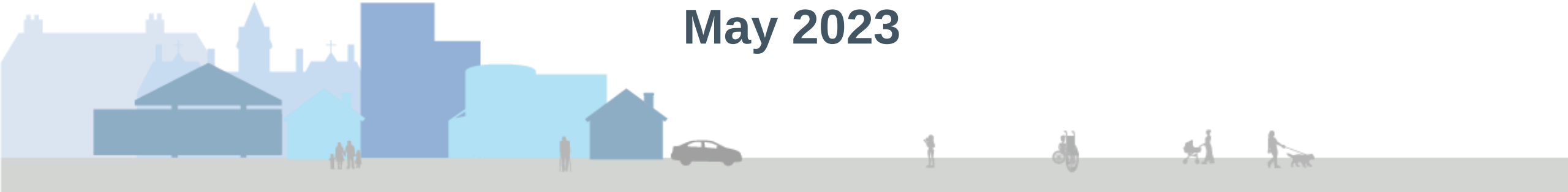
Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Staff Psychological Support Service

Dr Alison Booth
Principal Clinical Psychologist

May 2023



Background

Steps 4 Wellness

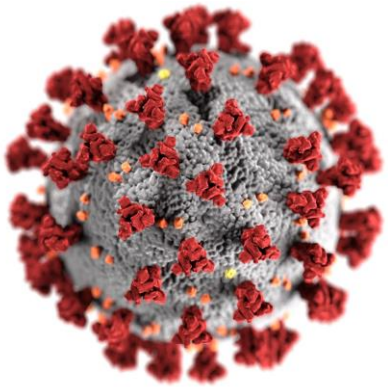
Est. 2015

- Small team delivering a holistic wellbeing approach to staff

- COVID-19 major impact on the wellbeing of our staff

- Prompted the ambition to expand our wellbeing provision. Over the last 12 months, S4W engaged with our Trust Board

- Emotional pressure intensified with returning from redeployment, reactivation of services and elective theatre, ‘back to business as usual’, but change of skill set



2021 to date

Process

Our pledge for the **wellbeing of our NHS people**

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Signed.....

Name Silas Nicholls, Chief Executive

We pledge to shifting the focus from sickness absence (the 5%) to holistic wellbeing for everyone:

- **preparing our board for the change** to take a more holistic, pers and flexible approach, which is driven through policy and aligns w culture.
- **evidencing that wellbeing is a priority with our board by** under of our people, giving them a voice, making sure all decisions have and addressing any issues.
- **committing to the three North West's themes of enabling wor**
  - Holistic wellbeing services that support all of our colleagues
  - a new person-centred wellbeing approach and an attendance policy framework
  - leadership development that supports managers in our new a

NHS Employers in association with NHS RAND EUROPE

- In December 2021, the proof of concept was a resounding success and the required financial support was approved for a multi-tiered mental health and wellbeing service for all Trust staff
- Since then, we have successfully recruited to all approved roles in the Steps4Wellness Team, Staff Psychological Support Team and new MSK Staff Physiotherapists

