

Thrive wellbeing

NHS
University Hospitals Dorset
NHS Foundation Trust

Winter Wellbeing 2024/25



View online

Manager's guide to support
you and your team this winter



We are
#TeamUHD



See our
patients sooner



Be a great
place to work



Improve patient
experience,
listen and act



Save lives,
improve
patient safety



Use every NHS
pound wisely

Dr Peter Wilson

Chief Medical Officer

"Winter is an especially challenging time for the NHS, but we've been preparing our Winter Plan all year to make sure we continue to provide excellent patient care and look after your wellbeing.

Looking out for the welfare of your team is part of being a good leader. Small gestures can add up and make a huge difference to someone's wellbeing. Sometimes it can be as simple as saying 'how are you', 'thank you' or making sure everyone in your team takes regular breaks. But sometimes more is needed, this is where our staff support services come in. This guide has all the information you need to help you help your team this winter – we should be caring about them the same way we care for our patients.

Thank you for everything you're doing and please continue to be there for each other. I'm here to listen if you need me."



Why is wellbeing important?

When our staff thrive, our patients receive excellent care. To deliver high-quality patient care the NHS needs staff who are healthy, well and at work. A happy and healthy workforce is provided with an environment and opportunities that encourage and enable them to lead healthy lives and make choices that support their wellbeing.



The power of a thank you

Our new [Thank You app](#) is a quick and easy way to share your appreciation and recognise the positive work of colleagues. You can access Thank You through the UHD app or intranet, just look out for the icon.

Saying thank you can have a big impact on your colleagues, making them feel valued and respected. Scan the QR code for [more information](#) about the power of saying thank you.

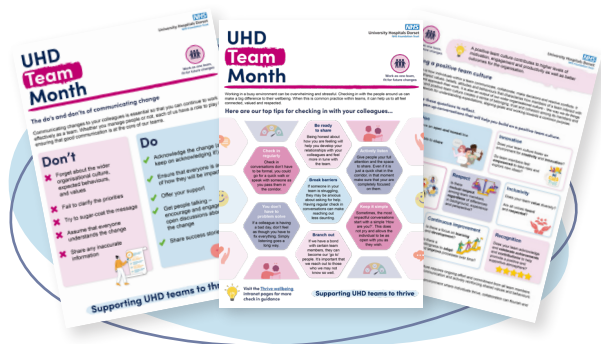


Is your team moving?

Our [Transforming Care Together intranet pages](#) have lots of information on how to access support for teams that are preparing to move.

Take care of the basics

It's the little things you do that contribute towards your teams' wellbeing.



Good communication is essential to building trust and strong relationships. Use these [team development resources](#) to help you communicate well, make sure all voices are heard, boost resilience and work effectively together.



Make personal development a feature. We have lots of [development offers](#), make sure your team know how to access them. Information under 'L' / 'Leadership' on the intranet.

Keep your team up to date on health and wellbeing offers by distributing the monthly [Thrive Health Hub](#).



Staff wellbeing is a top priority for all NHS organisations. [This NHS Employers resource](#) highlights the importance of meeting the basic needs of all staff. Visit www.england.nhs.uk/supporting-our-nhs-people/ for more resources.



Helen



Tara

Ensure your team knows how to raise concerns or issues. The [FTSU](#) team are available to listen and offer confidential advice and support for leaders and for staff if required.



FreedomToSpeakUp@uhd.nhs.uk



0300 019 4220



Ensure colleagues wear appropriate [personal protective equipment](#).



Make sure your team takes regular breaks during their shifts. For the health and wellbeing of our teams, please promote regular and consistent breaks away from working areas if possible. **Ensure your team take their annual leave.** Develop a plan to minimise the cancellation of leave due to service pressures. Always be fair in your approach to allow everyone to take leave.



Make sure that the faith needs of your team are respected by sharing details of our [chaplaincy](#) team.

You can contact the HR operational team for support and guidance.



hroperations@uhd.nhs.uk



0300 019 5279 / 6378

Occupational Health (OH)

Our [OH department](#) offers specialist advice to help you support your team. If a staff member has a health condition or is struggling to manage their health and wellbeing, and may be at risk of increased illness and sickness absence, please [refer](#) to OH for expert advice and guidance. Your proactive support and timely referrals can make a significant difference in maintaining a healthy and productive workplace. If a team member informs you that they might be at risk of an infectious illness or have had contact with an infectious person, please notify ohdutynurse@uhd.nhs.uk. Include details about the illness, whether PPE was worn, and any underlying health conditions that may increase the staff member's risk.

