

## Integrated Urgent Care / NHS 111 Workforce Blueprint



# Workforce Mental Health and Wellbeing



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## Introduction

Staff mental health and wellbeing is a key factor in the development of a sustainable Integrated Urgent Care (IUC) / NHS 111 Workforce. It is an important influence in staff satisfaction, performance, and retention, and is therefore recognised within the Workforce Blueprint.

In addition to factors external to work, IUC / NHS 111 employees and employers face a range of challenges from increasing call volumes and demand to case-related stressors – i.e. traumatic calls or burn-out through sustained repetition with little time for either reflection or access to feedback.

The direction of travel for mental health and wellbeing in the workplace is one of increasing importance. As work continues towards Parity of Esteem for mental health and wellbeing, employers must show equal consideration towards mental health, as is required for physical health concerns in the workplace.

Over the last two years, the IUC / NHS 111 Workforce Development Programme (WFDP) has been gathering evidence on the best interventions and approaches that will support the development and delivery of an organisational workforce mental health, health and wellbeing approach from both a practical and a strategic workforce policy level. We are in the process of bringing this work together with the work of the [NHS Healthy Workforce programme](#), which is aiming to publish a health and wellbeing framework for NHS staff in Spring 2018.

## IUC Service Specification

The IUC Service Specification published in August 2017 identified the importance of staff mental health and wellbeing and the need for commissioners and providers to ensure that:

- NICE guidance [PH22] on promoting healthy workplaces is implemented
- There are systems and processes in place to reduce staff turnover, maximise retention and encourage staff satisfaction
- Interventions such as Mental Health First Aid, Mindfulness, Schwartz rounds or accredited equivalents are considered for implementation

The NHS Health & Wellbeing Framework will provide advice and guidance on how to implement best practice interventions that will support providers and commissioners in delivering on this as part of contracting and service delivery.

The framework is also aligning to recommendations from Thriving at Work: a review of mental health and employers, an independent review of mental health and employers by Lord Dennis Stevenson and Paul Farmer, which sets out the standards all employers should implement. NHS employers, including all commissioners and providers, should keep informed of the policy developments that will come from the NHS Healthy Workforce Programme and NHS Improvement programmes supporting improved retention and reduced sickness absence, applying guidance and recommendations as they emerge.

Existing resources to support Mental Health and Wellbeing for the workforce can be accessed through the resources section.

## Resources

### **Thriving at Work: the Stevenson / Farmer review of mental health and employers**

#### **Thriving at Work independent review**

The independent review into workplace mental health, commissioned by the Prime Minister in January and led by Dennis Stevenson and Paul Farmer, looks at how employers can better support all employees including those with poor mental health or wellbeing remain in and thrive at work.

**Available here:** <https://www.gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers>

### **The Ambulance Staff Charity (TASC)**

#### **Supporting past and present ambulance staff and families**

The Ambulance Staff Charity is a volunteer organisation which helps both serving and retired ambulance personnel and their immediate dependents in times of exceptional hardship, poverty or personal need and treats each case on its presenting merits regardless of rank, departmental role or length of service.

**Available here:** <http://www.theasc.org.uk/>

### **Make Every Contact Count**

#### **Make Every Contact Count (MECC)**

MECC is an approach to behaviour change that uses the millions of day-to-day interactions that organisations and people have with each other to support them in making positive changes to their physical and mental health and wellbeing.

**Available here:** <http://www.makeeverycontactcount.co.uk/>

## **Mental Health First Aid England**

This MHFA document provides guidance on the content of a workplace mental health and wellbeing strategy, as well as practical guidance on implementing a workplace strategy.

**Available here:** <https://mhfa.com.au/sites/default/files/GUIDELINES-for-workplace-prevention-of-mental-health-problems.pdf>

## **The Ambulance Staff Charity (TASC) – Supporting past and present ambulance Mental Health Foundation Mental Health First Aid (MHFA) Workplace Prevention of Mental Health Problems**

The Managing Mental Health in the Workplace guide provides practical support and information that is useful in developing a workplace Mental health and wellbeing strategy.

**Available here:** <https://www.mentalhealth.org.uk/publications/managing-mental-health-workplace>

## **Mind Blue Light Programme**

Mind is delivering the Blue Light Programme to provide mental health support for emergency services staff and volunteers from ambulance, fire, police and search and rescue services across England and Wales.

