



WORKPLACE HEALTH

& WELLBEING FRAMEWORK



Working together



Excellence



Openness & Honesty



Compassion

2022 – 2025

WHY DOES WELLBEING MATTER TO US?

The impact of the COVID19 pandemic has highlighted that looking after the wellbeing of our people is more important than ever. Our People Framework 2022-2025 identifies our three interconnected people priorities: **Wellbeing, Belonging and Growing**. Therefore our Workplace Health & Wellbeing Framework 2022-2025 is a critical building block of our People Framework.

A healthy, happy, engaged and resilient workforce is a productive one and when you serve the local community in the wide variety of ways that we do, this is essential.

Our H&WB Framework highlights our need to change the way we work as an organisation, to ensure staff wellbeing is integral to everything we do. As well as benefiting our people, an integrated approach to health and wellbeing should nurture heightened levels of engagement, and foster a culture where our people are committed and enabled to deliver safe, high quality, compassionate care and support.

'There is a clear case that poor staff health and wellbeing has a significant impact on the performance of NHS organisations.'

PROF MICHAEL WEST
2018

OUR HEALTH AND WELLBEING FRAMEWORK

We will look after the wellbeing of our people (Our People Framework – 2022-2025)

- Investing in creating a safe and healthy working environment for us all and promoting a culture of wellbeing, recognising the changing nature of work.
- Through our behaviours we show we care about colleagues and ourselves, listening to needs and concerns so that together we can take action to create a safe and supportive environment that becomes the best place to work for us all.

87%

of respondents agree that the Trust takes positive action on health and wellbeing.

**REGIONAL HSC STAFF
SURVEY 2019**

OUR HEALTH AND WELLBEING FRAMEWORK

Our H&WB Framework sets out our vision and aims for employee wellbeing. It outlines our areas of focus and key actions in supporting the delivery of Our People Framework.

We define wellbeing as:

'A sense of organisation, team and individual health, contentment and resilience in which our people are supported to make informed choices and engage in positive wellbeing behaviours in order to thrive.'

'To gain real benefit wellbeing must be integrated throughout the organisation, embedded in its culture, its leadership and its people management.'

CIPD, 2019

- Health & Wellbeing Strategy and Umatter health & wellbeing hub launched April 2018.
- SMT commit to a Take 5 Health and Wellbeing pledge and encourage managers and team across the Trust to pledge.
- Three working groups established to inform development and roll out of action plan of activity in support of staff physical and psychological health.
- Dedicated email address for Umatter established and introduction of 'Friday Focus' health and wellbeing emails with global reach.
- Take 5 steps to wellbeing photo competition and Prostrate Awareness Workshops introduced in support of Men's Health Week June 2018.
- Menopause Information event held October 2018 supporting World Menopause Day with the launch of a Staff Menopause Toolkit and leaflet.

2018

2020

- Results of HSCNI Staff Survey 2019 reviewed and engagement events organised for staff across all directorates 2020.
- Focused wellbeing plan developed in response to Covid19 pandemic ensuring the safety and wellbeing of our people.
- Menopause at Work Policy launched at virtual event October 2020.

OUR JOURNEY SO FAR...

SOME KEY ACHIEVEMENTS

2019

- Health Champion role developed and first meeting held January 2019.
- Review of Occupational Health service provision and case for more holistic wider multi-disciplinary support for teams and individuals including clinical psychology completed.
- Consultant Clinical Psychologist appointed March 2019 to lead an organisational approach to support and improve staff wellbeing and resilience.
- Chief Executive and HROD Director signed Regional HSC Workplace Health and Wellbeing Charter on behalf of the Trust May 2019.
- Men's Health Toolkit introduced.
- Staff health and wellbeing exhibition area incorporated into SHSCT Leadership Conference October 2019.

2021

- First virtual Menopause Café held to mark International Women's Day March 2021.
- Staff engagement survey on Umatter Website and Friday Focus emails May 2021.
- Guidance Notes for Staff Affected by Cancer introduced May 2021.
- Craigavon Area Hospital Medical Education Centre Health Care Library initiative launched June 2021.
- Version 2 of Umatter hub went live June 2021.
- Participated in Sustrans Active Travel Challenge and picked up Special Recognition Award October 2021.
- Annual Quality Improvement Event, November 2021 themed around health & wellbeing.
- International Men's Day November 2021 marked with video message from Trust CEO, events and resources.

OUR APPROACH

We see wellbeing as essential to **'creating a great place to work'** for our people and therefore is one of our three people priorities.

Wellbeing therefore needs to sit across all areas within our organisation, with a focus on creating a wellbeing culture that is championed at all levels, prevention focused and improves our standards and practices. Ultimately, we want to have a positive impact on the individual needs of all our people; recognising the diversity of our workforce.

A safe, healthy environment where wellbeing is integral to everything we do.



OUR HSC VALUES

WORKING TOGETHER

What does this mean?

We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.

What does this look like In practice? Behaviours

- I work with others and value everyone's contribution
- I treat people with respect and dignity
- I work as part of a team looking for opportunities to support and help people in both my own and other teams
- I actively engage people on issues that affect them
- I look for feedback and examples of good practice, aiming to improve where possible



EXCELLENCE

What does this mean?

We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high-quality, compassionate care and support.