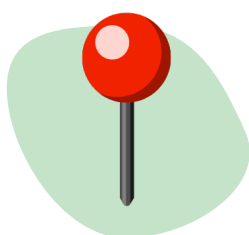
Staff MSK (Musculoskeletal) Therapy Service



Totally confidential
award winning staff
therapy service.



Free face-to-face
personalised
assessment and
treatment plans.



Available on-site
at Poole and RBH.



Specialist support
from highly trained
MSK therapists.



Self-refer [here](#) or
use the QR code.



Flexible
appointments
available during
the working day.

Vaccines: Immunity is our superpower

We all have a responsibility to keep our patients, and each other, safe. We should never underestimate the impact viruses have on our hospitals. Details on Covid-19 and flu [staff vaccination clinics](#) can be found on the intranet. Please share them with your team.



UHDdefenders

Health and wellbeing check-ins



What are health and wellbeing check-ins?

A supportive, coaching-style, one to one discussion to...

1.

Empower individuals and build team resilience

2.

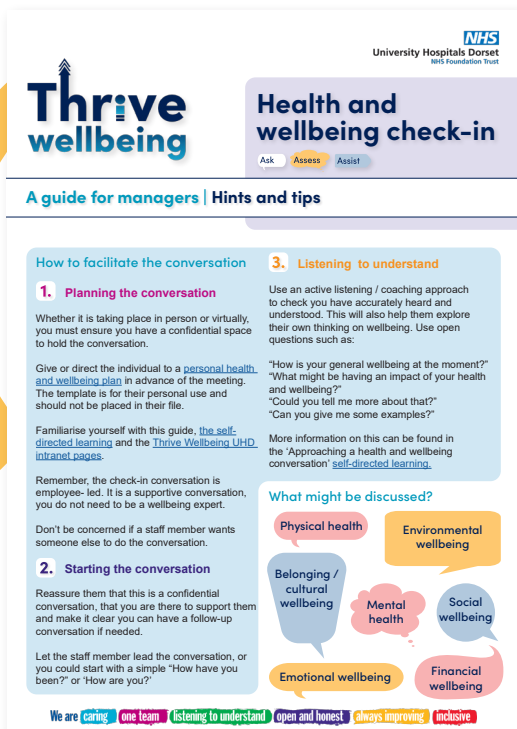
Help your staff feel valued, heard and respected

3.

Encourage individuals and teams to nurture and protect their wellbeing

4.

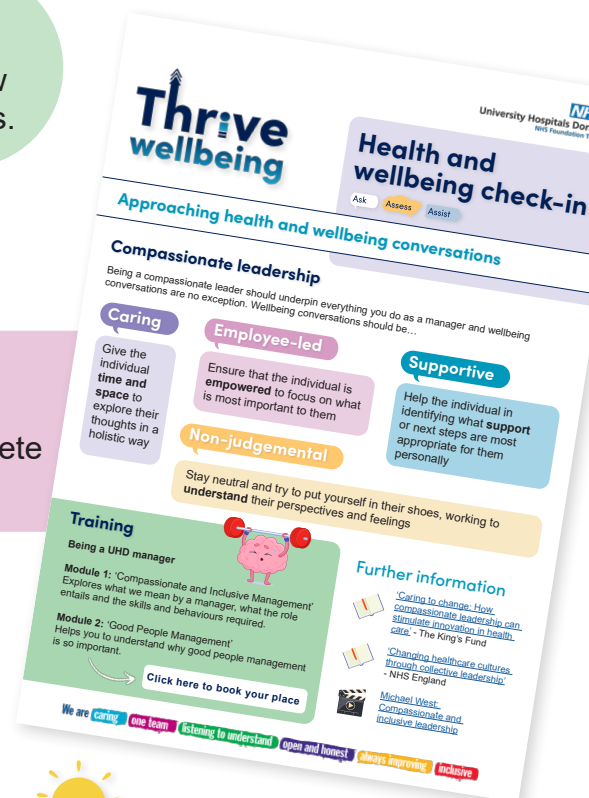
Identify areas of support and signpost effectively



