

A whole range of wellbeing support offers are available from the NHS People for colleagues across all care sectors including Primary and Social care through helplines, online Apps and coaching.

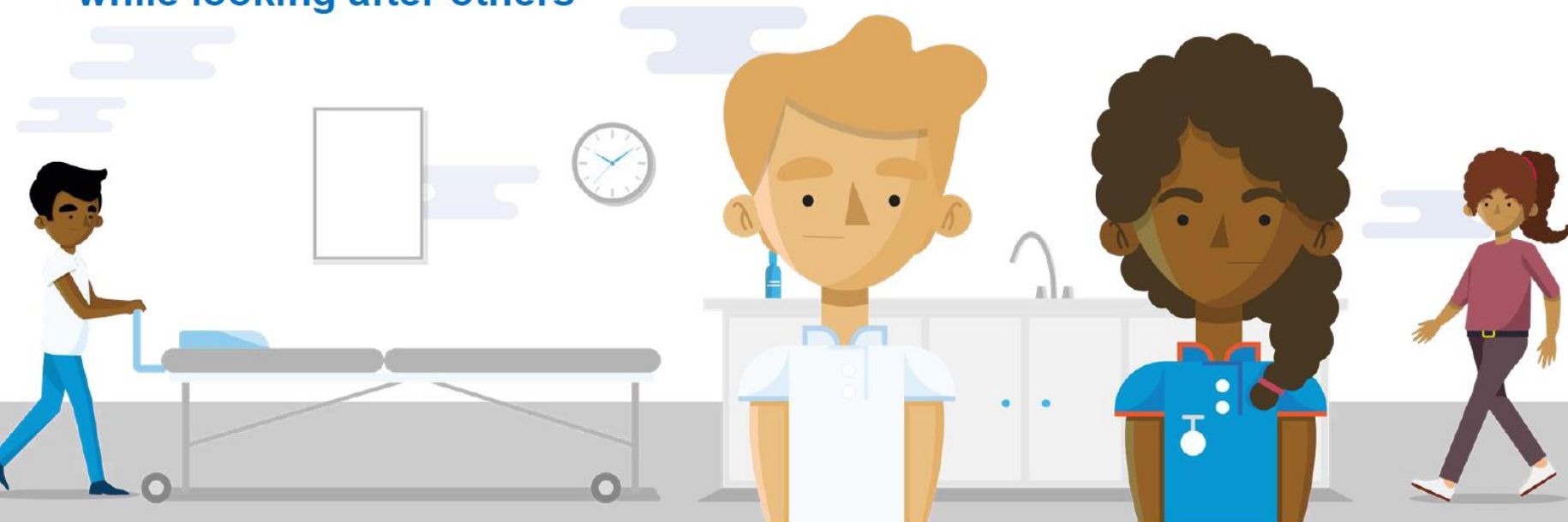
**Please continue to share and promote within your organisations/teams so that colleagues can access the support if they need it**

To access these support offers please go to  
<https://www.england.nhs.uk/supporting-our-nhs-people/>



# Supporting Our NHS People

Helping you manage your own health and wellbeing  
while looking after others



# Supporting Our NHS People

## Helping you manage your own health and wellbeing while looking after others

Now more than ever, our NHS people deserve a comprehensive package of emotional, psychological and practical support. A range of guides, apps and events to support the wellbeing of you and your team is available at: [www.england.nhs.uk/people](http://www.england.nhs.uk/people) or contact [ournhspeople.hwb@nhs.net](mailto:ournhspeople.hwb@nhs.net)



**Staff support line:** Confidential staff support line, operated by the Samaritans and free to access from 7:00am – 11:00pm, seven days a week.

**Call:** 0800 069 6222 or **Text: FRONTLINE** to 85258 for support 24/7 via text

**Bereavement support line:** Confidential bereavement support line, operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week.

