



(Agenda Item)	(Date of Meeting)	(Name of Meeting)	(Title of Item)
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Report Details:	
FOI Status:	Open (Public)
If closed please indicate reason:	
Prepared By:	Clare Wright, Strategic Lead for Employee Experience and Wellbeing
Presented By:	Clare Wright, Strategic Lead for Employee Experience and Wellbeing
Approving Executive Sponsor:	Hywel Daniel, Director for People
Report Purpose	For Noting
Engagement undertaken to date:	Joint Executive Team

Impact Assessment:	
Indicate the Quality / Safety / Patient Experience Implications:	Staff Wellbeing is evidenced to have an impact on Patient Experience and Clinical Outcomes
Related Health and Care Standard	Governance, Leadership & Accountability
Has an EQIA been undertaken?	No. Not Required
Are there any Legal Implications /Impact.	No
Are there any resource (capital/Revenue/Workforce Implications / Impact?	No
Link to Strategic Goals	Improving Care Creating Health

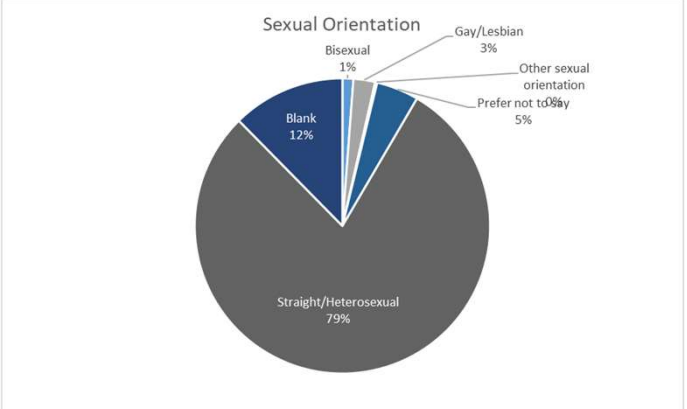
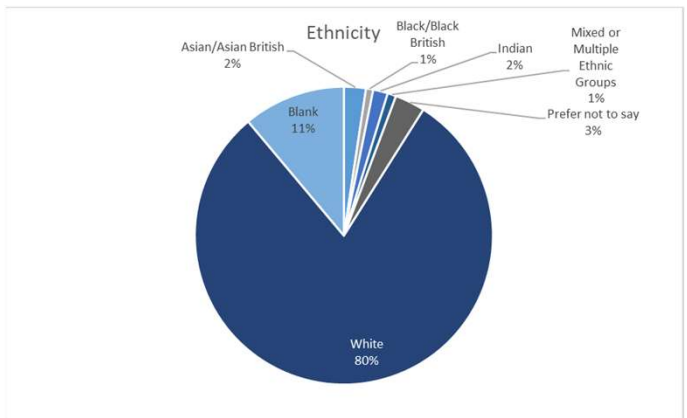
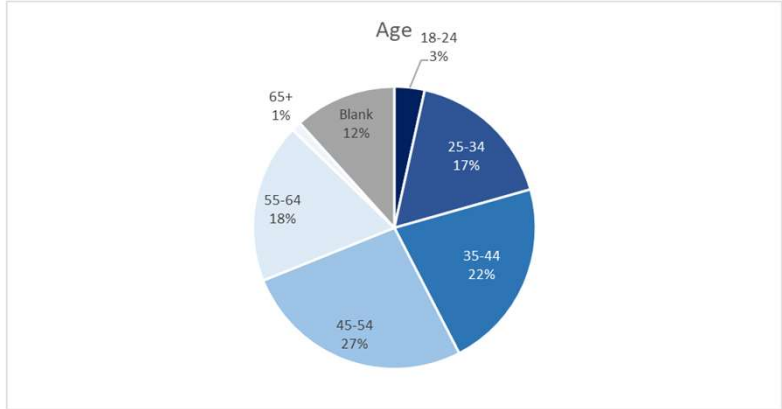




**Response Rate:**

2692 (21.2%) in 2022 – survey open for 6 weeks compared with 2636 (21%) in 2021 – survey open for 9 weeks

