NHS
University Hospitals Dorset
NHS Foundation Trust

Thrive wellbeing

Health and wellbeing check-in

Ask Assess Assist

A guide for managers | Hints and tips

How to facilitate the conversation

1. Planning the conversation

Whether it is taking place in person or virtually, you must ensure you have a confidential space to hold the conversation.

Give or direct the individual to a personal health and wellbeing plan in advance of the meeting. The template is for their personal use and should not be placed in their file.

Familiarise yourself with this guide, the self-directed learning and the Thrive Wellbeing UHD intranet pages.

Remember, the check-in conversation is employee- led. It is a supportive conversation, you do not need to be a wellbeing expert.

Don't be concerned if a staff member wants someone else to do the conversation.

2. Starting the conversation

Reassure them that this is a confidential conversation, that you are there to support them and make it clear you can have a follow-up conversation if needed.

Let the staff member lead the conversation, or you could start with a simple "How have you been?" or 'How are you?'

3. Listening to understand

Use an active listening / coaching approach to check you have accurately heard and understood. This will also help them explore their own thinking on wellbeing. Use open questions such as:

"How is your general wellbeing at the moment?"
"What might be having an impact of your health and wellbeing?"
"Could you tell me more about that?"
"Can you give me some examples?"

More information on this can be found in the 'Approaching a health and wellbeing conversation' self-directed learning.

What might be discussed?



We are caring one team listening to understand open and honest always improving inclusive

Thrive wellbeing

Health and wellbeing check-in

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4. Identifying support

Use open questions, such as:

"What might be available to help you improve your wellbeing?"
"What have you tried already?"

Be aware of UHD health and wellbeing offers:

Health Passport
Mental Health First Aiders
Health and wellbeing champions
Psychological Support and Counselling service

Remember this conversation is not a therapeutic intervention - you are there to identify support and action signposting. The process to access to occupational health remains unchanged for more complex issues.

5. Supportive actions

Work together to agree actions that they will take, and any that you will take (if appropriate). Encourage your colleague to note some next steps. Keep the conversation going by agreeing how and when you will work together to review progress.

If a follow up conversation is agreed, agree review date and make a confidential note of the actions (with their permission).

6. Next steps

Follow up with any links to signposting discussed in the conversation.

How to approach a check-in conversation

Ask

What to do
Ask an open question

Skills needed
Attending and active listening

Assess

What to do
Explore topic and check for support needs

Skills needed
Attending, empathising and understanding

Assist

What to do
Signpost to support

Skills needed
Knowledge of internal and wider support, helping and effective signposting

For more guidance, please complete the 'Approaching a health and wellbeing conversation' self-directed learning.

Thrive wellbeing

Health and wellbeing check-in

Ask Assess Assist

A guide for managers | Good practice

Check-in conversations are:

Caring and compassionate

They give space to enable employees to holistically explore their wellbeing.

Employee-led

They enable the employee to lead the conversation and focus on the most important things to them.

Supportive

They signpost employees to the most appropriate support.

Confidential

The personal wellbeing plan in to help facilitate open conversations. This document is owned by the employee and should not be kept on their personal file.

On-going and dynamic

Wellbeing changes over time, therefore these conversations should be held regularly.

Inclusive

Enable the opportunity for unique and diverse personal wellbeing needs to be met.

Check-in conversations are not:

Therapeutic interventions

Employees should, where necessary, be signposted to access appropriate support from trained professionals.

Judgemental or performance related

Wellbeing conversations should not be used for performance management or as a way of judging the quality of someone's work.

A formal risk assessment

A wellbeing conversation is not a formal risk assessment.

A guide for managers | Signposting

Urgent or emergency support

Staff can find a full list of all urgent support on our Thrive wellbeing intranet pages.

Initial response

Stay calm. Expression of suicidal thoughts is a common response to feeling there is no way out of a problem. In the moment the person may be so overcome with feelings, sadness and despair that they are not able to think clearly about other possibilities, solutions or ways of coping. Staying calm helps the person to feel safe and supported.

Talk to them. Talking to someone about suicidal thoughts does not make them more likely to end their life. Talking will help you to offer the appropriate support and helps the person to feel understood. It is imperative that someone speaks to the person before signposting or accessing support on their behalf.

Urgent or emergency response

If you do not feel the person is safe (i.e. you are concerned that they may attempt to end their life imminently), you may access support on their behalf. You do not need their consent to do this.

Phone Dorset Connection on 0800 652 0190. Ask for advice. Connection will talk you through supporting the person.

Go to A&E if the person is on site and does not feel safe to return home. You may walk the person to A&E if they are able, or you may phone 999 and request and ambulance to transport them.

Phone the Police. If the person refuses support and either leaves the premises or is off site, you may phone 999 and request the Police to find the person and support them to access A&E.

Thrive wellbeing

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Click each button to learn more

Urgent or emergency support services

Dorset Connection

0800 652 0190
Crisis helpline for mental health advice and support. Also for friends or family members.

116 123
Crisis support to anyone in distress, struggling to cope, feeling suicidal.

Contact your GP

Phone your GP surgery or visit 111.nhs.uk
Request an emergency appointment.

Text 'SHOUT' to 85258
Free, confidential, anonymous text support service providing crisis support.

