

# THE DIFFERENCE WE'RE MAKING: YOUR HEALTH, YOUR WELLBEING



## BACKGROUND

It is our vision at NHFT to be a leading provider of outstanding, compassionate care, and there is clear research evidence that staff can only deliver compassionate care if they themselves are supported and treated with compassion. In 2016, we had focus group feedback that told us that the Trust's approach to absence was seen as punitive and unsupportive. Our recommendation as a place to work on the National Staff Survey was below the average for Trusts of our type (56.7%, average 57.3%), and our wellbeing measure score (6.3), whilst slightly above average, was static at 6.3 (best - 6.6).

## WELLBEING ACTIVITY

We radically changed our sickness management approach to embed a wellbeing focus into our Trust culture, ensuring buy-in at all levels, including Executive sponsorship. Activity included:

- A new sickness policy developed with input from all HR team members, as well as focus groups including staff and managers who had experience of the previous sickness policy, and agreed in partnership with Staffside representatives.
- Development of tools including the Back to Work Map and Wellbeing Wheel, aimed at getting staff back to work sooner in a capacity that suits them. These tools also encourage staff to self-reflect and implement an action plan of changes that could be made to support wellbeing
- Investment in our Occupational Health services, offering increased psychological support and reducing the waiting time of OH appointments
- Development of training modules for all staff around 'changing the lens' to focus on wellbeing over sickness, and to help staff to develop the skills needed to have difficult conversations
- Encouraged staff to undertake resilience training
- Investment in Mental Health First Aid training, to ensure trained staff are available to support their peers and raise the profile of mental health across the organisation
- Launched the new Wellbeing Strategy at an off-site Your Health, Your Wellbeing event.

## OUTCOMES

Our Staff Survey Wellbeing Measure results increased from 6.3 in 2016 to 6.6 - the **highest score for trusts of our type** - in 2018. This score also placed NHFT as the **second highest scoring trust nationally** for the Health and Wellbeing theme.

We have seen an 11% increase in referrals to Occupational Health, and referrals to OH for counselling have increased by 86% from the same time period. This is a great demonstration of increased awareness of Occupational Health services amongst staff, and also suggests staff have been encouraged to self-reflect and take proactive steps to improve their own wellbeing.

The embedding of our wellbeing culture has had a direct positive impact on staff perception of quality of care provided to our service users. In 2018, 79% stated that if a friend/relative needed treatment they would be happy with the standard of care provided by the organisation (up from 69% in 2016), and 86% said that care of patients/service users was the organisation's top priority (up from 76% in 2016). In 2018 we saw an increase in staff recommending NHFT as a place to work (72.2%, up from 56.7% 2016) - the **highest score for Trusts of our type**.



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## SPOTLIGHT ON: WELLBEING FESTIVALS

Over 800 members of staff have taken part in our two Wellbeing Festivals, held in 2018 and 2019. Staff are encouraged to don their gym kit and try out a number of taster sessions to support wellbeing including yoga, clubbercise, singing for wellbeing, art, mindfulness, walking groups and many more. Plenary sessions include presentations from within NHFT on the new Wellbeing Strategy, as well as inspirational stories from our staff who have changed habits, tried new hobbies, and used the available Occupational Health services with great benefit to themselves.

Not only that, the days featured some fantastic key note speakers including Sally Gunnell, The Food Medic Hazel Wallace, and Colin Jackson, who all shared their expertise and stories on eating healthily, being active, and striving towards personal development goals.

LIVING OUR VALUES

IMPROVING LIVES



One of our NHFT values is Improving Lives, by improving health, wellbeing, and people's experience of the NHS. By investing in our staff wellbeing, we can offer quality, consistent and compassionate care to our patients and service users, and also act as a positive example to the population of Northamptonshire.



## RECOGNITION

- HIGHLY COMMENDED - AWARD FOR WELLBEING, HEALTHCARE PEOPLE MANAGEMENT ASSOCIATION AWARDS
- SHORTLISTED - BEST WELLBEING AND STAFF ENGAGEMENT INITIATIVE, NURSING TIMES WORKFORCE AWARDS
- SHORTLISTED - BEST EMPLOYEE EXPERIENCE INITIATIVE CHARTERED INSTITUTE FOR PERSONNEL AND DEVELOPMENT (CIPD)
- WINNER - HEALTH SERVICE JOURNAL (HSJ) TRUST OF THE YEAR 2018
- CARE QUALITY COMMISSION 2018 - RATED OUTSTANDING IN THE CARING AND WELL-LED DOMAINS, AND OUTSTANDING OVERALL



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