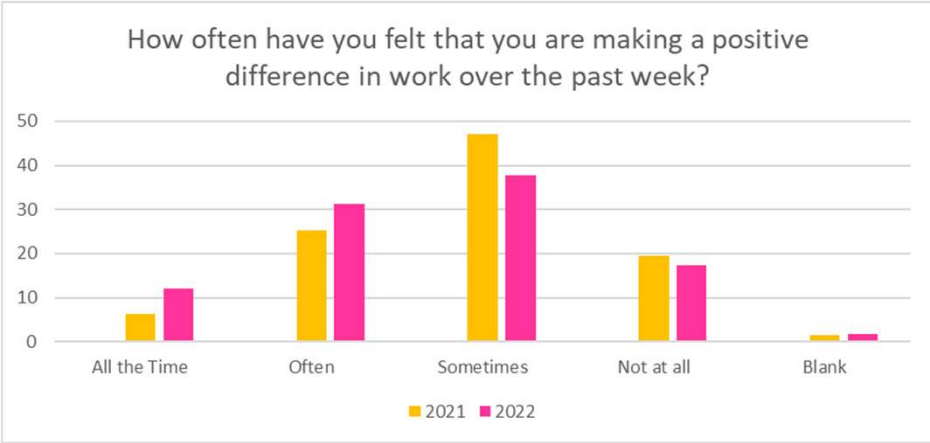
**Demographic Information of Respondents:**





## Engagement Result

- 12% All the time
- 31% Often
- 38% Sometimes
- 17% Not at all
- 2% Left this question blank



## Emotional Wellbeing Results

- 45% Feel well
- 28% Beginning to Struggle
- 20% Struggling
- 7% Really Struggling
- 0% Blank





## Emotional Wellbeing Results

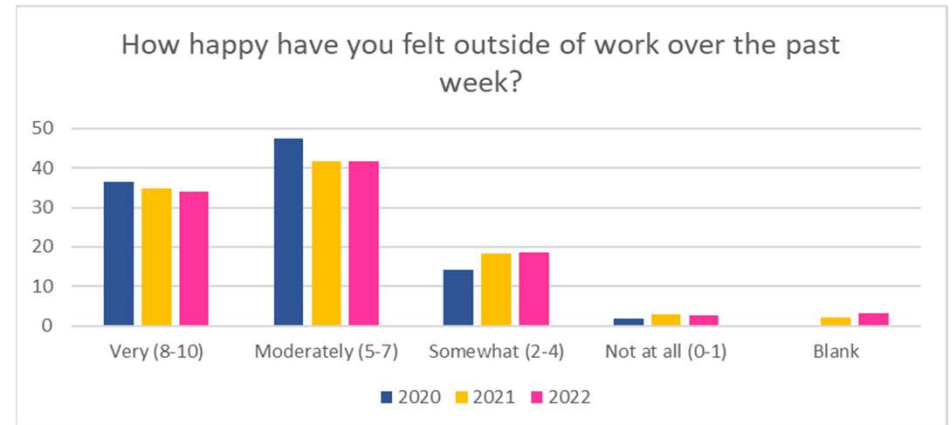
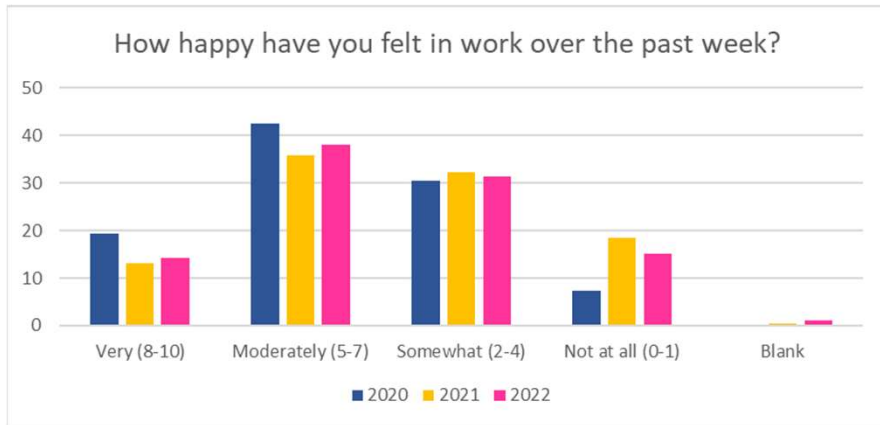
### Overall Happiness:

52% moderately to very happy in work

76% moderately to very happy outside of work

Not much change since 2021. Staff happier outside of work than in work.

