

# 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?

Physical health

Environmental wellbeing

Belonging / cultural wellbeing

Mental health

Social wellbeing

Emotional wellbeing

Financial wellbeing

## A guide for managers | Hints and tips

### 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

#### What to do

Explore topic and check for support needs

#### Skills needed

Attending, empathising and understanding

#### Assess

##### What to do

Signpost to support

##### Skills needed

Knowledge of internal and wider support, helping and effective signposting

#### Assist

For more guidance, please complete the ‘Approaching a health and wellbeing conversation’ [self-directed learning](#).

## 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 an 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.

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](https://111.nhs.uk)**  
Request an emergency appointment.



**here for you 24/7**

**Text 'SHOUT' to 85258**

Free, confidential, anonymous text support service providing crisis support.



**Stay Alive**

**[www.stayalive.app](https://www.stayalive.app)**

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

### Coaching, courses, counselling and therapies



Psychological Support  
and Counselling Service

UHD  
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.



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



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**



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

## 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**



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

## 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



UHD service

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

## Human resources

UHD service

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

## Staff physiotherapy service

UHD service

Run specifically for staff members providing specialist assessment and treatment.  
[Self refer online.](#)

## Working safely with display screen equipment

UHD service

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

## Mediation

UHD service

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

## Courageous conversations workshop

UHD service

Learn techniques for managing tricky conversations with colleagues.

## Staying hydrated

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

## TRiM

UHD service

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

## Occupational health

UHD service

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

### Domestic abuse and safeguarding

#### Domestic abuse support

UHD  
service

To talk to our UHD domestic abuse health advocates email [emily.briston@uhd.nhs.uk](mailto:emily.briston@uhd.nhs.uk) [harley.brett@uhd.nhs.uk](mailto:harley.brett@uhd.nhs.uk)

#### Safeguarding adults

UHD  
service

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

### Bereavement support

#### Staff bereavement support group

UHD  
service

Support following bereavement and loss. Email [StaffBereavementGroup@uhd.nhs.uk](mailto:StaffBereavementGroup@uhd.nhs.uk).

### Carers



Expert support for unpaid carers including financial support, practical support, and work, career and health advice.  
**Call 0808 808 7777**  
Email [advice@carersuk.org](mailto:advice@carersuk.org)

### Addiction



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



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



[Find a meeting near you](#)

Call the helpline on  
**0800 9177 650**



[Find a meeting near you](#)

Call the helpline on  
**0800 0086 811**



### Financial and general wellbeing

#### Financial wellbeing

Resources, links and information on financial wellbeing support.



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.

#### Chaplaincy team

UHD service

Our chaplaincy



UHD service

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



UHD service

Our staff networks offer fantastic peer support.



#### Health and wellbeing champions

UHD service

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

#### BeActive

UHD service

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



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.



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



Impartial guidance on debts, credit questions and managing your money. NHS telephone support: **0800 448 0826** WhatsApp: **07701342744**