**Call:** 0300 303 4434

**Free access to a range of mental health and wellbeing apps** including access to Headspace (free access until 31 Dec 21)

Unmind (free access until 30 Jun 21)

Daylight and Sleepio (NHS staff have up until 31 Mar 21 to sign up and will have free access for 12 months)

You can also access online resources on the recently launched Wellbeing Guardian role, including slides from the launch event, the full guidance and a shorter implementation guide for systems: <https://people.nhs.uk/executivesuite/support-in-difficult-times/wellbeing-guardians/>

## NHS England and NHS Improvement



# Online support and counselling

## Virtual staff common rooms

In partnership with NHS Practitioner Health, we have developed virtual staff common rooms for colleagues across the NHS and the ambulance sector.

The common rooms are safe and supportive spaces for colleagues to stay mentally well. By joining, you will have time to:

- Reflect
- Share frustrations and experiences
- Find ways to cope with how COVID-19 is affecting your life at home and at work

Hosted by an experienced and approved practitioner, the confidential session lasts one hour and will have a maximum of ten NHS participants.

**To book a session:** <https://www.events.england.nhs.uk/events/common-rooms>

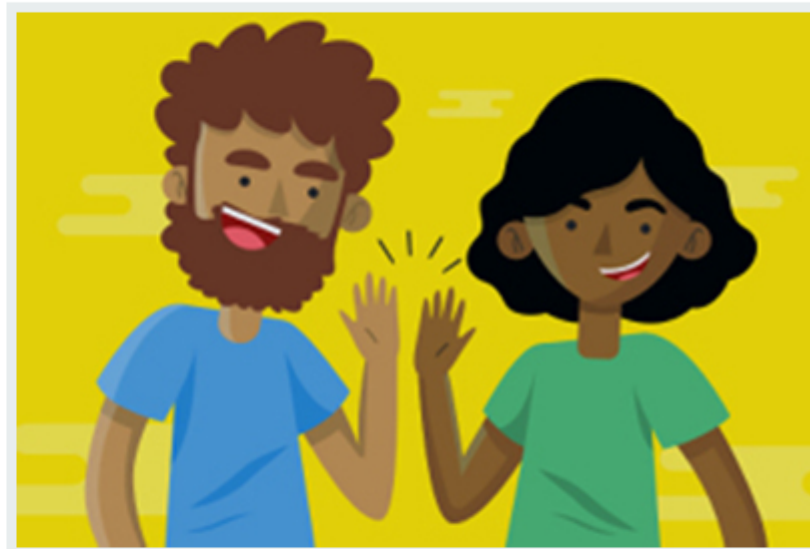
**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/wellbeing-support-options/support-offers/>



## Looking after you too

**We recognise that our frontline primary care colleagues involved in the delivery of primary care services, both clinical and non-clinical, are facing unprecedented challenges through COVID-19. We are keen to ensure all staff delivering frontline primary care services feel supported to maintain their psychological wellbeing during this time, enabling them to maintain the delivery of frontline primary care.**

Individual coaching support is available with a highly skilled and experienced coach. This will be a space for you to offload the demands of whatever you are experiencing and be supported in developing practical strategies for dealing with this. It might be that through a one-off conversation you have all the strategies you need to cope with your situation and stay well. Or you might find a few sessions helpful. It is all led by you.



# Wellbeing resources

## Financial health and wellbeing support

We recognise that this is a difficult time for our NHS people and we know that financial concerns have consistently been in the top five reasons our people call the free support helpline run by the Samaritans.

We've partnered with the Money and Pensions Service to bring you financial wellbeing support to help you manage your finances at home so you can:

- Join one of our online financial wellbeing events
- Visit the Money and Pensions Service for support, guidance and tools



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/wellbeing-support-options/support-offers/>

# Wellbeing resources

## Substance misuse and gambling support

Recognising the increasing pressures on NHS staff, we have put together a range of information on substance misuse and gambling support available through a number of organisations.

### **Substance misuse**

Substance abuse or misuse can severely affect a person's physical and mental health, and can impair their ability to function. It can equally cause harm to others around them. There are a range of services and helplines that can provide support for those who may need somebody to talk to.

### **Gambling**

Problem gambling can have a devastating impact on individuals and families in all areas of life, including relationships, physical and psychological health and wellbeing, work and self-esteem. There is help available, not only for gamblers but also for their friends and family.