Overall happiness was highest in October 2020 during the pandemic

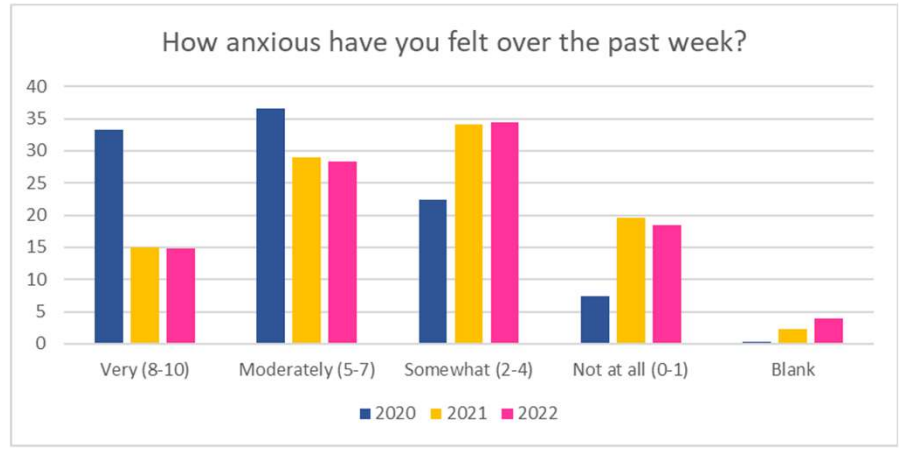




## Emotional Wellbeing Results

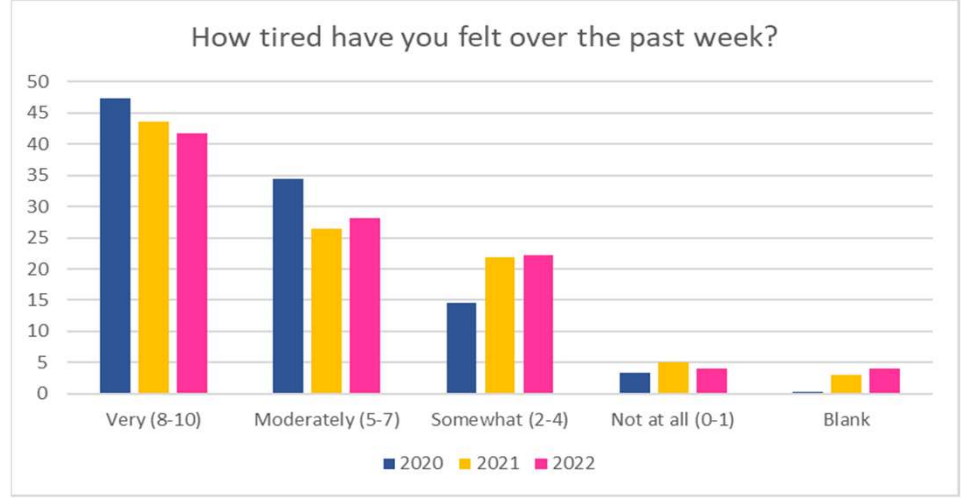
**Anxiety:** 43% moderately to very anxious  
 Levels similar to 2021, down from 2020 rates.

Employee Wellbeing Service (EWS) Response:  
 1. Keep providing anxiety prevention workshops  
 2. Develop anxiety treatment course to reduce levels further.



**Tiredness:** 70% moderately to very tired  
 Levels similar to 2021, down from 2020 rates.

EWS Response:  
 Keep providing Virtual Reality Headsets, unwinding after work,  
 Mindfulness retreat days and sleeping well workshops



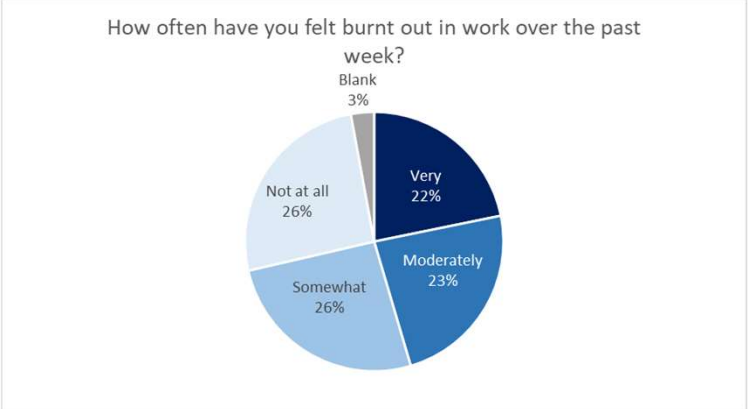


## Emotional Wellbeing Results

**Stress:** 55% are often stressed or stressed all the time  
 Levels increased from 2021 rates (not measured in 2020).



### Burnout



**EWS Response:**  
 1. Keep providing stress/ burnout prevention workshops  
 2. Develop a stress treatment course to reduce levels further