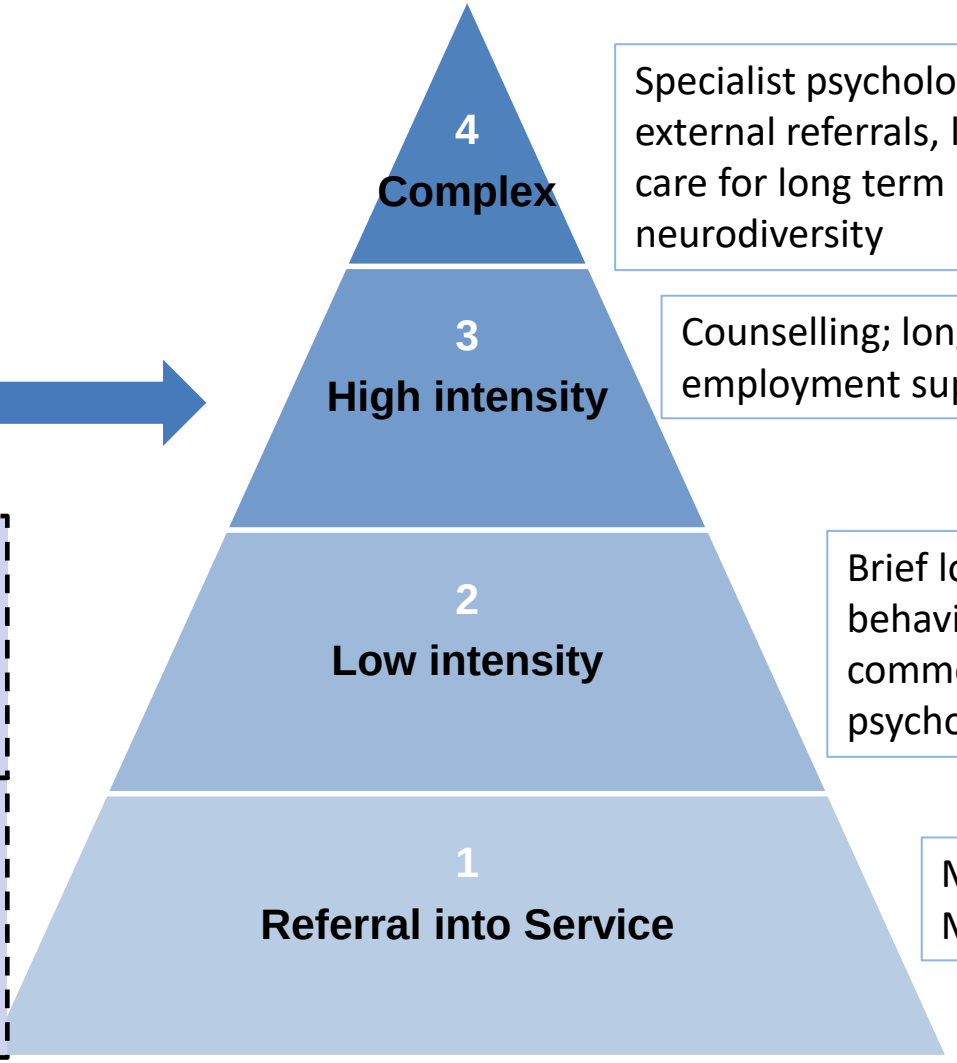
Delivery and Spread

The right kind of support at the right time in the right place

"We will support the physical health and mental wellbeing of our WWL family by ensuring we have a range of wellbeing activities and services that are accessible to our colleagues"

Service Model

Psychological Support Service



Specialist psychological assessment and external referrals, liaising with secondary care for long term mental health problems, neurodiversity

Counselling; longer term therapy and employment support

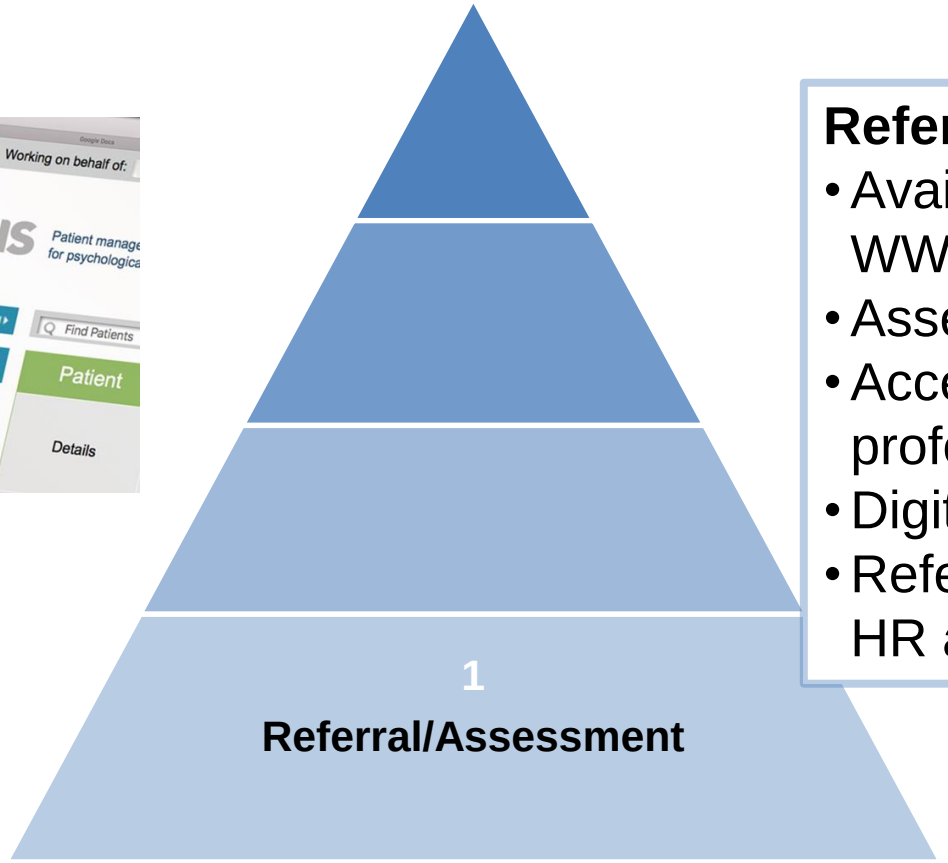
Brief low intensity cognitive behavioural and mindfulness for common mental health problems; psychological group work