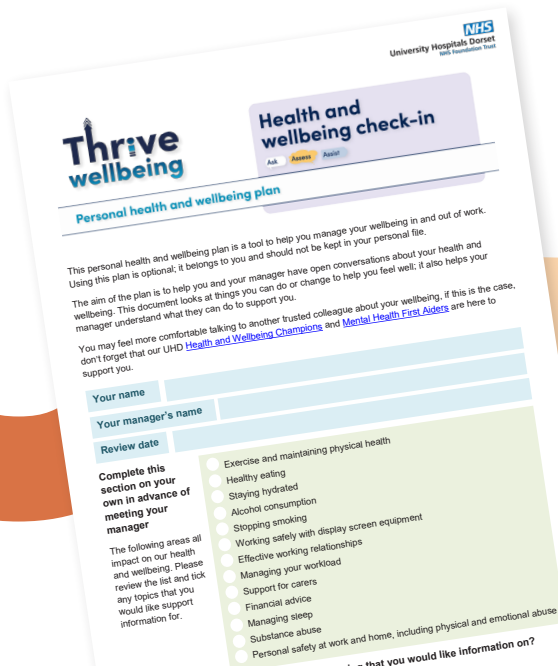
Read our [check-in guide for managers](#) for more information and tips on how to have open conversations.



To upskill on the best way to hold these conversations, complete [self directed learning](#).



[Personal health and wellbeing plans](#) can be helpful to confidentially record these conversations.

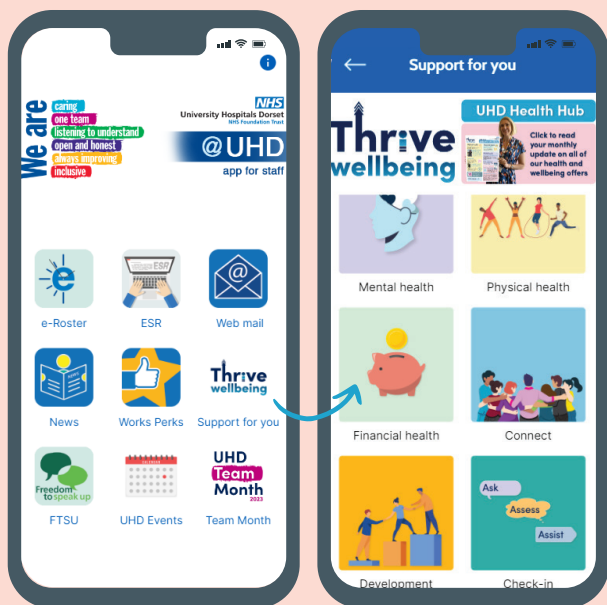


Health and wellbeing support at UHD

You can access wellbeing support on the UHD intranet, website and @UHD app.



Scan me to see the wellbeing resources on our UHD website, including this guide.



Thrive wellbeing

Look out for our badge across all of our communications channels to stay up to date with events, offers and resources.



To do: Get your jobs!

Now is the time to protect yourself and those around you from the illnesses that impact our community and put pressure on our hospitals. There is still plenty of opportunity to get vaccinated by our UHDefenders in our Occupational Health clinics or departments across UHD. All staff are welcome to attend all clinics. Click [here](#) to see the full list and find the most convenient clinic for you. Please remember to bring your NHS number.

IMMUNITY IS OUR SUPER POWER



Intranet sliders

Screensavers



Social media



Today

Download the @UHD app and receive wellbeing notifications straight to your phone



Members of our bank community are able to access all of our wellbeing offers. Clinical link advisor, Mandy Macfarlane, is here to support our bank workers. Email Temp.StaffingUHD@uhd.nhs.uk or call 0300 019 4219 / 2183.



Psychological Support and Counselling Service for UHD staff



Totally confidential
staff only service.



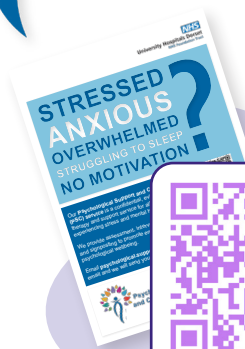
Self-refer [here](#) or
use the QR code.