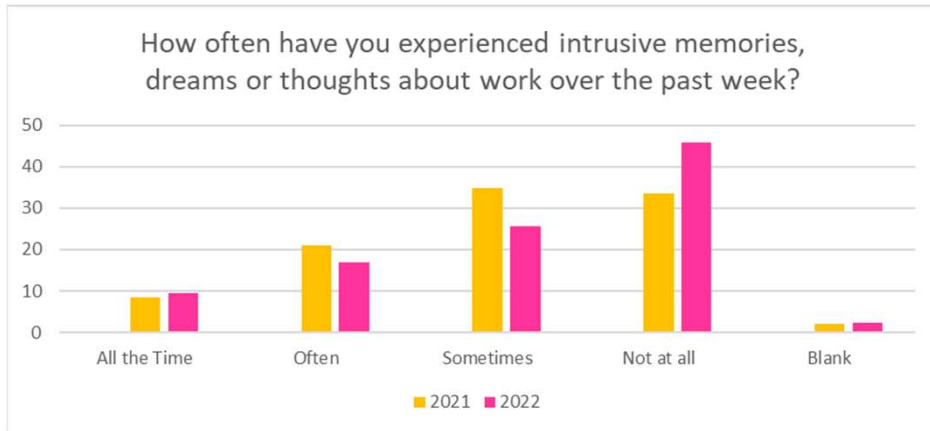


## Emotional Wellbeing Results

**Psychological Trauma:** Results show a reduction in rates compared with 2021.

EWS Response:

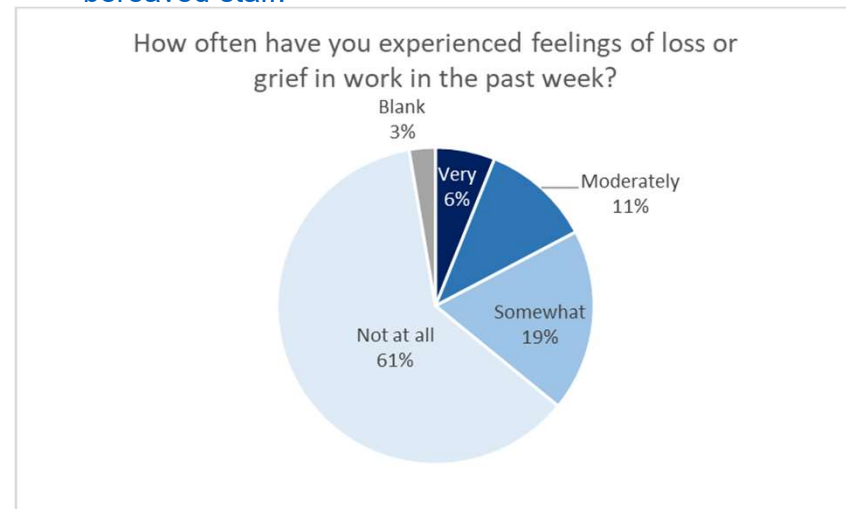
1. Keep providing recently introduced Trauma First Aid
2. Keep providing SPRING – a Trauma Therapy Coaching intervention or Exceptional Circumstances therapy (see next slide)



**Grief:** Results do not show as big a problem as expected (not measured in 2020 or 2021)

EWS Response:

1. Keep sign posting to Vivup
2. Keep providing guidance to managers on how to support bereaved staff.





## A note on Trauma

When an emotionally distressing or traumatic incident occurs there is often a strong desire to intervene immediately with some form of wellbeing intervention. **This is contrary to NICE Guidance for the treatment of Psychological Trauma.** In addition, managers often feel they should conduct some form of critical incident debrief (CID) as a means of supporting staff. **This is also contrary to NICE Guidance. CIDs are at best ineffective and at worst re-traumatise the staff involved in the incident.**

The Wellbeing service provide an evidenced based **Trauma First Aid** response. This involves:

1. Providing support and guidance to managers on how best to support staff. The most effective form of support immediately following a traumatic incident or bereavement is peer / manager support.
2. Providing psychological education to staff (1-3 days post incident) on what to expect in the first few days and weeks immediately following a trauma and how to manage the impact.
3. Instigate watchful waiting for 4 weeks. The vast majority of people will recover naturally from a traumatic experience and it is important to allow this natural recovery period to take place. **Asking people in depth questions about their emotions or experiences at this point is re-traumatising and unhelpful.** The Wellbeing Service will then revisit the team after 4 weeks and assess and signpost anyone who is still experiencing distressing symptoms. This could include referral to

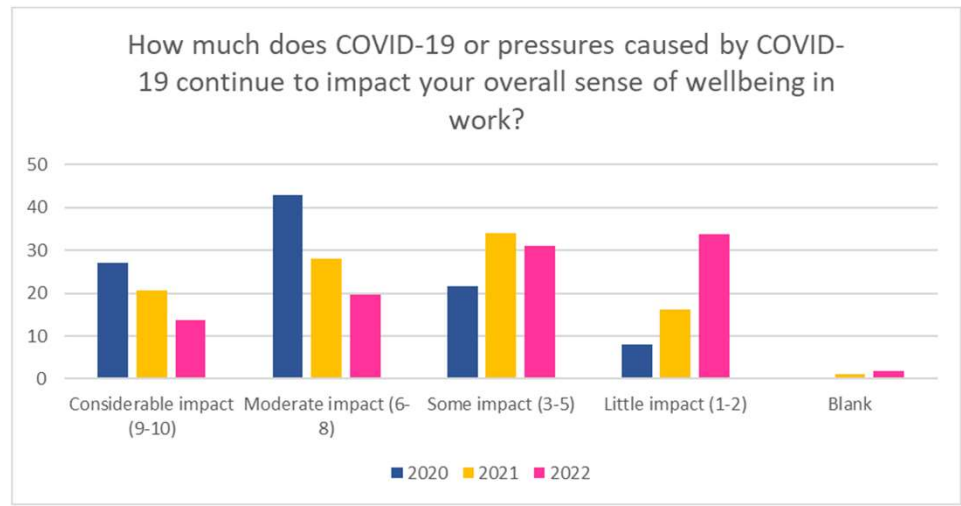
**SPRING** – an 8 week therapy coaching for people who have been effected by a single trauma/traumatic event at work and presenting with symptoms of PTSD

