

Staff Wellbeing and Recovery

SWAG – 30 June 2021

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Riaghaltas na h-Alba
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Wellbeing and the workforce: first steps

- National Wellbeing Hub– >105,000 users
- National Wellbeing helpline - >400 callers
- Coaching for Wellbeing offer - >1800 registered, > 4,000 hours allocated
- Psychological therapies funding to boards - > 600 staff offered appointments
- Wellbeing Champions Network - >100 Champions
- Workforce Specialist Service - > 150 patients (half are doctors)
- Governance of Oversight Group and Expert Advisory Group

National Wellbeing Hub (www.nationalwellbeinghub.scot)

Background

The National Wellbeing Hub signposts staff, unpaid carers, volunteers and their families to relevant services and provides a range of self-care and wellbeing resources designed to support the workforce.

What's Next?

- Content, structure and functionality of the Hub currently being revised / improved to meet needs of workforce.
- New social media channels now in situ to broaden access.
- New content and resources being developed on Long Covid, Financial Wellbeing.

SLWG on Staff Recovery

- To review **academic evidence and international experience** regarding approaches to ‘decompression’ and workforce recovery from Covid-19;
- To consider which **geographical areas** and which **areas of the workforce** have been most impacted by the pandemic;
- To review current approaches for **supporting reflection and recovery** (e.g. Schwartz rounds), in order to identify good practice which can be shared/implemented more widely;
- To consider a range of ideas and approaches from its **members and wider stakeholders**;
- To consider approaches to **communications of proposals**, including managing public expectations around a ‘resumption of normal services’ post-pandemic; and
- To develop a **short report** outlining recommendations and principles for informing the SG’s approach to workforce recovery over the short, medium and long term. This has been developed and was presented to the Oversight Group on 27 May.