Mental health awareness, Mental health first aid

Wellbeing Practitioner

S4W
Prevention/promotion/proactive and reactive in-reach, mental health awareness

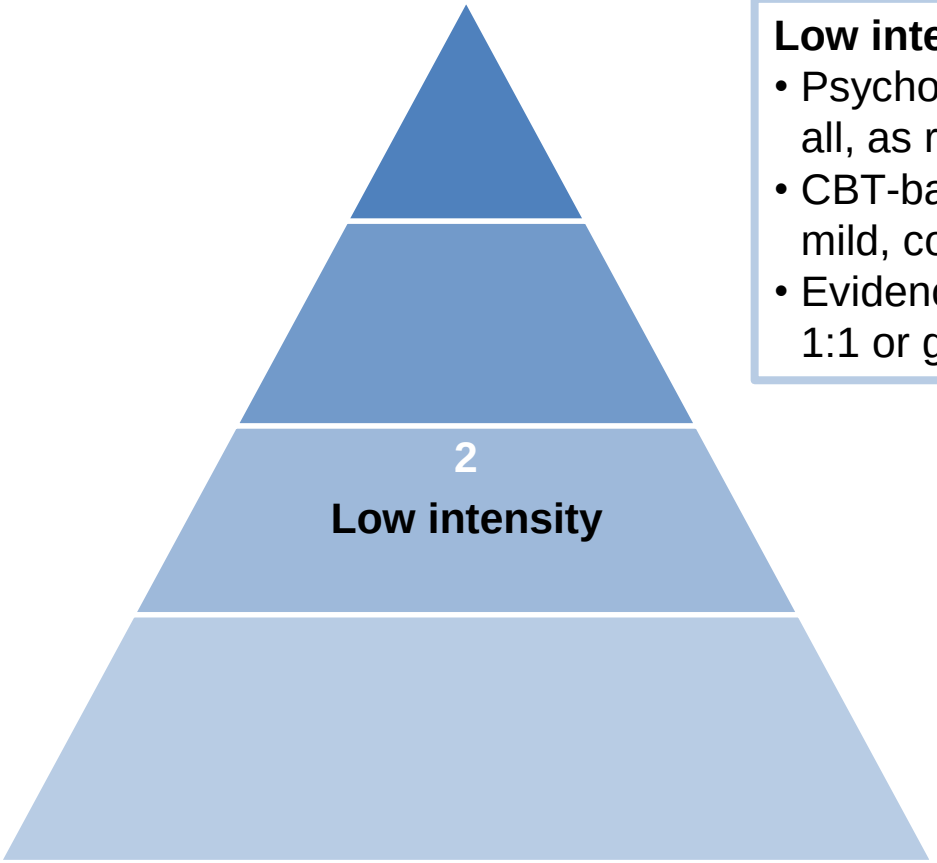
Tier 1 – Referral/Assessment



Referral into service

- Available to all staff who work on WWL sites for WWL
- Assessment and triage
- Access to mental health professional
- Digital portal for self-referral
- Referral pathway for managers HR and OH