**Exceptional circumstances Therapy** – 6 weeks of therapy for those who feel extremely distressed by a traumatic work based event.

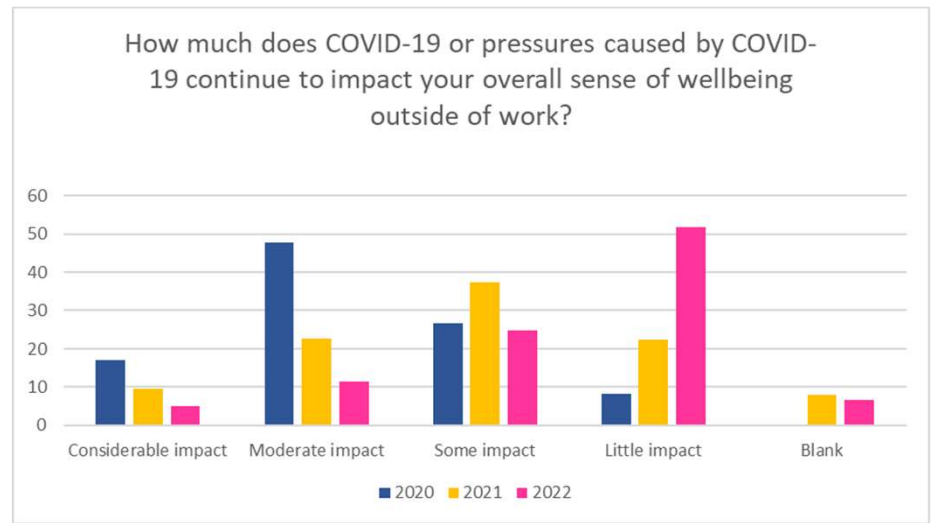


## Emotional Wellbeing Results

### Impact of Covid at Work:



### Impact of Covid outside of work



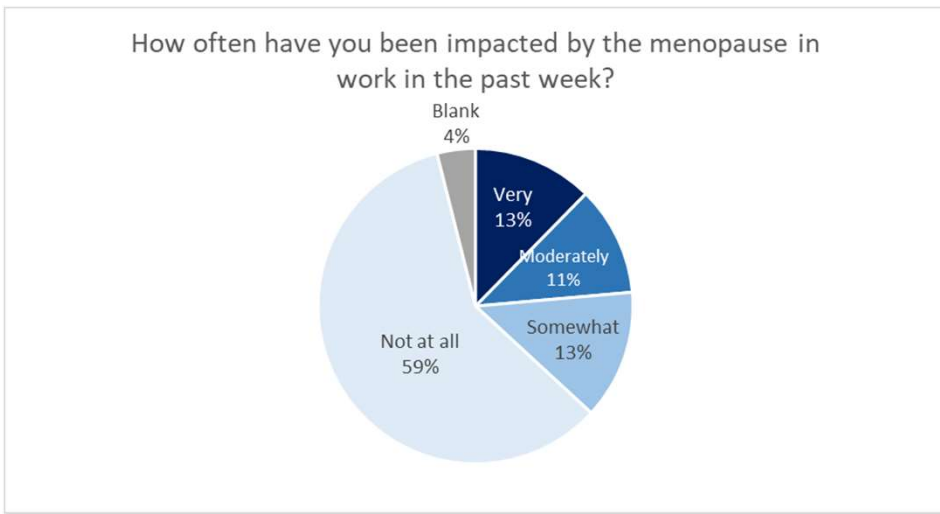
The data shows a significant reduction in the impact of Covid on staff both in and outside of work





