

STAFF WELLBEING
Oxleas NHS Foundation Trust
Preceptorship Programme for Nursing
Nurse Education Team

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Aim and Outcomes

- **Aim:**
 - To be able to reflect on the importance of our wellbeing and put it into practice.
- **Outcomes:**
 - To be able to identify the signs and symptoms of emotional and physical stress
 - Consider ways of developing healthy coping mechanisms
 - Apply these principles to teams and organisations
 - To know where to get help and support

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What contributes to our wellbeing?

- Health and wellbeing are important characteristics of human functioning for both the individual and society, as people with better wellbeing tend to have improved health and life expectancy (Mackay et al, 2019).
- The World Health Organization's (1946) constitution defined health as "a state of complete physical, mental and social wellbeing, and not merely the absence of disease or infirmity".
- The feelings of happiness, contentment, enjoyment, curiosity and engagement stem from "having some control over one's life and having a sense of purpose" (Aked et al, 2008).

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What is Burnout?

[Nursing Burnout - What Is It? How To Recognise It? - YouTube](#)



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What are we worrying about?



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When do you feel well?



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The five ways of wellbeing activity



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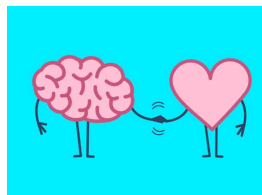
Key strategies to promote wellbeing

- Build self-esteem - remind yourself of your strengths and qualities. Replace negative thoughts with positive – reframe the issue.
- Maintain a supportive network of nursing colleagues. Talk about problems and make use of experiences.
- Be flexible in the face of change. Sudden changes can be disruptive. Look for positives.
- Develop positive thinking and optimism. A 'can-do' attitude helps see problems clearly and act appropriately.
- Pay attention to your own needs. Nursing is demanding – it's vital that you care for yourself as well as patients.
- Act to solve problems ASAP. The problem won't go away, the longer left the more stressed you will feel.
- Set reasonable goals to deal with problems. Break it down into small manageable steps. Experiment with strategies.
- Remember many problems nurses face in their work are the result of organisational weaknesses or failures. Try not to feel responsible for situations beyond your control.

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Path to developing positive wellbeing

- Get enough sleep
- Practice thought awareness
- Practice cognitive restructuring
- Learn from your mistakes and failures
- Choose your response

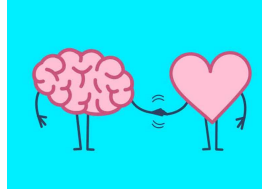


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Path to developing Positive wellbeing

- Smart effective goals
- Maintain perspective
- Build your self confidence
- Develop strong relationships with your colleagues
- Focus on being flexible

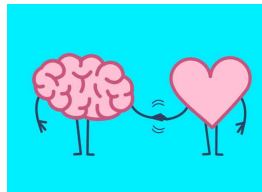
(Edmonstone 2013)



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Emotional intelligence

- Emotional intelligence is described as the ability to monitor or control one's own emotions, in addition to the emotions of those around you. This involves recognising feelings, self-awareness, how emotions affect relationships, and, if that isn't enough, how all of this can be managed.



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Social Awareness

Social Awareness refers to how people handle relationships and awareness of others' feelings, needs, and concerns. The Social Awareness cluster contains three competencies:

1. Empathy: Sensing others' feelings and perspectives, and taking an active interest in their concerns
2. Organizational Awareness: Reading a group's emotional currents and power relationships
3. Service Orientation: Anticipating, recognizing, and meeting customers' needs

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Self-Management

Self-Management refers to managing ones' internal states, impulses, and resources.

The Self-Management cluster contains six competencies:

1. Emotional Self-Control: Keeping disruptive emotions and impulses in check
2. Transparency: Maintaining integrity, acting congruently with one's values
3. Adaptability: Flexibility in handling change
4. Achievement: Striving to improve or meeting a standard of excellence
5. Initiative: Readiness to act on opportunities
6. Optimism: Persistence in pursuing goals despite obstacles and setbacks

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It's not OK: Tackling violence, aggression and abuse



It's not OK for staff to experience violence and abuse at work.

You have a right to be safe at work.

If you experience abuse or violence from patients, their carers or families, you will be supported.

We will:

- Support you** - offer you the personal support that you need
 - Take action** - challenge the person's behaviour and take legal action
 - Work with you and your team** to ensure a safe working environment
- All incidents that cause alarm or distress need to be reported so that action can be taken.

