

Wellbeing conversations workbook

Learning & Organisational Development





Wellbeing conversations quick tips





Wellbeing Conversations



Make time to have regular wellbeing conversations.



Consider using the Wellbeing Conversation Template to help prepare for the conversation.



If you require a more in-depth conversation use the Wellbeing Passport or Carers Passport. This may lead to signposting or referral into other processes, such as Reasonable Adjustments.



Other supporting resources are available on the Green Room, such as the Mental Health Continuum Matrix.



If you need further support please email: wellbeing@nwas.nhs.uk





Wellbeing conversation 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.
- On-going and dynamic wellbeing changes over time, therefore these conversations should be held regularly.
- ✓ Inclusive every NHS employee should have ongoing supportive conversations that enable their unique and diverse personal wellbeing needs to be met.

Wellbeing conversation 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 all NHS colleagues should be invited to complete a risk assessment at their place of work. A wellbeing conversation does not replace this requirement.



Wellbeing conversation hints and tips



Planning for the conversation:

- · Regular wellbeing conversations should take place.
- · Agree when and where to hold the conversation.
- Complete the wellbeing conversation template before the meeting. The <u>Mental Health</u>
 <u>Continuum</u> can be used to help self-reflect.
- Consider if a wellbeing or carers passport may be useful as a supporting document to aid the conversation.

Having the conversation:

- The conversation will start with a focus on how the person is... the rest can be led by them.
- · During the conversation additional notes can be added to the template.

After the conversation:

- The wellbeing conversation template is a confidential document. Both employee and manager should securely hold a copy.
- The wellbeing conversation date can be recorded in ESR.
- · Plan ahead and book in the next wellbeing conversation.
- · Be flexible, arrange further conversations as required.
- Follow up on any agreed actions, such as completion of the wellbeing or carers passport, looking at the information signposted to.

Exploring wellbeing:

The conversation should be open and honest; a wellbeing conversation is a safe space to explore how NWAS can help people thrive in work. Typical questions asked may include:

- · How is your general wellbeing at the moment?
- What might be having an impact on your wellbeing?
- How are things going, both inside and outside of work?
- Can you tell me more about that...?
- · Can you give me some examples ...?



The Mental Health Continuum can be used to help you self-reflect.

Manager actions:

- Book regular wellbeing conversations with employees.
- Follow up on any actions identified during the wellbeing. conversations.
- The wellbeing conversation date can be recorded in ESR.

Employee actions:

- Prepare for your wellbeing conversation by completing the wellbeing conversation template and reflect using the Mental Health Continuum.
- Follow up on any actions identified during the wellbeing conversation.
- Let your manager know if you need additional wellbeing conversations.

Further support and information:

- Wellbeing / Carers Passport
- Mental Health Continuum
- · Reasonable Adjustments Procedure
- Flexible Working Procedure
- · Menopause Policy NWAS Green Room
- Staff Networks
- Wellbeing
- HR Portal
- CPD & Learning Hub

Contact The Wellbeing Hub if you need any further support: wellbeing@nwas.nhs.uk

Wellbeing conversation template



Managing my wellbeing

What challenges do I face that impact my wellbeing at work?

What helps me to stay healthy and look after my wellbeing at work?



The Mental Health Continuum can be used to help you self-reflect.

My wellbeing action plan

Actions to maintain, improve and/or support my wellbeing:

Manager actions:

Wellbeing / Carers Passport in place? Y/ N

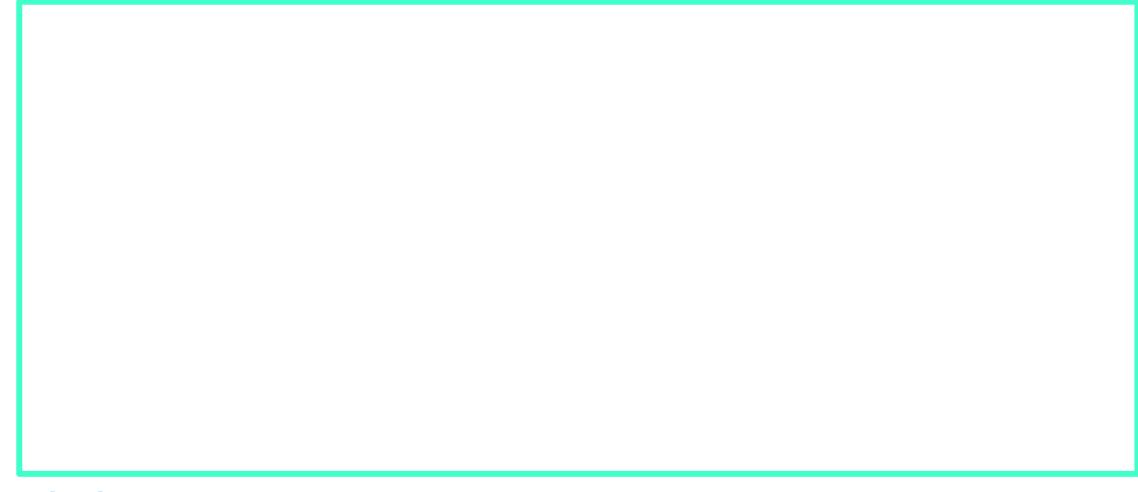
Name:

Manager:

Date of conversation:

ESR updated? Y/N

Notes for your wellbeing conversation



When a REACT conversation might be useful

- Prolonged exposure to a challenging role
- Out of character behaviour/performance
- After significant adverse life events
- When you are asked to have 'a chat'
- When a person is experiencing a crisis

Recognise

Engage

Actively listen

Check risk

Talk to them about specific actions



REACT – Recognise

- You think someone might have a problem:
 - Behaviour (performance, time keeping, irritability, withdrawal)
 - Emotionality (tears, anger, despair)
 - Thoughts (negative, pessimistic, self-deprecating)
 - Physical symptoms (not readily explained)
- Try "how are things?", "how are you doing?" (ie. open questions)
- Say what changes you have recognised: "I hope you don't mind me saying but I've noticed your time keeping has been off lately and you seem to be quick to anger. This is not like you. Is there anything can I help with?"
- If someone starts to open up, seize the moment stop talking and let them speak



REACT – Engage

- They might not accept your offer of a chance to talk
- You might need to find ways to overcome resistance, gently and sensitively
- Try disclosing some personal information: "I remember when I first joined the team, I found it incredibly tough. Talking to someone helped"
 OR
- Try disclosing what others have said: "A number of your colleagues have told me that they have been finding it really tough lately"
- Gentle persistence is key, with a clear focus on their situation (not your situation / others' situation)
- Ensure your behaviour is encouraging, without any distractions

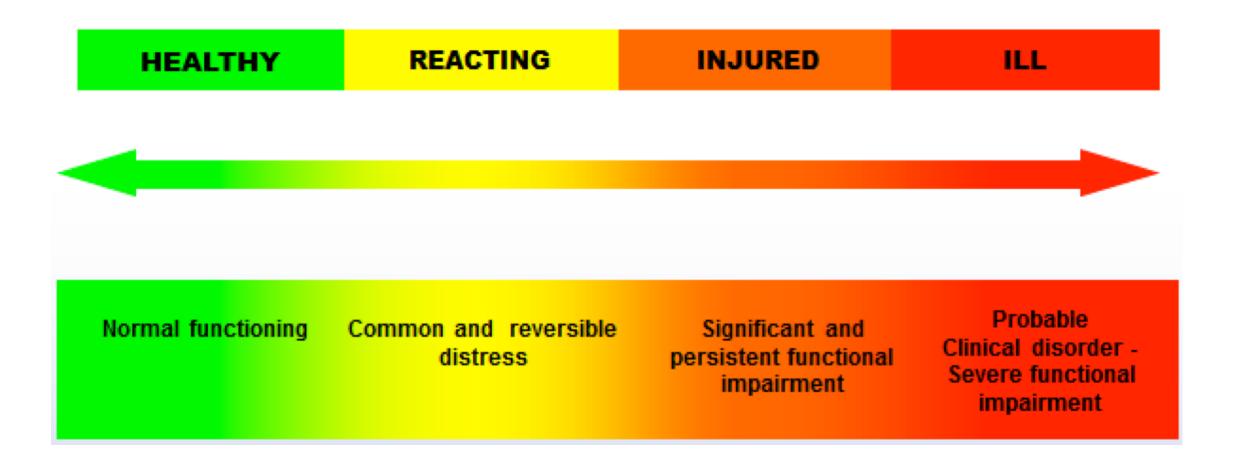
REACT – Actively listen

- Let them talk (don't problem-solve until the end)
- Good eye contact and non-verbal cues (eg. nodding)
- Reflect and acknowledge emotions ("That sounds really tough")
- Acknowledge possible concerns in speaking to you ("I guess you might be worried about speaking to me about this")
- Paraphrase regularly to ensure they know you are listening
- Remember that listening is an action

REACT – Check risk

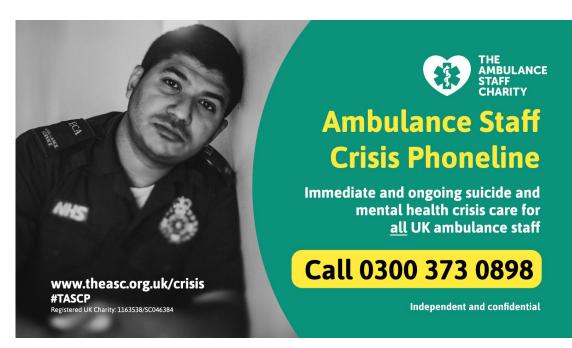
- Ask forward focussed questions: "What does tomorrow hold for you?" / "What's top of your to-do list when you leave here?"
- Check for dark thoughts (such as self-harm, harm to others)
- Don't be reluctant to ask direct questions, using a stepped approach: "Have you ever felt that there's no point in going on?" "Have you thought that you won't bother coming back?"
- If in doubt, make sure you put their (and others') safety first. The **level of** questioning depends on the nature of their situation
- You must ask enough to be sure (including difficult questions)
- Even when you've tried your best, some people will not want to talk about their mental health