## Physical Wellbeing Results

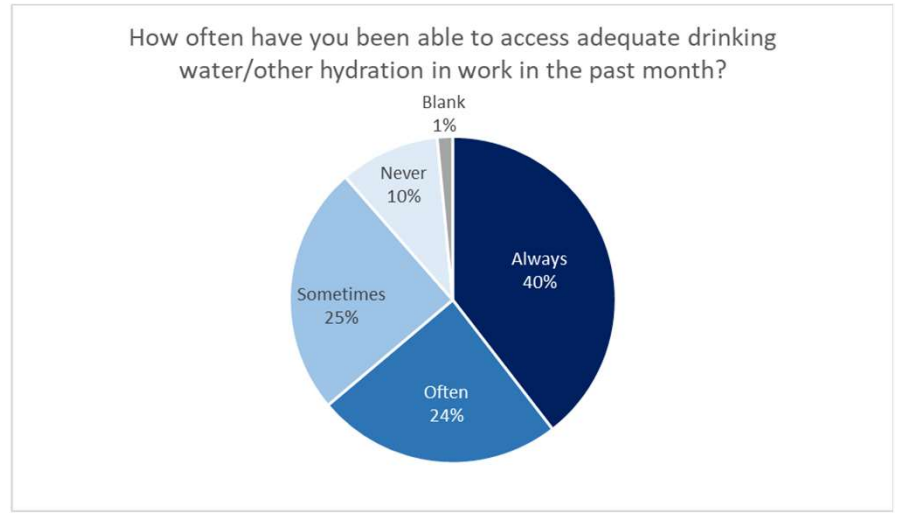
### Impact of Menopause (not measured in 2020 or 2021):



**EWS response:**

1. Continue to offer Menopause@CTM interventions
2. Promote recently launched Menopause training for managers

### Hydration



**Employee Experience (EEX) Response**

1. Publicise results of the Hydration audit and recommendations
2. Repeat audit in August 2023.

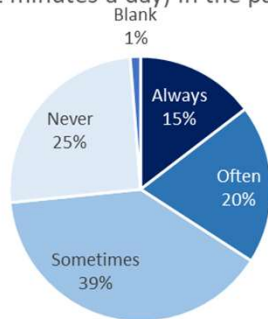




## Physical Wellbeing Results

### Levels of Physical Activity

How often have you been able to engage in the recommended amount of exercise per week (150 minutes a week / 21 minutes a day) in the past month?

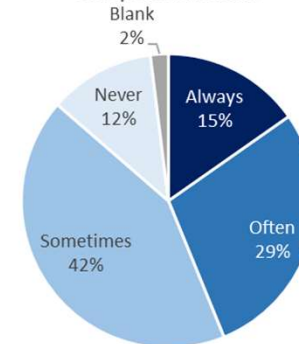


EWS / EEx response:

1. Launched a Barriers to Exercise Course January 2023
2. Continue to promote exercise in all interventions
3. Signpost to local walks /community facilities
4. Exploring End to End challenge scheme

### Nutrition

How often have you been able to eat five fruit and veg a day in the past month?



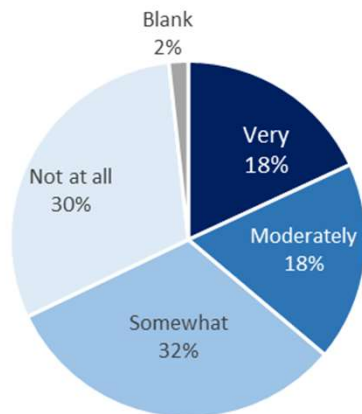
EEx Response

1. Continue to work with Catering to implement the Veg Pledge
2. Evaluate RGH Pilot and, if successful, launch fruit and veg stalls at POW (in 2023) and PCH (2023/24)



## Financial Wellbeing Results

How often have you felt worried about your finances in the past week?