Tier 2 – Low intensity



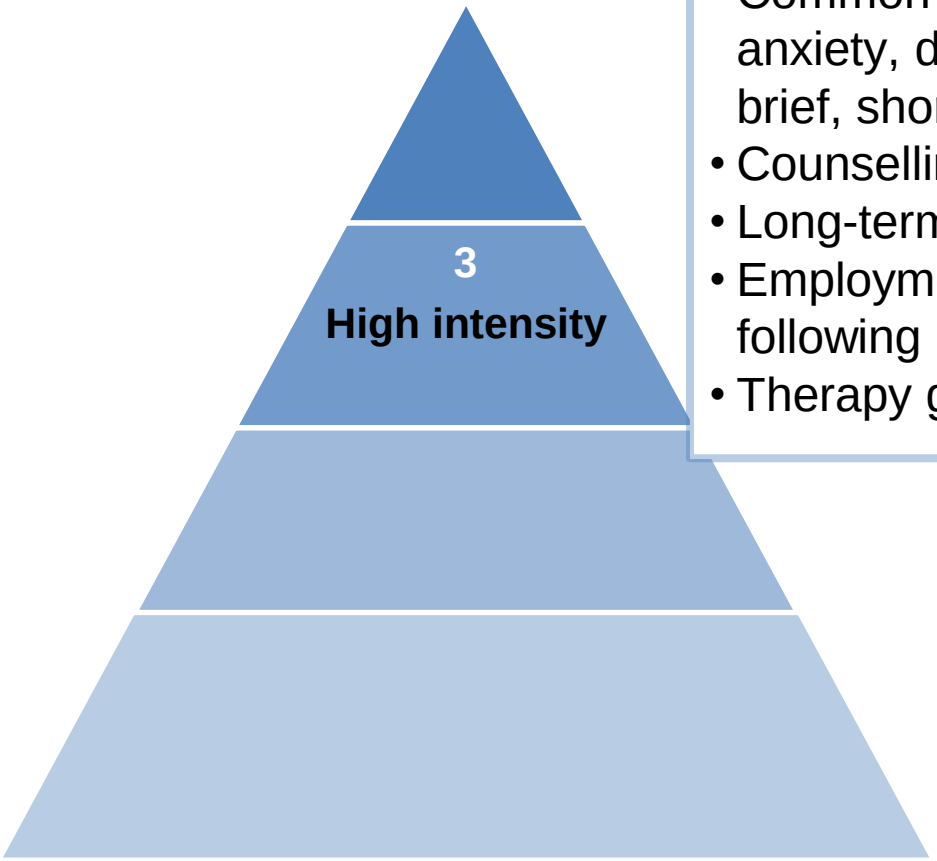
Low intensity mental health support

- Psychological skills-based groups that are open to all, as resilience work and wellbeing training
- CBT-based brief emotional coping interventions for mild, common mental health problems
- Evidence-based wellbeing techniques delivered on 1:1 or group

Criteria: Common mental health difficulties such as anxiety, stress, depression.

- Mild scores on GAD/PHQ
- no risk concerns
- in work or short term sickness absence
- could be appropriate under supervision where readiness for longer term, complex therapy needed