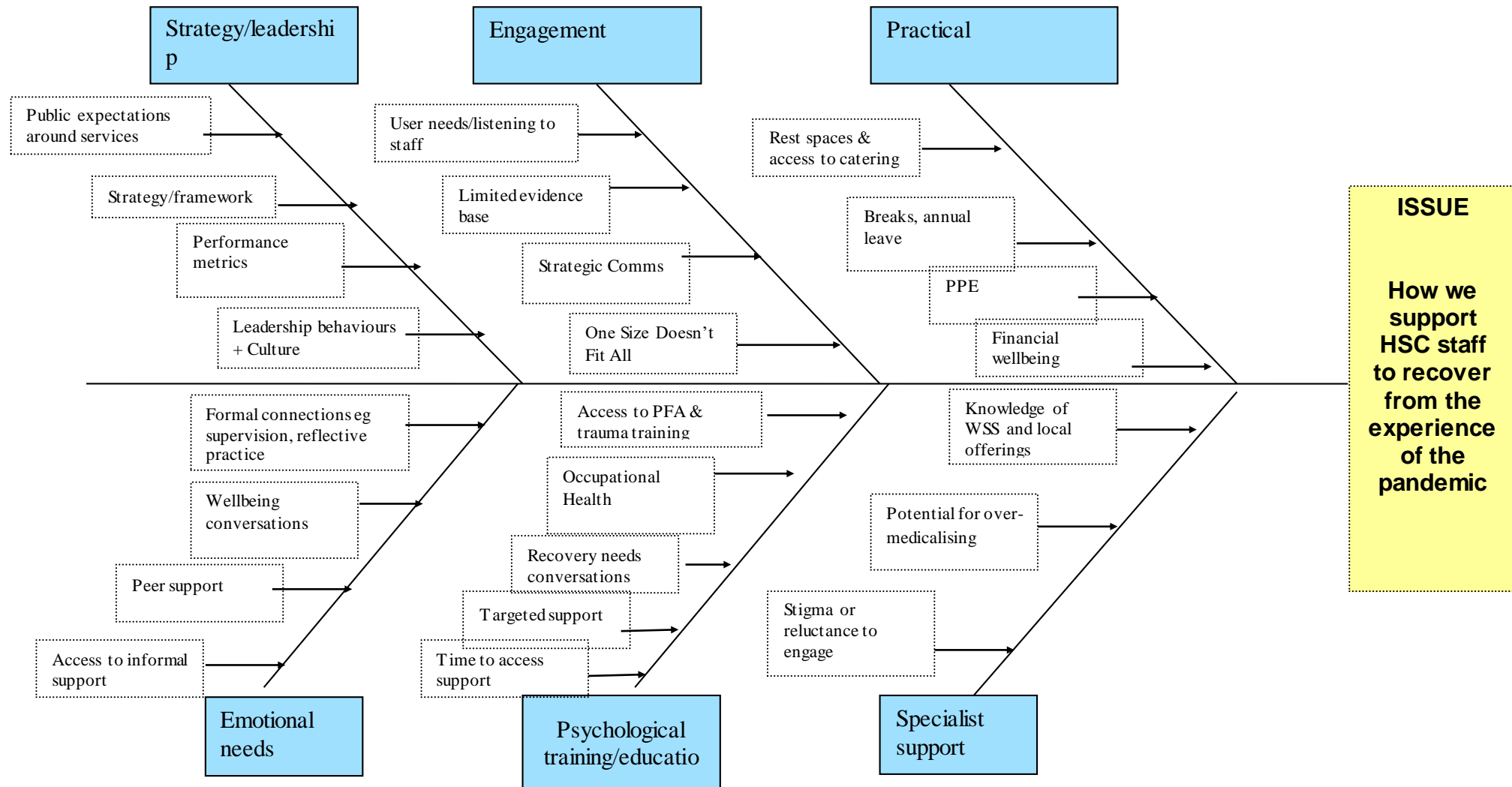


Evidence: decompression and recovery

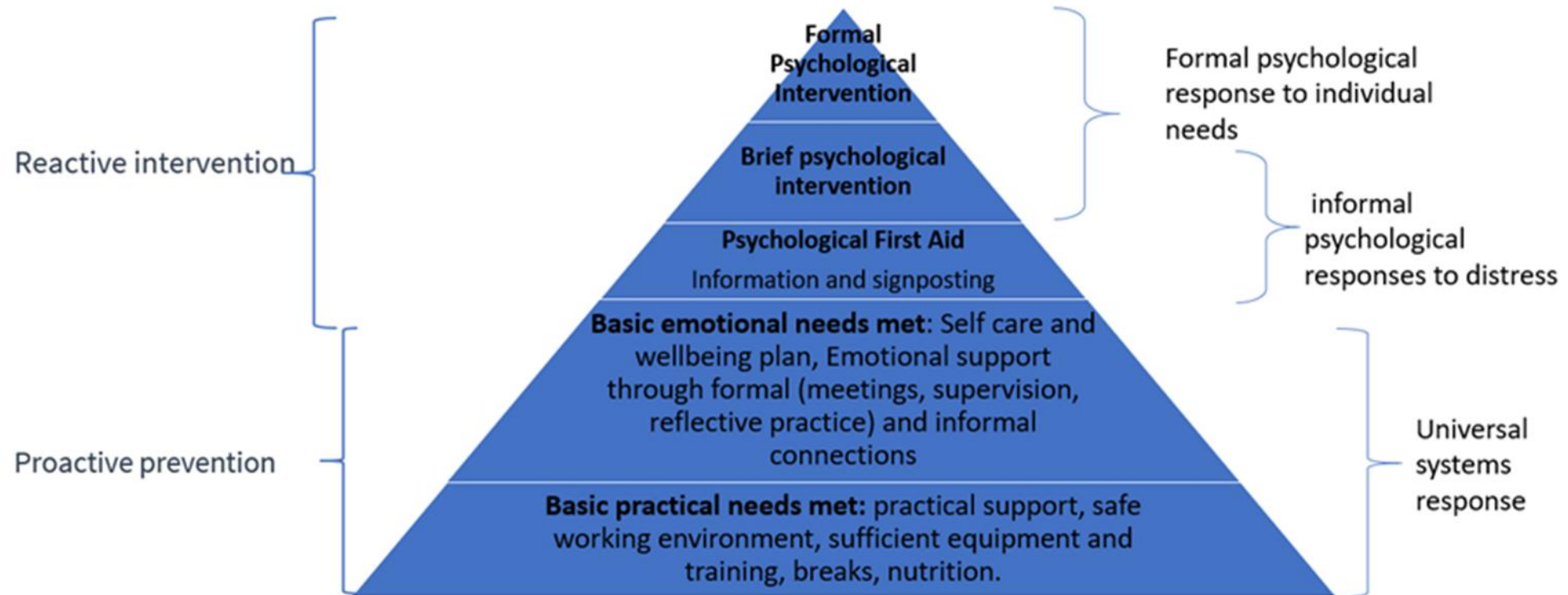
- The majority of people will **not have long-lasting negative mental health issues** as a consequence of the distress caused by the pandemic.
- Staff are most concerned about the **impact of re-mobilisation pressures** on an already fatigued workforce.
- Staff are anxious that **not enough time and space** will be given to help them recover.
- **Peer support**, opportunities for **reflection and regular supervision** are effective protective factors and can provide staff with required psychological safety, and such support is needed **at scale**.
- **Formal psychological treatment/interventions** are not required at scale, but it is important that those who need it **should be enabled to access this type of support**.