### EWS Response

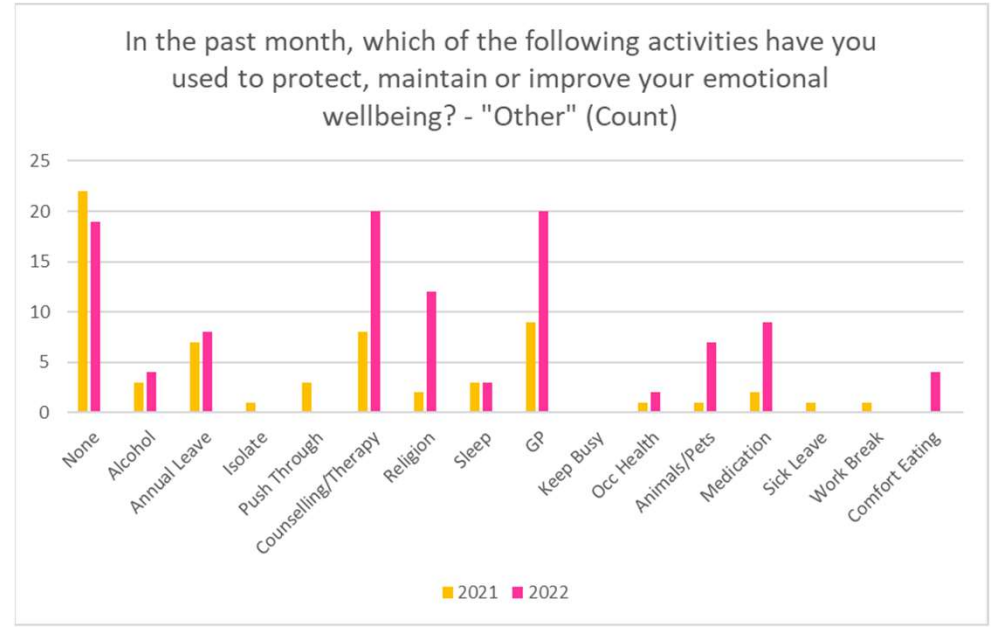
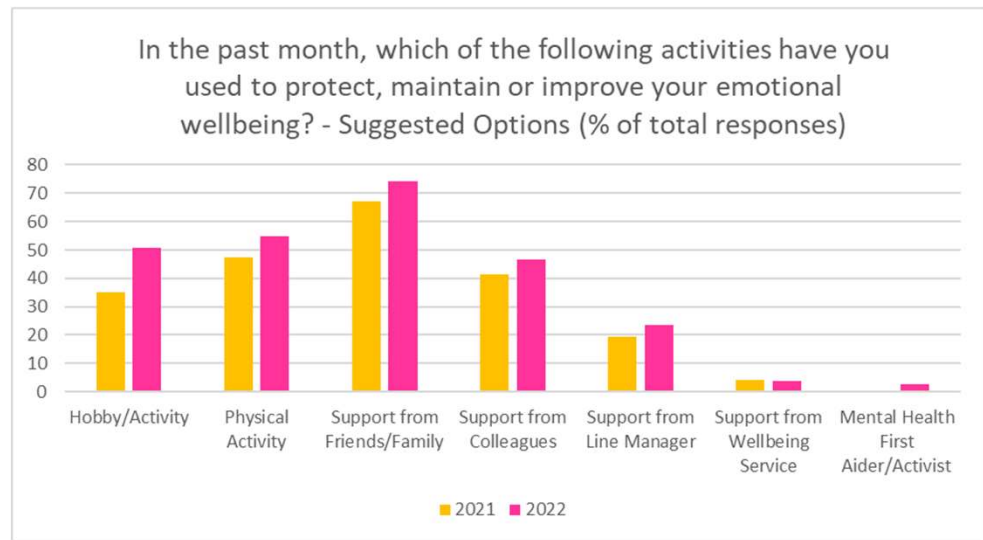
1. EWS became a voucher holder with the Trussell Trust in January 2023, to increase staff access to food banks.
2. Trussell Trust food banks also provide hygiene products on request. EWS assess and request this service where required.
3. Promote existing Vivup cost savings and discounts – currently only 900 staff registered who can access this scheme.
4. Promote the Blue Light Card which provides staff discounts.
5. Promote the guidance and support available from HSBC
6. Explore the Wagestream scheme to provide financial education, support and weekly overtime / bank payment
7. Work with other key stakeholders to implement an effective car sharing scheme to reduce travel costs to and from work.
8. Work with Wellbeing Activists to promote local ideas to support staff.
9. Continue to promote 'Ask Bill' and update and promote the EWS Financial Wellbeing Care pathway.



## Managing Wellbeing

How supported do you feel to access Wellbeing Services?

All the time 23%  
 Sometimes 48%  
 Not at all 27%





### Referral rates

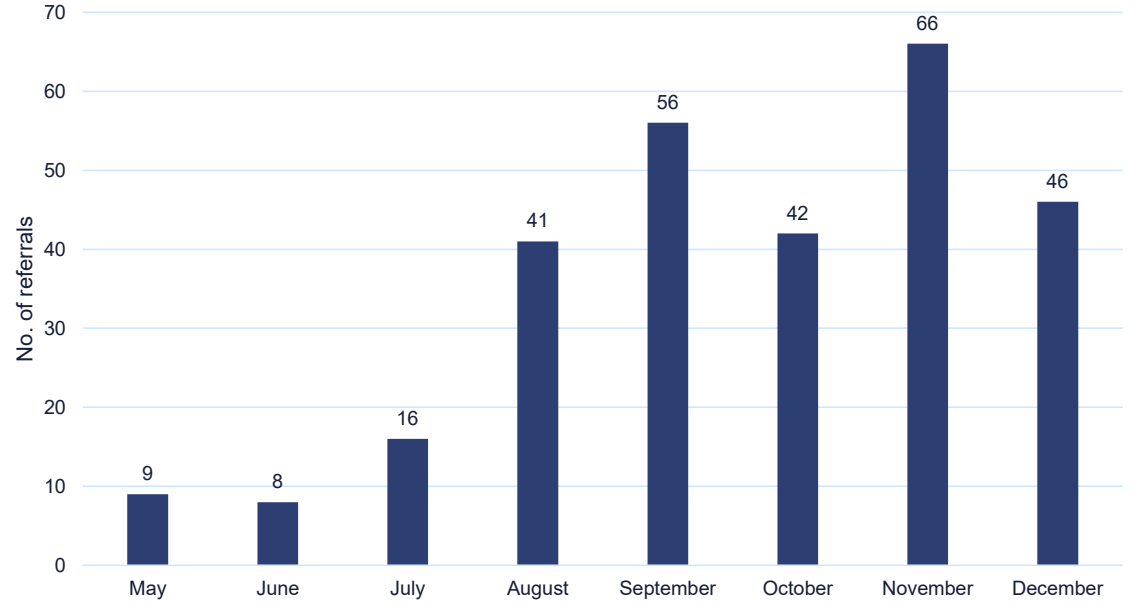
In summary, the EWS is suggesting developing and delivering the following additional services:

1. Anxiety treatment course
2. Stress treatment course
3. Barriers to Exercise course
4. Foodbank referral scheme
5. Work with partners to develop / promote car sharing scheme

At the same time, demand for existing EWS services has significantly increased in recent months.

NB while we received no referrals between 23<sup>rd</sup> – 29<sup>th</sup> Dec 2022, we have received over 50 in the first 2 weeks of January 2023.

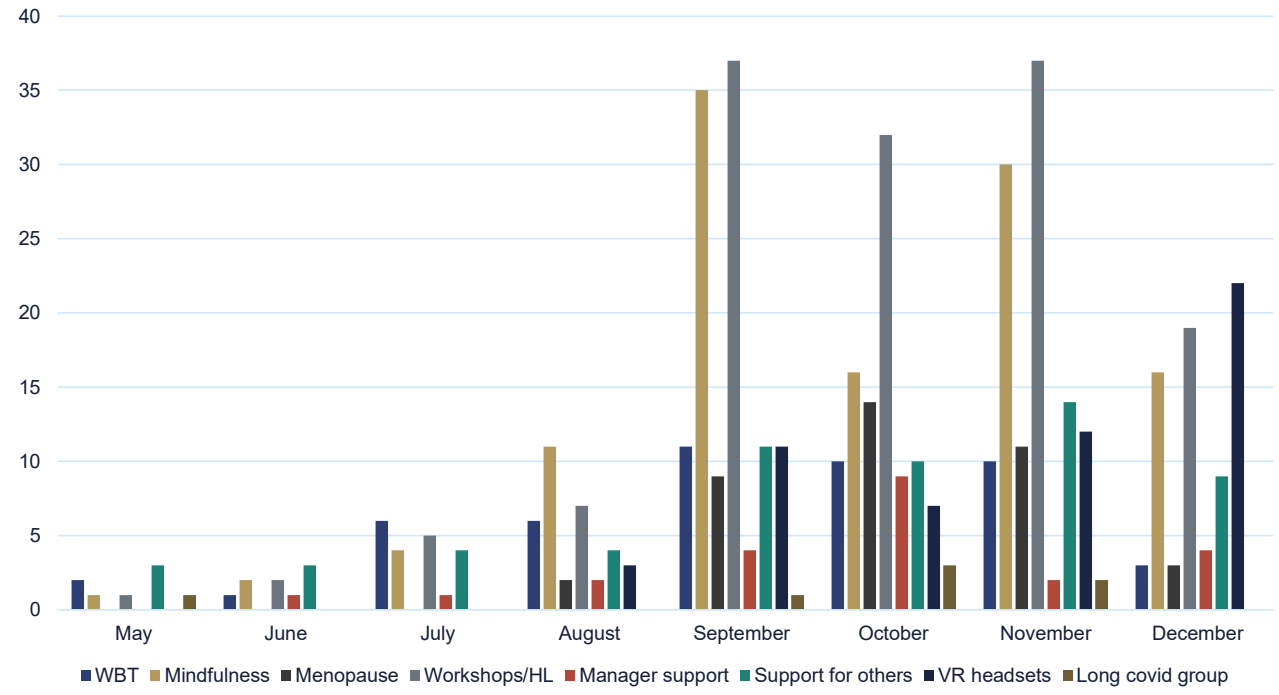
Wellbeing Service Referrals  
 01/05/22 - 31/12/2022





The biggest increases in referrals have been for our workshops, Healthy Lifestyles course and for Mindfulness Based Living interventions

Breakdown of Referrals





**Recommendation:**

**The Board or Committee are asked to:**

- *Note the results of the 2022 Wellbeing Staff Survey and the proposed actions*