Tier 3 – High intensity support



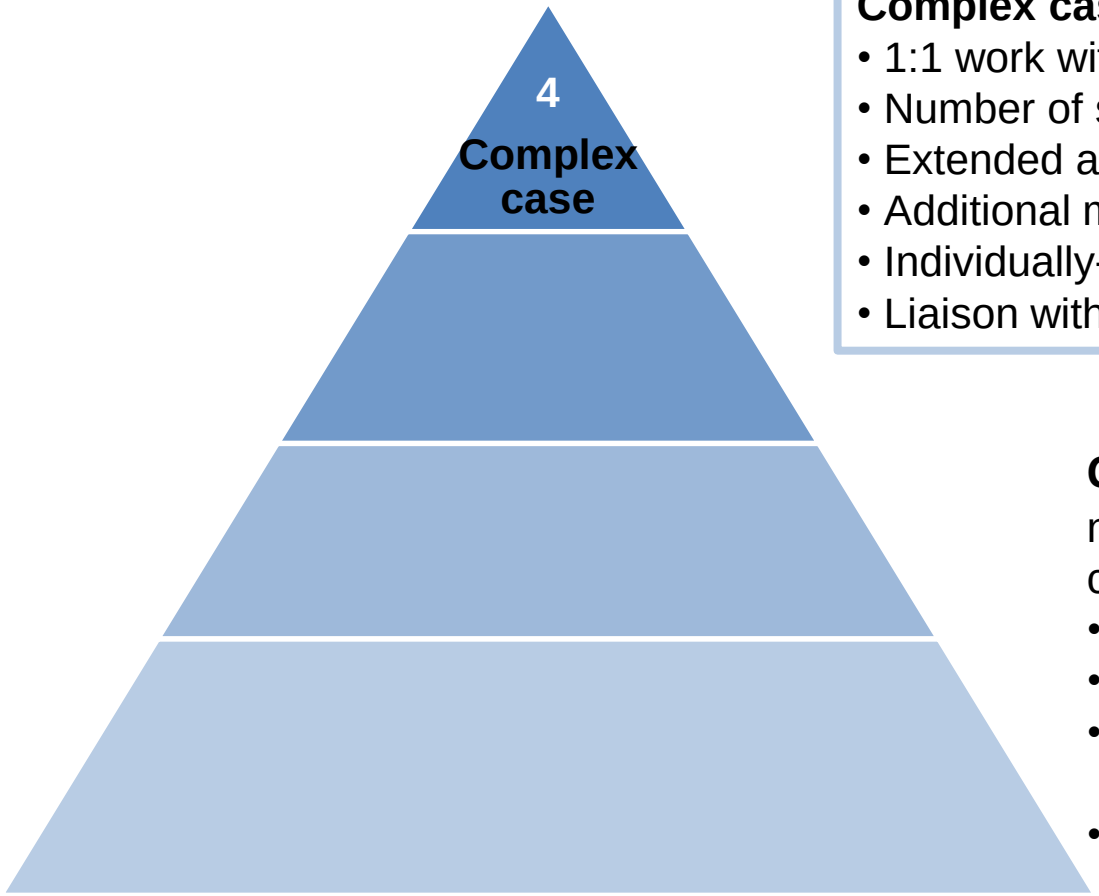
High intensity, structured, formal therapy

- Common mental health problems, such as anxiety, depression, work-related stress where brief, short term intervention is indicated
- Counselling
- Long-term conditions therapy
- Employment support to return or stay in work following experiences affecting mental health
- Therapy groups

Criteria: Common mental health difficulties with higher distress reported

- moderate scores on PHQ/GAD
- risk present with appropriate safety plan in place
- need for higher intensity, short term therapy
- under sickness absence monitoring or other HR process
- employment support indicated