Cause and effect – fishbone diagram



Stepped care response (NES)



AIM

By August 2021 -
HSC staff are
supported by a
range of actions
and resources to
enable them to rest
and recover

PRIMARY DRIVERS

SG and HSC leaders
actively, and urgently,
prioritise recovery and
wellbeing

Recognise the
diversity of need
across the HSC
workforce

Recovery plan must
meet people's basic
practical and
emotional needs

People able to have
'psychologically
savvy' conversations
and signpost to
resources

Specialist
psychological
support is available
to those who may
need this

SECONDARY DRIVERS

Strategy embeds recovery & wellbeing as
fundamental interdependency

Management of public expectations

Workforce planning on recruitment/retention

Staff permitted/encouraged to take leave,
rest & access support

User needs analysis informs design of
solutions

Learning from experience/research shared

Local plans for practical support

Emotional support via formal and informal
connections

Staff feel safe in their work environment
both physically and mentally

Occupational Health and professional advice
available, inc on return to work

PFA and trauma training & resources

Self-care resources and support (local and
national), inc those available on the National
Wellbeing Hub

Staff empowered to look after their own
wellbeing

Workforce Specialist Service and
psychological interventions

CHANGE IDEAS/ACTIONS

National staff wellbeing framework + metrics

Leaders supported to role model behaviours

Chair and CEO objectives on recovery + wellbeing

Protected learning and development time for staff (eg
Primary Care)

Insight-led comms strategy to support recovery

Recovery-focused webinar programme to share learning
action research

Develop package of support for staff and students on
financial wellbeing *

Proposal for additional funding for rest areas in hospitals

New 'wellbeing conversations' toolkit

Focus on wellbeing/recovery at appraisal, with signposting
of resources

Bespoke support package for care home managers

National support for peer support and reflective practice

Options for bolstering Occupational Health inc. in relation
to support for wellbeing

Targeted promotion of PFA and trauma training/support

Communications/awareness-raising of available self-care
(inc kindness podcats) and specialist psychological
support available locally and via WSS

SLWG on Staff Recovery

- Wellbeing of the workforce is **fundamental driver** for recovery.
- Recognise and value the **critical role** health and social care staff have played throughout the pandemic.
- **‘Getting the basics right’** e.g. rest areas, annual leave, emotional support, time to access support and connect with colleagues.
- Embedding staff wellbeing in **strategic planning and delivery**.
- **Continue and evolve** local wellbeing support and maintain and continuously improve national initiatives.

Recovery workstreams