**Psychological
assessment,**
face-to-face
support, counselling
and trauma therapy.
Help with stress,
anxiety, low mood
and poor sleep.



**Consultant clinical
psychologist,**
BACP accredited
counsellors
and specialist
psychological support
practitioners.



[Download our
poster](#) and display
it in your area to
make sure your
colleagues know
they can talk to us.



Specialist support
for work-related
stress, burnout,
post-traumatic
stress disorder, and
returning to work
from long-term
sickness absence.

Do you know TIM?

[Team Immediate Meet](#) is a communication tool to guide conversations using psychological first aid. It is not a clinical debrief but should be used immediately after any clinical event that may cause distress, such as cardiac arrest, an unexpected death, drug error or even following an uncivil conversation. Search TIM on the intranet for more information.

[TRiM \(Trauma Risk Management\)](#) is a peer led approach to supporting staff after a traumatic event at work. Search TRiM on the intranet to find out more.

Thrive Live << Rewind

The seminars, webinars and guidance sessions from our UHD wellbeing fair are available to [watch any time online](#).



Physical health



Staff aged 40-74 may be entitled to a free NHS Health Check at UHD which can spot signs of conditions such as high blood pressure, heart disease or type 2 diabetes. Staff should read the eligibility criteria before booking an appointment.

Scan the QR code or click [here](#) to book an appointment.



Be Active at UHD

Physical activity is a key part of wellbeing. Visit the [Be Active intranet pages](#) for ideas.

The Health Passport

Staff with a hidden or visible disability can use a [health passport](#) to disclose information in a supportive and confidential setting. Find it in the Physical Health section of our Thrive Wellbeing intranet pages.

VivUp

All UHD staff can access free support, counselling, debt advice and more from our Employee Assistance Programme, VivUp. Sign up at [vivup.co.uk](#) to view the full range of services. Call their helpline on **0800 0239324** for free 24/7 support 365 days a year.

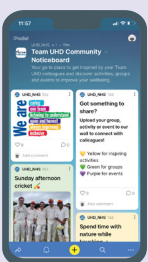
Connect

Good relationships are important for our health and wellbeing. They help to build a sense of belonging, provide opportunities to share positive experiences and facilitate emotional support.

Staff networks

Our networks play an important role in creating an inclusive, supportive, innovative and welcoming culture for our staff. Network group meetings are a safe space for staff to discuss challenges and progress, and also provide opportunities for self and team development.

All staff are welcome to [join our networks](#) as a member or ally.



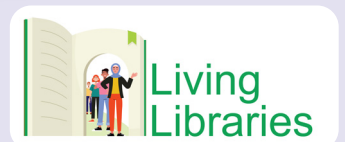
UHD community noticeboard

Discover and share activities, groups and events to improve your wellbeing. Browse posts from your colleagues featuring walking football, cold water swimming, kayaking and more!



Living Libraries

[Living Libraries](#) bring people together, challenge stereotypes and raise awareness of our lived experiences. They are a safe space for conversations to support colleagues, share best practice and use the power of personal conversation to positively challenge prejudice or discrimination.



Confidential financial wellbeing support

Our aim is to help staff understand and access the wide variety of confidential financial wellbeing support available. Visit www.uhd.nhs.uk/careers/wellbeing/financial-health for more support.



Impartial guidance on debts, credit questions and managing your money in uncertain times. Free budget planning tool. Information on cost of living support organisations. www.moneyhelper.org.uk/en
NHS telephone support: 0800 448 0826
WhatsApp: 07701 342 744



Sign up to our Employee Assistance Programme for free 24/7 online debt advice to help you manage your finances. Vivup.co.uk also has links to free impartial help, advice and tips for reducing your utility bills, managing money, dealing with debt and support for tackling these problems in emergency situations.



Cost of living advice and support from the local Citizens Advice service including food, energy, housing and debt. www.citizensadvicebcp.org.uk/cost-of-living



Support if you are struggling to pay for food. Visit www.bcpCouncil.gov.uk and search 'access to food' for details on how to confidentially access local food banks.



Registered charity founded by healthcare workers for healthcare workers, providing financial support and counselling. Visit www.healthcareworkersfoundation.org to apply for a £250 cash grant.



