

Staff Wellbeing Service

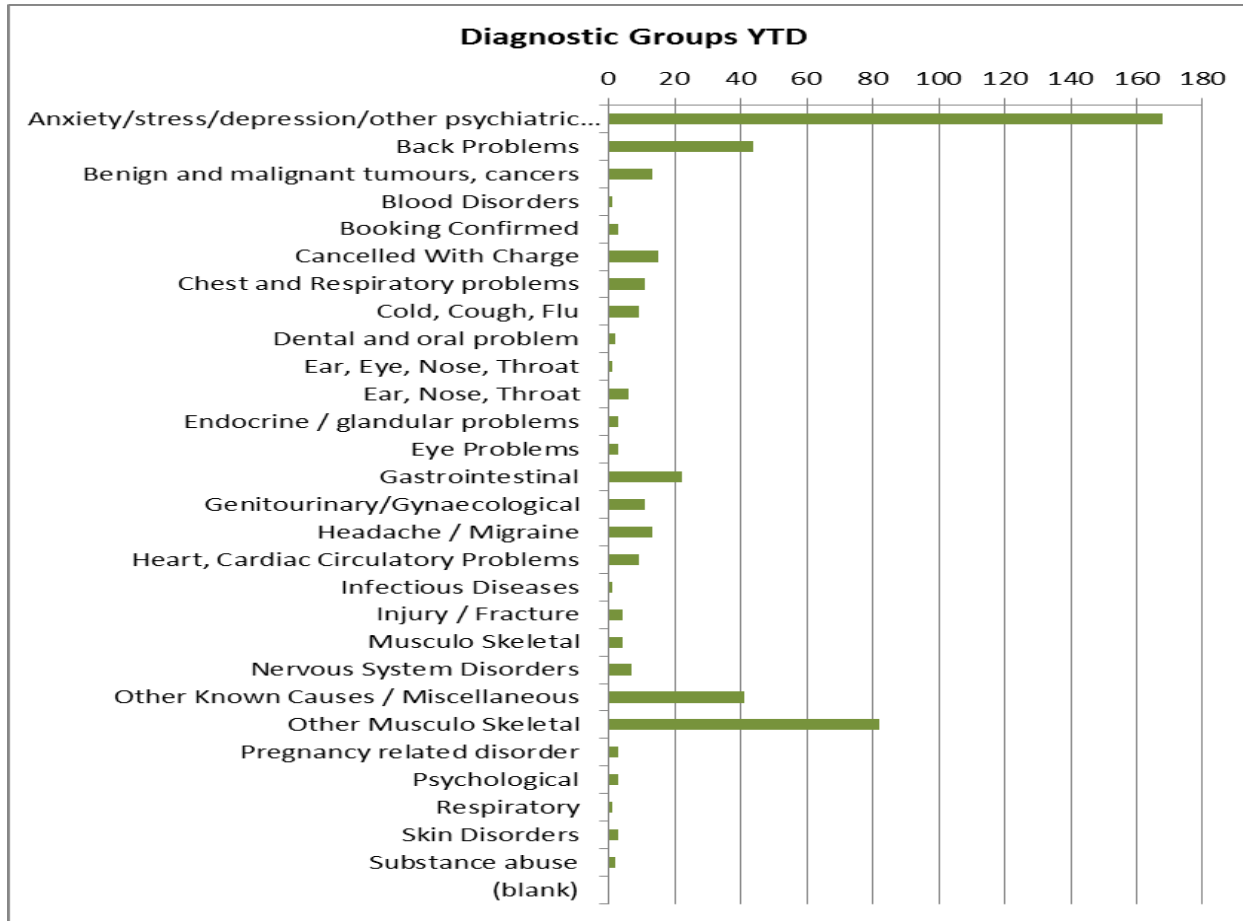
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Background

- Pennine Care NHS Foundation Trust provides community and mental health services in Oldham, Bury, Rochdale, Stockport, Tameside and Trafford, employing over 6,000 staff
- Trust well aware of the issues facing staff around psychological wellbeing and recognised the impact this was having on service delivery (productivity / absenteeism etc.)
- 80 million days lost every year to mental illness
- Depression alone thought to cost £2 billion per year to business
- NHS staff sickness rates 1.5 times private sector level
- More than 45,000 NHS workers a day report sick (2009)
- Stress, depression & anxiety is the second highest cause of sickness absence at 25% (number 1 is muscular skeletal at 45%)

Local picture....