What does this look like In practice? Behaviours

- I put the people I care for and support at the centre of all I do to make a difference
- I take responsibility for my decisions and actions
- I commit to best practice and sharing learning, while continually learning and developing
- I try to improve by asking 'could we do this better?'



COMPASSION

What does this mean?

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.

What does this look like In practice? Behaviours

- I am sensitive to the different needs and feelings of others and treat people with kindness
- I learn from others by listening carefully to them
- I look after my own health and well-being so that I can care for and support others

OPENNESS & HONESTY

What does this mean?

We are open and honest with each other and act with integrity and candour.

What does this look like In practice? Behaviours

- I am open and honest in order to develop trusting relationships
- I ask someone for help when needed
- I speak up if I have concerns
- I challenge inappropriate or unacceptable behaviour and practice

OUR HEALTH & WELLBEING PILLARS

We have focused our H&WB Framework on three priority pillars of integrated wellbeing:



**HEALTHY
WORKPLACES**
SUPPORTING YOU



**HEALTHY
RELATIONSHIPS**
STAYING CONNECTED



**HEALTHY
BODY & MIND**
BEING YOU

This framework will operate in parallel and complement our People Framework. Our three pillars overlap and support our three people priorities. Both frameworks will be drivers for a fully integrated wellbeing approach and successful positive cultural change within our organisation.

 **HEALTHY WORKPLACES SUPPORTING YOU**

We recognise this is about investing in safe, healthy, inclusive and engaging workplace environments.

REFLECTIVE COMFORTABLE
 INSPIRING
 SAFE HEALTHY
 INCLUSIVE WORKPLACES ENGAGING
 NATURAL WELCOMING

Our key priorities:

- 1. Improving staff experience and wellbeing:** address safe staffing levels and support staff and managers that are overstretched and under pressure.
- 2. Positive physical environment:** Providing and enhancing our physical working environment in order to ensure safe, welcoming and positive spaces for staff to work, rest and recuperate.
- 3. Supporting an ageing workforce:** Developing, reviewing and implementing effective people management policies and practices that support the needs of our ageing workforce.
- 4. Being inclusive, recognising and supporting diversity:** Being an inclusive workplace, recognising and supporting diversity.
- 5. Promoting financial wellbeing:** Enabling staff to deal with financial issues and encourage healthier financial decision-making and behaviour.



HEALTHY RELATIONSHIPS STAYING CONNECTED

We recognise the relationships we form with others and the ways our people work together with civility, respect and compassion are vital to our mental and emotional wellbeing. Promoting and enabling better communication and social connections promotes and supports good relationships in the workplace.

Having good-quality relationships can help us to live longer and happier lives with fewer mental health problems. Having close, positive relationships can give us a purpose and sense of belonging.

Our key priorities:

- 1. Team and individual support:** Providing support and development opportunities for individuals and teams to help review behaviours and enhance and develop relationships.
- 2. Building capacity to create connections:** Encouraging and creating opportunities for staff to connect with other people to help build stronger and closer relationships.
- 3. Compassionate and reflective conversations together:** Ensuring robust processes and policies are in place for staff supervision and reflective practice to meet the needs and differing challenges that staff are experiencing at work.
- 4. Supporting wellbeing conversations and personal planning:** Encouraging staff to have a role in influencing and embedding health and wellbeing within the Trust and supporting individuals and teams to have health and wellbeing conversations and personal development and action plans.
- 5. Addressing incivility:** Developing a culture of civility supporting individuals and teams to recognise and take action to address incivility in the workplace.

'Good workplace relationships may add to a person's mental health and may also help productivity at work. Employment relationships have been shown to have an important impact on job satisfaction, skill development and use, staff turnover, workplace morale, absenteeism, and quality of life.'

CHERMULY, C.C. & MEYER, B., 2015



HEALTHY BODY & MIND BEING YOU

We recognise the links between good mental and physical health. Both aspects need to be afforded significant attention. More than physical health; wellbeing is also about our mental, social, psychological and emotional health.

Regular physical activity provides a range of physical and mental health benefits. These include reducing the risk of disease, managing existing conditions, and developing and maintaining physical and mental function.

UK CHIEF MEDICAL OFFICERS' PHYSICAL ACTIVITY GUIDELINES. 2019

Mental health should be discussed openly with employees wherever possible and appropriate. This is not just about discussing mental health problems, but about creating an environment in which employees feel able to talk openly.

THRIVING AT WORK: STEVENSON/FARMER REVIEW OF MENTAL HEALTH AND EMPLOYERS, 2017

Our key priorities:

- 1. Mental Health Awareness:** In line with our existing commitments under the Mental Health Charter increase awareness of mental health and wellbeing and continue to develop an open and inclusive workplace culture which displays respect for those with mental ill health and provide supports where possible to staff as needed.
- 2. Recognising and responding to stress:** Developing guidance and training to support managers and staff recognise and deal with stress.
- 3. Promoting lifestyle and wellbeing:** Providing programmes and initiatives that enable staff to make informed, healthy choices that support better physical and psychological health.
- 4. Maintaining and managing musculoskeletal health:** Promoting good backcare and ensuring access to appropriate specialist services for staff experiencing musculoskeletal problems.
- 5. Support with chronic health conditions:** Ensuring access to appropriate specialist support services for staff requiring early intervention, or adjustments to manage a chronic health condition.