

Wellbeing conversations – A manager's guide

Your role

The pandemic has made it important to have regular and informal conversations with your staff about their wellbeing. We are recommending that at least one wellbeing conversation takes place annually as part of an existing catch up scheduled with your team members, for example, in 121's, supervisions, performance appraisals.

Wellbeing conversations aim to support staff in managing their wellbeing at work and at home and to signpost them to support services aligned to their individual needs. The ELFT personal wellbeing plan (details below), although owned by the employee, is a tool to help you structure the conversation on elements that are key to their wellbeing.

As a manager, you are not expected to have all the answers nor provide solutions to all the challenges a staff member may be facing. All we ask is that you are supportive, empathetic and willing to listen.

- Show and talk about the importance of wellbeing
- Create conditions where the wellbeing of your team is supported
- Be active in role modelling your own wellbeing - you have an impact on those around you
- Engage your team to take positive steps to improve their wellbeing and signposting them to the relevant support systems

Having the wellbeing conversation

- Use the wellbeing wheel for guidance on areas to cover
- Identify positive steps that the individual can take to improve the elements of their wellbeing that they have highlighted as a concern
- Discuss what support they need from you as their manager
- Signpost wellbeing resources available to support the employee's unique requirements (Appendix A)
- Agree a review date in the future

The ELFT BE WELL wheel



For more information on the ELFT BE WELL wheel visit <https://www.elft.nhs.uk/intranet/all-about-me/staff-wellbeing-benefits-discounts-and-schemes/wellbeing-resources-wellbeing-wheel>

Conversation starters

- How are you doing?
- What have you been working on today?
- We are living in unprecedented times, how are you coping with things at the moment?
- We haven't caught up in a while and I wanted to take this time to check in with you

The ELFT personal wellbeing plan

- To help facilitate the wellbeing conversation, including questions to ask, we have created an ELFT personal wellbeing plan : https://www.elft.nhs.uk/system/files/2024-09/ELFT_Wellbeing_Conversations_Personal_Wellbeing_Plan_V2_9.24.pdf
- If you would like to use this plan to guide the conversation, familiarise yourself with the plan prior to engaging with your team member
- On completion, the ELFT wellbeing plan is the employee's to own
- This completed document does not need to be sent anyway, although there will be a reminder check box incorporated into either the appraisal form/ESR to ensure that at least one wellbeing conversation has taken place within the year.

For more information and support on facilitating a wellbeing conversation please follow:

<https://people.nhs.uk/guides/health-and-wellbeing-conversations-support-for-facilitators/>

For any queries please contact: elft.employee.engage@nhs.net

See Appendix A below for internal and external wellbeing offers and support for staff

Appendix A



ELFT'S EMPLOYEE ASSISTANCE PROGRAMME



HELP

HELP | Employee Assistance

NHS

East London
NHS Foundation Trust

EMPLOYEE ASSISTANCE PROGRAMME

For confidential, independent and unbiased information and guidance from a team of trained wellbeing and counselling practitioners,

contact us on 0800 030 4302

Employee Assistance Programme offers support and information on:

HEALTH & WELLBEING



- Mental health
- Physical health
- Bereavement
- Alcohol & drug misuse
- Trauma

MONEY WORRIES



- Debt
- Gambling
- Financial
- Wellbeing

CARERS



- Childcare
- Eldercare

CONSUMER & LEGAL



- Family
- Neighbours
- Crime

FAMILY & HOME



- Relationships
- Children
- Social

WORK / LIFE



- Bullying & harassment
- Career/job stress
- Management support
- Sickness absence
- Work/life balance
- Personal effectiveness

***Note for immediate families:**

- No counselling sessions shall be offered to immediate family unless the employee requests it as part of couple counselling.
- No legal or debt management services will be made available to immediate families.