Our charity partner offers advice, signposting, referrals to specialist services, one-off grants and rapid emergency funding for nurses, registered nursing associates, midwives and maternity support workers. www.cavell.org.uk/get-support
Telephone support: 01527 595 999



Is your team informed?

Use 'Brief in Brief' on the UHD app to make sure your team know the key updates from our monthly all staff briefing. We have also created a team **newsletter template** for you. Email communications for the template and remember to send any updates to the communications team if you would like your news to be shared across the trust.

 communications@uhd.nhs.uk



Does your team have a health and wellbeing champion?

UHD has a network of health and wellbeing champions who play a significant role in supporting their colleagues mental health, promoting social wellbeing and inclusion and helping their colleagues to be fit and healthy at work. They are responsible for ensuring their colleagues' wellbeing needs are heard and sharing wellbeing resources and messages.



Use [this directory](#) to find one in your area.

If you can't find one, sign up yourself or encourage a member of your team to [sign up here](#).



Rachael Relf, health and wellbeing champion, AMU

"Our incredibly kind and compassionate NHS staff give so much of themselves in caring for our patients that they often forget about their own wellbeing. That's where health and wellbeing champions come in, to remind our staff that they can't pour from an empty cup. If we want to give the best patient care we can, then we must first take care of ourselves."



Dave Bennett, Security, Portering and Car Parks Manager

"Having people in our team with a direct focus on wellbeing has proven extremely beneficial to individual staff and to the department as a whole. Nick and Amanda have a passion for wellbeing and our management team recognise and facilitate the time required to ensure the team benefits. We can only see having champions as a positive, especially as we progress through transforming care across our hospitals."



Have you heard The People Pod?



Our [UHD podcast](#) delves into the untold and inspiring stories of the people at the heart of our hospitals - you.

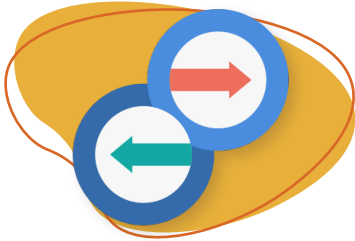
Listening is a great way to feel more connected to your colleagues as they share their story about their work or home life, challenges they have overcome or their moving experiences.



As a leader, you matter too

We recognise that you may also need additional support. **All of the guidance and support outlined in this booklet equally applies to you.** Please reach out to your senior colleagues to discuss any specific additional support you or your team may have.

These resources and workshops are available to support you in leading your teams. You can also find information on the intranet under 'L' / 'Leadership'.



Leading Your Team Through Change

Tools and strategies to lead teams during uncertain times.



Leading Your Team Through Integration

Gain the confidence and capability to facilitate exercises around basic team principles.



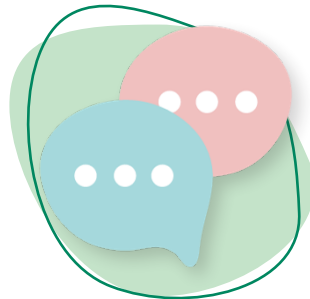
Coaching Conversations

Develop the skills and knowledge to effectively use a coaching style when supporting your team to overcome challenges.



Feedback Skills

Develop the skills, knowledge and motivation to give positive and developmental feedback.



Manager's Induction

Explore the skills and behaviours required of a manager.



Leadership Coaching

Register for a coach on our [MyeCoach platform](#). To book onto any of our UHD workshops, visit our [intranet pages](#).



Express coaching

Focused short-term support to explore work-based challenges in a self-directed and constructive way.

NHS South West Leadership Academy

Opportunities to support your leadership development.

We are able to offer bespoke support for teams. If you would like to find out about specific ways in which your team can be supported, please contact us.

 organisational.development@uhd.nhs.uk

Checklist

Thrive
wellbeing

- ☒ Prioritise my own health and wellbeing to positively role model 'health leadership'.
- ☒ Make myself aware of the support available to me and my staff.
- ☒ Say 'thank you'.
- ☒ Promote regular and consistent breaks and planned leave.
- ☒ Keep up to date with UHD Health Hub and share it with my team.
- ☒ Carry out regular health and wellbeing check-ins with my team.