- Between Sept-end Dec 2014, OH received 485 referrals – 171 of these were for psychological issues
- Psychological issues therefore main presenting problem of over 1/3 of referrals received (massive need for our service!)



The Staff Wellbeing Service

- The Trust decided to use in-house expertise rather than outsourcing the service to an occupational health provider and the 'Staff Wellbeing Service' was launched in September 2014
- Employees can get support and treatment for problems including low mood or depression, anxiety, stress-related difficulties, self-esteem and confidence issues, loss and bereavement **which are impacting on their work**
- Available to **all** PCFT staff members
- Staff can refer themselves through an internal webpage or managers can refer on a member of staffs behalf
- Service is totally **FREE** and **CONFIDENTIAL**
- All referrals triaged within 2 working days

What does it offer?

- Initially funding established to recruit a ‘traditional’ staff counselling service (based on previous OH models)
- Based on evidence around delivery of psychological therapies, able to adjust this. Now have:
 - 3 counsellors
 - 2 PWP’s (recently recruited)
 - 1 CBT therapist / mindfulness practitioner
 - Team manager
 - Administrator
- All staff work on a part time basis

- Service works flexibly to meet needs of staff – early morning appts & evening appts available
- Treatments delivered on 1:1 basis and in a group format
 - ‘Finding Your Balance’ group – PWP led / stress management
 - Mindfulness Based Stress Reduction (MBSR)
- Treatments conducted 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 OL&D dept monthly)
- More recently started to deliver bespoke training sessions for services that have identified themselves as struggling with staff wellbeing (to date CBT therapist, but opportunities for PWP’s)
- Also groups without referral (very popular!)

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 really 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.

What staff have said

- 'I found the service superb'
- 'I was happy with the service'
- 'The counselling helped me and I would ask for more if needed'
- 'My use of the service has been highly valued and certain to be beneficial in the future'
- 'Good information given out about science and the way the human body reacts to stress. Good advice regarding meditation / relaxation techniques'

PWP 1 feedback:

‘Generally I have enjoyed working at the SWS as its very relaxed, its not target driven as IAPT services tend to be. The clients I have worked with have felt that they have been provided with a place to reflect and offload about work related issues. The fact that we can normalise their experiences and relate them to their day-to-day work also helps. Generally people have feedback that they have felt heard’.

PWP 2 feedback:

'I was attracted to the role of PWP for the SWS for a number of reasons including, I think that a service that can support staff and offer staff a worth while treatment was much needed. I liked that fact that it wasn't an IAPT service as this means that we are not bound by the PHQ9 and GAD7 to distinguish recovery, but instead we can use the wenwebs tool. As I have experience of service development, I was excited to work for a new service and help shape the step 2 team.

I have enjoyed developing a stress management group and having the flexibility to see patients either face to face or over the phone.

Most of the presentations have been due to work-related stress and managerial issues.

I have only been working for the service for a short time, however both patients that I have discharged have had a reduction in scores, highlighting that their wellbeing has improved.'

In summary

- Service very much needed and it's going well to date
- PWP's can make a great contribution to such services
- Gives PWP's experience of working in PWP roles outside of IAPT (current staff picking up extra hours on top of IAPT PWP roles)
- PWP's themselves report feeling that their roles are appropriate in this service – access to true 'step 2' clients
- Opportunities for PWP's to develop groups / workshops etc. (benefit of not being restricted by pressures of many IAPT services!)
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