**** Confidentiality may be compromised in exceptional circumstances only. For example, where the employee is assessed as being a harm to themselves or to others, or is allegedly involved in a serious crime or where the law requires a disclosure. Should any of these situations occur, we will always strive to discuss it first with the employee.**

ELFT WELLBEING SUPPORT RESOURCES

There are a number of internal and external wellbeing resources available to ELFT employees. Please kindly see below for these resources, each linked to the ELFT employee wellbeing wheel's 5 wellbeing areas:

Emotional Wellbeing	
Internal Support	ELFT's Emotional Support Call-Back Service - can be accessed by emailing elft.communications@nhs.net
	Occupational Health (Optima Health) - can be contacted on 01327 810777 or by emailing: team4@optimahealth.co.uk
	IAPT/Talking Therapies Services - staff who refer themselves to IAPT services run by ELFT will be given priority - so make it known that you are a member of staff, available in Bedford , Newham and Tower Hamlets
	Bullying & Harassment Advisors - have you ever felt the need to talk to someone about how a colleague or manager is treating you? Do you feel you are undermined at work? Do you dread going to work because of how someone treats you? Do you find yourself trying to cope with unwanted behaviour? For further information please click on link: https://www.elft.nhs.uk/intranet/all-about-me/bullying-and-harassment-support-advisers
	Freedom to Speak Up - the freedom to speak up team is here to listen. Speaking up about any concern you have at work is really important, in fact, it's vital because it will help us to keep improving our services for all patients as well as the working environment for our staff. For further information please click on link: https://www.elft.nhs.uk/intranet/all-about-me/freedom-speak
	Coaching - Please see link to access a coach or mentor in ELFT https://elft.onpld.com/
	ELFT Mediation Service - creates an opportunity for all staff to resolve conflict at work in a confidential way. Please contact your People & Culture Advisor for more information.
External Support	Silver Cloud is free to access for all ELFT staff. Silver Cloud provides access to a CBT (Cognitive Behavioural Therapy) online platform by using the access code: kwnelselfhelp https://kwnel.silvercloudhealth.com/signup/
	Suicide Support - National Suicide Prevention Helpline UK offers a supportive listening service to anyone with thoughts of suicide. You can call the National Suicide Prevention Helpline UK on 0800 689 5652 (open 24/7)
	Staff Support Line - NHSEI has a confidential staff support line, operated by the Samaritans and free to access from 7:00am – 11:00pm, seven days a week. This support line is here for when staff have had a tough day, are feeling worried or overwhelmed. Whatever your worries, trained advisers can help with signposting and confidential listening. Call: 0800 069 6222 Alternatively, you can text FRONTLINE to 85258 for support 24/7 via text
	Bereavement Support Line - NHSEI has a confidential bereavement support line, operated by Hospice UK and free to access 8.00am and 8.00pm, seven days a week. A team of fully qualified and trained bereavement specialists are available to support with bereavement and wellbeing issues relating to loss experienced through work. Call: 0300 303 4434
	Bright Sky App - Providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know. The app is also available to use in Polish, Punjabi and Urdu. For more information, please see details and advice about using the app in your app store: Bright Sky in Apple Store