It's not OK: Tackling violence, aggression and abuse (The Ox) (oxleas.nhs.uk)

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Their role of the Health & Wellbeing Champions is to:

- Offer guidance or advice where needed, signposting colleagues to support offers, or advising them to speak to Occupational Health or Employee Assistance Programme services, as required,
- Encourage and support colleagues to have wellbeing conversations with one another,
- Help to introduce an inclusive, compassionate, supportive and values-based culture that focuses on the wellbeing of colleagues, with the understanding that this also impacts positively on patient care,
- Work collaboratively to consider how the organisation can best support its workforce,
- Share the most up to date information on both national and local offers available to staff,
- Support the development of guidance and tools for managers, to ensure there is a consistent approach used across the trust for wellbeing conversations.

You can visit our page on The Ox: [Health and wellbeing \(The Ox\) \(oxleas.nhs.uk\)](https://oxleas.nhs.uk) for further information and resources. Check out our Health & Wellbeing campaigns calendar and look out for some Health & Wellbeing champion events for the year.

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Professional Nurse Advocate



The Professional Nurse Advocate (PNA) is a practicing nurse who has received extra training to support nurses and other colleagues within the trust, who may need help with burnout, career development, workplace issues, disciplinary matters or many other things.

PNA's are trained in the A-EQUIP model (Advocating for Education, Quality, and Improvement) and offer support through:

Restorative Clinical Supervision (RCS)
 Personal action for Quality Improvement
 Education, development, and monitoring
 Evaluation and quality control
 (Structured supervision, support for QI, careers conversations and signposting)
[Professional Nurse Advocate \(The Ox\) \(oxleas.nhs.uk\)](https://oxleas.nhs.uk)

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Employee Assistance Programme (EAP)

- Part of an ongoing commitment to employee wellbeing, our EAP providers offer all employees free access to emotional and practical support.
- EAP providers are external organisations, who are entirely independent, so support and advice are completely confidential.
- When you are anxious or stressed about something personal or work-related it can be difficult to be your best at work or at home.
- [Employee Assistance Programme \(EAP\) \(The Ox\) \(oxleas.nhs.uk\)](https://oxleas.nhs.uk)

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The Guardian Service

- The **Guardian Service** is external, independent and confidential, and supports colleagues in all roles and at all levels who may wish to raise an issue of concern in the workplace.
- Guardians appointed to us as an organisation, provide a reporting liaison service covering patient care and safety, whistle blowing, harassment, bullying and work grievances.
- Information and emotional support is offered in a strictly confidential, non-judgemental manner and in off-the-record discussion. If you contact the service, you will be helped to articulate your concern and decide on a course of action.
- The 24-hour service is available to all staff who may not wish to raise an issue via our informal channels, such as with their line manager, one of our key contacts (see right) or via one of our [Peer Facilitators](#).

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The Guardian Service can:

- Listen to any work-related concern, whatever the time of day or night
- Offer independent, confidential, non-judgemental, supportive staff liaison
- A confidential meeting which is not recorded in any way or information shared without express permission
- Escalate concerns anonymously or with permission with your name for patient or staff safety issues
- Be supportive of an open, honest reporting culture
- Access senior decision makers within the trust who can help resolve issues raised
- Facilitate a meeting between the parties involved, if all agree to that
- To contact your Oxleas Guardian, please:
 - Call: **0333 577 6773**
 - Email: contact@theguardianservice.co.uk

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Peer Facilitation

- This is an informal and supported conversation with the hope of resolving issues and reducing conflict, where there may have been a communication breakdown between two people. These are also known as round table discussions.
- Peer Facilitation is a confidential intervention to reduce conflict and promote better understanding between parties.



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Equality, Diversity and Human Rights Team

- [Black and Minority Ethnic xtra \(BAMEx\) Staff Network](#)
- [Staff Disability Network](#)
- [Lesbian, Gay, Bisexual and Transgender \(LGBT+\) Network](#)
- [Lived Experience Network \(LEN\)](#)



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References

- Julia Telfer University of Greenwich lecturer Emotional resilience, Preceptorship program Oxleas NHS Foundation Trust
- [Cultivating resilience as a nurse \(independentnurse.co.uk\)](#)
- ["Team performance and morale are linked to emotional intelligence" | Nursing Times](#)

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