How to rate someone's state of mental health



REACT – Talk to them about specific actions

- If someone is suicidal, you must take action straight away
- End the discussion with a specific plan to improve their situation
- You may wish to schedule a further time to talk
- If you are in doubt or have concerns about them, direct them to additional welfare-focused resources (such as found on the Invest in Yourself site)



Association of Ambulance Chief Executives (AACE) mental health continuum

How are you really doing?

Thinking about your wellbeing in the past week, do you feel..

THRIVING	SURVIVING	STRUGGLING	IN CRISIS
In good spirits with usual ups and downs	Sometimes irritable, impatient, nervous or sad	Often impatient, nervous or sad	Angry, anxious, hopeless or always sad
Positive about life most of the time	Positive about life some of the time	Coping with the stresses of daily life is often hard	Overwhelmed by the stresses of daily life
Able to cope with the stresses of daily life	Mostly able to cope with stresses of daily life	Negative about life some of the time	Negative about life most of the time
A sense of purpose in life most of the time	Unsure about your sense of purpose in life	Disinterested or a sense that life lacks purpose sometimes	Disinterested or that life lacks purpose most of the time
No thoughts of suicide or fleeting thoughts of suicide	Some thoughts of suicide with no plans to act on these	Thoughts of suicide including some planning related to these	Thoughts of suicide and active plans to act on these
Able to take part in social activities or hobbies as much as you'd like	Able to take part in social activities or hobbies sometimes	Rarely able to part in social activities or hobbies	Mostly unable to take part in social activities or hobbies
Supported by family, friends and colleagues	Supported by family, friends and colleagues to some extent	Disconnect from family, friends and colleagues	Withdrawn from or avoiding family, friends and colleagues
Physically well for you	Mostly physically well	Sometimes physical unwell	Physically unwell for you
Considering your shift pattern (if you have one), you are able to get quality rest and sleep	Aside from any disruption caused by shift pattern (if you have one), your sleep is dis- turbed sometimes	Aside from any disruption caused by shift pattem (if you have one), it is difficult getting quality rest and sleep	Aside from any disruption caused by shift pattern (if you have one), you are unable to get quality rest and sleep
Able to do as much physical activity as you'd like within your usual capability	Able to do some physical activity within your usual capability	Unable to do much physical activity within your usual capability	Unable to do any physical activity within your usual capability
You have not used addictive behaviours (e.g. alcohol, sub- stances, gambling, food) to cope	You have rarely used addictive behaviours (e.g. alcohol, sub- stances, gambling, food) to cope	You have sometimes used addictive behaviours (e.g. alcohol, substances, gambling, food) to cope	You frequently used addictive behaviours (e.g. alcohol, substances, gambling, food) to cope

We all experience times when we struggle or reach crisis. It is ok to not be ok.

Your loved ones, employer and professionals can help.

MAINTAIN YOUR WELLBEING

Connect with others

Be physically active

Learn new skills

Be present in the moment

PROMOTE YOUR WELLBEING

Actively engage in coping techniques and self-care

Engage in peer support and clinical supervision

Reflective practice—what are your support needs?

FOCUS ON YOUR WELLBEING

Connect with your line manager, employee support services or GP

Talk about how you are feeling

Consider trying a new coping technique

PRIORITISE YOUR WELLBEING

rioritise asking for support from employee support services, The Ambulance taff Charity, your GP, or in n emergency 999 (you're a erson too, 999 is there for you)





Scan here for more information about wellbeing, actions you can take and where to get more support or visit bluelighttogether.org.uk



Useful resources

- CPD & Learning Hub: https://cpd.nwas.nhs.uk/
- Top tips videos: https://cpd.nwas.nhs.uk/module-page/top-tips/
- Trauma Risk Management (TRiM): https://greenroom.nwas.nhs.uk/resources/traumarisk-management-trim/
- NHS staff experience video: https://www.youtube.com/watch?v=VXGPmwAXpcc&t=91s
- NHS England guide: https://www.england.nhs.uk/long-read/looking-after-your-teams- health-and-wellbeing-guide/#introduction-and-getting-started

What's important for you and your team's wellbeing: • Emotional wellbeing

- Physical wellbeing
- Mental wellbeing

 - Social wellbeing

Blank for your notes