Continue to support these days and evaluate the impact of them.</li> <li>Continue to advertise these sessions including participant feedback and what to expect.</li> <li>Continue to develop easy access routes for staff to attend these sessions.</li> </ul>	<ul style="list-style-type: none"> <li>Improved Accessibility</li> <li>Improved communication</li> <li>Resources available for staff</li> </ul>	BL	Ongoing during 2021	



Charities / external services	<ul style="list-style-type: none"> <li>To continue to develop networks with local and national charities and services.</li> <li>(E.G., TtCW, Bioipic Project, 2 Wish Upon a Star)</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of wider external support available for Staff/Volunteers</li> </ul>	RQ/BL	Ongoing	
Cycle for Health Scheme	<ul style="list-style-type: none"> <li>Deliver the scheme for staff.</li> </ul>	<ul style="list-style-type: none"> <li>Enable staff to purchase cycles and improve health &amp; wellbeing</li> </ul>	PD/BL	September 2021	
Cycle Storage Facilities	<ul style="list-style-type: none"> <li>Improvement &amp; installation of secure cycle storage facilities, working with representatives from Estates and HB Charity.</li> </ul>	<ul style="list-style-type: none"> <li>Encourage staff to cycle to work.</li> </ul>	BL/PD	March 2022	
Support the development of outdoor spaces	<ul style="list-style-type: none"> <li>Work with colleagues (Estates, Staff Experience, Chaplaincy and external partners) to improve outdoor spaces</li> </ul>	<ul style="list-style-type: none"> <li>Improved facilities for staff, and improved wellbeing</li> </ul>	BL	Ongoing	
Working with staff networks & minority groups (e.g. BAME & CALON)	<ul style="list-style-type: none"> <li>Continue to support, advocate for and increase awareness of Minority support groups.</li> </ul>	<ul style="list-style-type: none"> <li>Contributing to the wider agenda/aspiration of reducing stigma and isolation, promoting healthy behaviours / positive mental health</li> </ul>	All	Mar 2022	
Promote & embed TCGC/compassion mini rounds across HB	<ul style="list-style-type: none"> <li>Continue to work with MH Psychology &amp; L&amp;D colleagues to embed the TCGC model.</li> <li>Establish &amp; communicate regular list of remote mini rounds.</li> </ul>	<ul style="list-style-type: none"> <li>Promote compassionate culture in organisation. Aids self-care, staff relationships &amp; benefits patient outcomes.</li> </ul>	BL / DR-A	Ongoing	



Collaboration L&D & Staff Experience colleagues	<ul style="list-style-type: none"> <li>Sharing of intelligence and resources</li> </ul>	<ul style="list-style-type: none"> <li>Working together and delivery of appropriate support, avoiding duplication</li> </ul>	DR-A/BL	Ongoing	
Manager's Pathway / Training	<ul style="list-style-type: none"> <li>Support the programme by delivering OH/Wellbeing Training.</li> </ul>	<ul style="list-style-type: none"> <li>Improved and appropriate referrals to OH &amp; Wellbeing</li> </ul>	BL/SD	Ongoing	
To have regular MML psychological skills courses available: goal of 14 courses in 12 months.	<ul style="list-style-type: none"> <li>Ensure enough facilitators trained within SC.</li> <li>Plan calendar for the year</li> <li>Communicate dates as appropriate.</li> <li>Evaluate course outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Promote psychological resiliency within the workforce.</li> </ul>	DR-A / HL	Mar 2022.	
To improve awareness and accessibility of the Managing Your Wellbeing course	<ul style="list-style-type: none"> <li>To share course information/updates with the wider SWB team to increase awareness of support provided through this OT intervention</li> <li>To have open communication channels to discuss someone's suitability for the MYWB Course and subsequent referral to OT for assessment/suitability.</li> </ul>	<ul style="list-style-type: none"> <li>Accessibility</li> <li>Awareness and efficient/effective use of SWB Resources</li> </ul>	RQ/AKJ	Mar 2022	
Promotion of MH crisis / suicide prevention information	<ul style="list-style-type: none"> <li>Incorporated with Staff Stress &amp; EWB Policy.</li> <li>Incorporated within OH referral management training sessions.</li> <li>Include within MHA for Managers sessions.</li> <li>Formalising service protocols for OH &amp; WB Team staff to manage such calls &amp; for those clinicians dealing with such presentations.</li> </ul>	<ul style="list-style-type: none"> <li>To improve managers knowledge &amp; support of their staff, as well as completing appropriate OH referrals.</li> <li>To reduce ad hoc "drop-ins" or crisis calls to the dept.</li> <li>To increase OH &amp; WB admin &amp; clinical staff skills</li> </ul>	DR-A RQ/AA	July 2021	

		in managing these scenarios.			
Ensure OH team aware of range of psychological interventions on offer within the integrated service (e.g., TRiM, Moral Distress, G-TEP).	<ul style="list-style-type: none"> <li>Communicate information to colleagues via meetings, presentations &amp; CPD events.</li> </ul>	<ul style="list-style-type: none"> <li>Better cross working between OH &amp; WB services.</li> <li>Appropriate direction of referrals for psychological treatment to WB team.</li> <li>Improved awareness of when external referral is required.</li> </ul>	DR-A	August 2021	
Pilot psychological approaches with staff experiencing persistent pain.	<ul style="list-style-type: none"> <li>Liaison with colleagues in Persistent Pain Service</li> <li>Share resources amongst team; skill up specific practitioners to use resources.</li> <li>Engage in regular team discussion to evaluate the use of these approaches and make improvements/adjustments as required.</li> </ul>	<ul style="list-style-type: none"> <li>OH &amp; WB colleagues to have awareness of resources; know what to use &amp; when specialist service is required.</li> </ul>	DR-A / RQ/ RD	Dec 2021	

21.6.21 First review, Mat & Beth

28.6.21 2<sup>nd</sup> review in MDT

5.7.21 3<sup>rd</sup> review, Mat and Beth