**Available here:** <https://www.mind.org.uk/news-campaigns/campaigns/bluelight/>

## **Workplace Wellbeing Index**

The Mind Workplace Wellbeing Index provides a benchmark for best practice in Workplace Wellbeing policies. Employers can submit interest in the index which will help guide the development of best practice.

**Available here:** <https://www.mind.org.uk/workplace/workplace-wellbeing-index/>

## Managing and Supporting Mental Health at Work toolkit

This guidance, Managing and supporting mental health at work: disclosure tools for managers, contains information, practical advice and templates to help managers facilitate conversations about stress and mental health problems. The aim is to put in place support so employees can stay well and in work –meaning they perform at their best for the business while the employer retains talent and expertise.

Available here: <https://www.mind.org.uk/workplace>

## NICE

### Wellbeing at Work

Guidelines covering how to create the right conditions to support mental wellbeing at work. The aim is to promote a culture of participation, equality, and fairness in the workplace based on open communication and flexible working. Date of review; April 2018.

Available here: <https://www.nice.org.uk/guidance/ph22>

## NHS Digital Apps library

### Mental health apps

NHS Digital have designed web pages to bring together a number of digital tools that you can use for your health and care. The design is intentionally clear and easy to navigate so that people of all ages and digital ability can move around it.

Available here: <https://www.nice.org.uk/guidance/ph22>

## Public Health England (PHE)

### Public Health England & BITC (Business in the Community)

Business in the Community is the Prince's Responsible Business Network. Its members work together to tackle a wide range of issues essential to building a fairer society and more sustainable future. BITC provide a range of services, practical guidance and creative solutions that help businesses review, improve, measure and report. BITC has also launched a toolkit resource, helpful for all organisations that are exploring how to embed a wellbeing strategy into their organisation.

Available here: <http://wellbeing.bitc.org.uk/all-resources/toolkits/mental-health-employers>

## Public Health England (PHE)

### Connect 5

Connect 5 is a mental health promotion training programme developed from a unique collaboration between Public Health England (PHE) & Health Education England (HEE). It is designed to increase the confidence and core skills of front line staff so that they can be more effective in having conversations about mental health and wellbeing, help people to manage mental health problems and increase their resilience and mental wellbeing through positive changes.

**Available here:** <https://www.nwppn.nhs.uk/index.php/our-work/connect-5-train-the-trainer-programme>

### Mental Health Training and Promotion Programme

This resource is a collation of emerging practice examples of mental health promotion and prevention training programmes available in England for the core<sup>1</sup> and wider<sup>2</sup> public health workforce. Its purpose is to support those who wish to commission or deliver such training as part of building a public health system capable of meeting the growing mental health challenge.

**Available here:** <https://www.gov.uk/government/publications/public-mental-health-leadership-and-workforce-development-framework>

## Papyrus

### Prevention of young suicide

Papyrus draw from the experience of many who have been touched personally by young suicide across the UK and speak on their behalf in our campaigns and in an endeavour to save young lives. They deliver awareness and prevention training, provide confidential support and suicide intervention through HOPELineUK, campaign and influence national policy, and empower young people to lead suicide prevention activities in their own communities.

**Available here:** <https://www.papyrus-uk.org>

## Point of Care Foundation

### Improving patients' experience of care

The Point of Care Foundation is an independent charity which aims to humanise healthcare by improving the way people are cared for and supporting the staff who deliver care. Their Programmes include Schwartz rounds which provide staff with the opportunity to discuss emotional aspects of their work, the Heads of Patients Experience Network which facilitates peer learning and the Sweeny Programme which encourages healthcare workers to see experiences through their patients' eyes.

Available here: <https://www.pointofcarefoundation.org.uk/>

## Simply Health

### Workplace Wellbeing Strategy guidance

The Simply Health Workplace Wellbeing Strategy guide gives context to the development of workplace mental health and wellbeing strategies and their place in the workforce agenda.

Available here: [https://www.simplyhealth.co.uk/shcore/sh/content/pdfs/wellbeing\\_strategies.pdf](https://www.simplyhealth.co.uk/shcore/sh/content/pdfs/wellbeing_strategies.pdf)

## Workplace strategies for mental health

The Workplace Strategies for Mental Health Initiative provides a large number of resources for organisations and managers for developing workplace mental health and wellbeing strategies, as well as issue specific resources.

Available here: <https://www.workplacestrategiesformentalhealth.com/>



This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact 0300 311 22 33 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

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For more information about the Integrated Urgent Care / NHS 111 Workforce Blueprint, click [here](#).