Stay Alive

www.stayalive.app
Suicide prevention app containing information and tools to help you stay safe in a crisis.

Thrive wellbeing

Health and wellbeing check-in

Ask Assess Assist

Coaching, courses, counselling and therapies

UHD service

Psychological Support and Counselling Service

Confidential assessment, intervention, referral, and signposting. Staff must refer themselves using this form.

steps2wellbeing Southampton & Dorset

Psychological therapies for mental health conditions such as depression, anxiety and stress.

WellNet

Health and wellbeing resources, coaching and support for individuals and teams working in Primary Care Networks and Care Provider Workforce.

you

You First are an independent charity offering support for a range of difficulties including mental health, domestic abuse, sexual violence and stalking.
Call 01329 823 930

Be Mindful
Online Mindfulness Course

An online Mindfulness Based Cognitive Therapy (MBCT) course proven to significantly reduce level of stress, anxiety and depression. The cost of this course is £40.

Mental and physical health at work

able futures

Up to nine months of free support, guidance and advice from a mental health professional.
Call 0800 321 3137
Or apply online.

NURSE LIFELINE

Free listening service for nurses, midwives, healthcare support workers and experienced students. Space to offload with someone who gets it.
Call 0808 801 0455

BMA

Free 24/7 counselling and support. Open to doctors and medical students regardless of BMA membership.
Call 0330 123 1245
Or apply online

Thrive wellbeing

Health and wellbeing check-in

Ask Assess Assist

Care first

Free 24/7 workplace support service offering help and advice for health and wellbeing, emotional worries, work concerns and finances.
Call 0800 174 319

Royal College of Nursing

Free RCN counselling provides members with therapy from experienced counsellors who are sensitive to the needs of cultural minority groups.
Call 0345 772 6100

UHD service

Health Passport

Allows you to disclose information about any disability, in a supportive and confidential setting, leading to reasonable adjustments to ensure your safety and wellbeing at work.

UHD service

Supporting you to raise concerns
Freedom to speak up

If you have a concern and you are unable to resolve it with your line manager, FTSU offers confidential advice.
Call 0300 019 4220

UHD service

Human resources

The UHD human resources team can offer support with reasonable adjustments, flexible working, stress risk assessments and more.

UHD service

Staff physiotherapy service

Run specifically for staff members providing specialist assessment and treatment.
Self refer online.

UHD service

Working safely with display screen equipment

Guidance on setting up workstations for the office and at home.

UHD service

Mediation

Trained mediators who work with conflicting parties to find a resolution.

UHD service

Courageous conversations workshop

Learn techniques for managing tricky conversations with colleagues.

Staying hydrated

Learn how to get enough fluids every day to stay hydrated.

UHD service

TRiM

A peer led process to identify staff who are struggling following a traumatic event at work.

UHD service

Occupational health

Provide you with the highest standards of professional care and protect and promote your health and wellbeing.

Thrive wellbeing

Health and wellbeing check-in

Ask Assess Assist

Domestic abuse and safeguarding

UHD service

Domestic abuse support

To talk to our UHD domestic abuse health advocates email **emily.briston@uhd.nhs.uk** **harley.brett@uhd.nhs.uk**

UHD service

Safeguarding adults

Visit the UHD safeguarding pages for more information on protecting vulnerable adults who are at risk and need support.

Bereavement support

UHD service

Staff bereavement support group

Support following bereavement and loss. Email **StaffBereavementGroup @uhd.nhs.uk.**

Carers

carersUK

Expert support for unpaid carers including financial support, practical support, and work, career and health advice.
Call 0808 808 7777
Email advice@carersuk.org

Addiction

LiveWellDorset

Free help and advice including access to coaching, local groups and resources to help you live a healther life.
Stop smoking, drink less, manage weight, move more.

we are withyou

Free confidential support and advice on drug or alcohol use if you are worried about yourself or someone else.
Call 01202 558 855
Fill out an online referral form

REACH DRUG AND ALCOHOL SERVICES part of edp

Reach can help you regain control of your life, by building on your strengths and supporting you to make healthy changes.
Call 0800 043 4656

UNITY SERVICE AA RECOVERY

Find a meeting near you

Call the helpline on
0800 9177 650

Al-Anon

Find a meeting near you

Call the helpline on
0800 0086 811

Thrive wellbeing

Health and wellbeing check-in

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Financial and general wellbeing

Financial wellbeing

Resources, links and information on financial wellbeing support.

BCP Council

Community food support including food banks, pantries, social supermarkets and community fridges.

Sleepstation

Experts help you identify the underlying causes of your sleep problem and provide personal support. Free for UHD staff.

UHD service

Chaplaincy team

Our chaplaincy

UHD service

Our UHD library services have a huge range of wellbeing related books and guides.

UHD service

We are #TeamUHD

Our staff networks offer fantastic peer support.

UHD service

Health and wellbeing champions

Each team should have at least one health and wellbeing champion.

UHD service

BeActive

Tips, advice and resources to help you get up and get moving.

citizens advice

Trusted advice on work, debt and money, housing, immigration, health and more. Call 0808 2787 939



Make and support connections between people and health and wellbeing services across Dorset.

help&care

Support for people living with long-term health conditions, carers and those who are isolated or housebound. Call 0300 111 3303