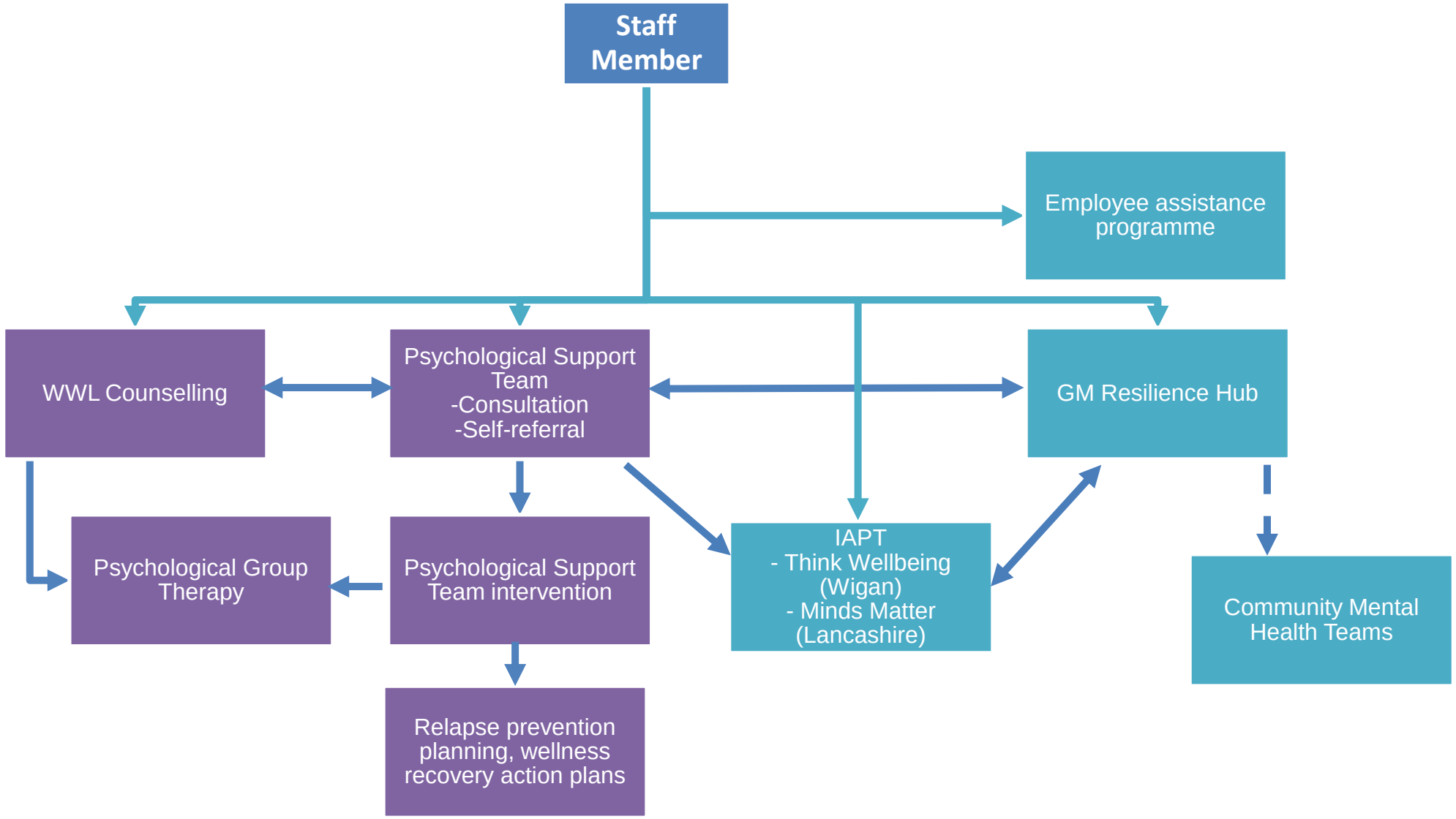
Tier 4 – Complex Case



Complex case 1:1
- 1:1 work with senior clinicians
- Number of sessions as needed, but no long term therapy offer
- Extended assessment, systemic formulation
- Additional models offered if cannot be accessed in the locality
- Individually-tailored offer
- Liaison with community mental health teams, joint-working

Criteria: Staff with long term mental health needs or neurodiversity who require support from tertiary community mental health services
- Long term sickness absence
- Complex social, cultural, physical health factors
- Pre-existing severe and enduring mental health diagnosis
- Brain injury, neurodevelopmental difficulties and these needs causing problem sustaining employment
- Presentation having impact on team or colleagues
- Support is not available from other services

Getting support from external agencies



Outcomes

"The service is fast, it's available when you need it … if it wasn't for WWL service, I don't think I'd still be working."

"I feel I now have another 'tool' in my box to help me to respond to times of stress and overwhelm."
- ACT for Life group participant

"[it helped my] understanding of what triggers my anxiety and coping strategies…the support helped me to return to work"

"They make you feel important. They make you feel like you aren't going mad … They talk to you like you're a real person and involve you in all aspects of care."

"This has actually changed my life! I cannot thank you enough"
– Steps4Mindful Living participant

"This service is a lifeline…I don't know where I would have been without it. It's so easy to access…and just to know it's there when I need it…"

Outcomes

Psychological Support Team – Mental Health provision (January 21-March 22)

From 1:1 therapy

- 100% satisfaction
- 100% felt helped home life
- 88% felt had tools for the future
- 92% felt helped in relation to work

From group intervention

- 100% satisfaction
- 100% felt had increased understanding
- 91% felt had tools for the future
- 89% felt helped in relation to work

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Cohorts of Steps4Mindful Living delivered

94% of participants scored an improvement in their MAAS score

97% of participants scored a decrease in their CPSS score

Significant increase in overall Your Voice Survey wellbeing score from August 2021 to May 2022

Challenges:

- Accessibility – under-represented groups and divisions in referrals made
- Wait times for assessment and counselling
- Flexibility in offer and resource limitations
- Data-driven outcomes

Next steps

- Wellbeing conversations work with line managers
- Increased promotion of service, linking with HR tapping into divisional meetings
- Increased flexibility of face-to-face, remote, individual and group offers
- Clearer OH/HR pathway
- Team resilience, in-house training, shared skills and collaboration
- Updates for Wellbeing Champions on range covered by the Service
- Quarterly updates to divisions for assurance, linking with sickness absence data
- Increase resilience offer – “ACT for Life” course
- In-year focus on provision for staff with neurodiversity

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Thank you for listening

Any questions?