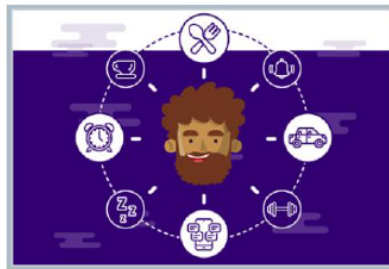
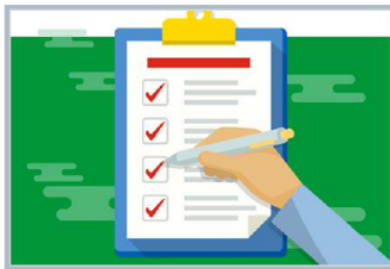
**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/wellbeing-support-options/support-offers/>



# Wellbeing resources

## Health and wellbeing guides

We've worked with a team of experts to develop over 20 short guides to help support you with skills and new ways to improve your experience of work. Our guides cover topics such as getting a good night of sleep, personal resilience, support for line managers, guidance on how to be a compassionate leader during a bereavement and tips on how to run your own 10 minute Pause Space.



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/How-to-guides/>

# Support for leaders

## Support for all leaders includes:

- 1:1 coaching and mentoring support sessions
- Leadership support circles
- 10 evidenced-based behaviours for leading through COVID-19 and beyond

## Support for exec leaders includes:

- Leadership stories and reflections
- 1:1 psychological support
- Chief executive common rooms
- Virtual action learning sets



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/wellbeing-support-options/>



# Primary Care Wellbeing (Team)

## Looking after your team

**#LookingAfterYourTeam: Coaching support for those who lead, manage or organise a team or group in primary care.**

Frontline primary care colleagues have been facing unprecedented challenges through Covid-19, which is why our [#LookingAfterYouToo coaching space](#) was established.

Available since April 2020 it has supported thousands of primary care colleagues to process their experiences, offload demands and develop coping skills to look after themselves.



Our new **#LookingAfterYourTeam** service will create an opportunity for **individuals who lead, manage or organise teams, groups, services or networks**, to access coaching about their team. Coaching support is available with a highly skilled and experienced coach and is centred around compassionate and collaborative team leadership. The aim is to encourage psychological wellbeing and resilience in teams while supporting them to continue to deliver projects, services and high-quality care to patients.

The coaching will be orientated towards proactively supporting you to work with your team to develop practical strategies, making small improvements and amplifying the voice of primary care across the system.

# Resilience Hubs

**keeping well**  
support for health and care staff

**NHS**

Free, fast and confidential psychological support

**Feeling stressed, anxious or low in mood?**

Get help quickly, call  
**01908 724227**

[www.keepingwellblmk.nhs.uk](http://www.keepingwellblmk.nhs.uk)

Keeping Well is a free confidential psychological support service run by care professionals for care professionals, in Bedfordshire, Luton and Milton Keynes

## Staff Mental Health Resilience Hubs

- Four Hubs established across East Region
- Offers proactive outreach and engagement support
- Delivers rapid clinical assessment and provides onward referral and care co-ordination to deliver rapid access to mental health services



We know life is stressful right now,  
we are **here for you.**  
**0344 257 3960**  
**hereforyou@nhs.net**

Call us if you work in healthcare, social care, the voluntary sector or not-for-profit sector in Essex or Hertfordshire and need someone to talk to.



**NHS**  
Norfolk and Suffolk  
NHS Foundation Trust

Are you working through  
the COVID-19 pandemic as  
a health, social or care worker  
in Norfolk or Suffolk?



**How are you feeling?**  
If you are feeling anxious, tearful, worried, stressed,  
guilt-ridden, upset, exhausted, irritable or overwhelmed –  
I'm here to help.

**STAFF SUPPORT LINE**  
**0300 123 1335**

You can also email us on [staffsupport@nsft.nhs.uk](mailto:staffsupport@nsft.nhs.uk)  
Calls are FREE and confidential: 9.30 am – 4.30 pm, Monday to Friday

**For ALL health, social and care workers.**



Your call will be answered by trained  
staff who will listen and link you to  
our specialist team if needed.

Service provided by Suffolk Mind  
Suffolk Mind