	Bright Sky in Google Play
	Ocean - which stands for Offering Compassionate and Emotional Support for those living through birth trauma and loss. For more information please click link: https://www.elft.nhs.uk/intranet/news/ocean-service-launch-event-report
	Domestic Abuse Support - please contact a helpline such as Refuge: 0808 2000 247 or visit https://www.refuge.org.uk/
	Headspace - provides mindfulness and mediation tools. Free for NHS staff. https://help.headspace.com/hc/en-us/articles/360044971154-Headspace-for-the-NHS
	Sleepio - is a personalised sleep improvement programme. Free for NHS staff https://www.nhs.uk/apps-library/sleepio/
	NHS in Mind - is a free platform containing interventions to help combat high anxiety, panic and fatigue https://www.nhsinmind.co.uk/
	Together in Mind - are podcasts and resources that support the wellbeing of NHS staff https://togetherinmind.nhs.uk/
	Samaritans - Samaritans works to make sure there's always someone there for anyone who needs someone. If you would like to contact a Samaritan, please call 116 123 for free 24/7 emotional support, there is also a free web chat service which can be accessed on www.samaritans.org
	Good Thinking - provides free wellbeing support to NHS staff https://www.good-thinking.uk/
	Butterfly Hug is an online resource for traumatic stress relief using the 'butterfly hug' technique.: https://www.counselingconnectionsnm.com/blog/try-the-butterfly-hug-to-help-with-ptsd-symptoms
	Thrive LDN - have toolkits on how to support your emotional wellbeing. For more information click link: https://thriveldn.co.uk/
	Unimind - is a mental health platform that empowers staff to proactively improve their mental wellbeing, please follow the link below for access https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/unmind/
	Lateef Project - Inspired Minds and the Lateef Project have partnered with the NHS Muslim Network and NHS England and NHS Improvement's Health and Wellbeing Team to provide a free confidential and Islamic-based counselling service for our NHS people, delivered by qualified counselling therapists. https://www.lateefproject.org/get-support
	Worklife Central – The app offers a curated collection of positive and practical support, delivered through expert-led webinars, seminars, support groups, peer insights, online articles, blogs and podcasts. Their aim is to help improve wellbeing and support a healthy work / life balance. Available free to NHS Staff: https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/worklife-central/
	Supporting our NHS People – for further support offered to all NHS employees, on a wide range of topics, kindly follow the links below: https://www.england.nhs.uk/supporting-our-nhs-people/ https://www.england.nhs.uk/supporting-our-nhs-people/support-now/
Financial Wellbeing	
Internal Support	ELFT Hardship Fund - provides financial support to help when it is most needed. Details can be found on the Trust intranet: https://www.elft.nhs.uk/intranet/financial-support-and-advice
	Salad Money Mind - if you're struggling with managing your finances and you need some support, Salad Money Mind is the place to go. Please click link for further information:

	https://www.elft.nhs.uk/intranet/financial-support-and-advice
	Home Technology Benefits Scheme - The Trust has introduced a scheme to enable you to spread the cost of home and electronic purchases by deducting monthly amounts from your salary, details can be found on the Trust intranet: https://www.elft.nhs.uk/intranet/all-about-me/staff-wellbeing-benefits-discounts/salary-sacrifice-deductions
	Discounts with Vivup – The Trust salary sacrifice partner, Vivup, offers staff exclusive discounts on retail, leisure and other services, staff can sign up to access discounts and offers for free https://www.vivup.co.uk/users/sign_in
	Holiday Play Schemes - The Trust offers a 40% subsidy towards the cost of Holiday Play Schemes during school holidays, please see application form below: <div> <div>Holiday Playscheme Subsidy Claim Form.pdf</div> </div>
	The Credit Union - is a long established savings and loans co-operative that encourages people to save rather than borrow. Thousands of employees across London and surrounding region already take advantage of a payroll savings scheme which allows you to have your savings, or loan repayments, deducted directly from your salary. Further information can be found on the Trust intranet. https://www.elft.nhs.uk/intranet/financial-support-and-advice
	ELFT has joined the ' Working with' Cavell Nurses' Trust membership programme. The Cavell Nurses' Trust supports UK nurses, midwives and healthcare assistants both working and retired when they're suffering personal or financial hardship, often due to illness, disability, older age and domestic abuse. Further information can be found on the below link. https://cavellnursestrust.org/#:~:text=We%20help%20nurses%2C%20midwives%20and,im pact%20of%20rising%20living%20costs.
	Car Lease Scheme - is a salary sacrifice scheme where staff can purchase a car and pay for it over several months for more information please click intranet link: https://www.elft.nhs.uk/intranet/all-about-me/staff-wellbeing-benefits-discounts/salary-sacrifice-deductions
	Cycle to Work Scheme - allows you to purchase a bike through salary deduction making savings on Tax & NI contributions, for further details please visit www.vivup.co.uk
	Barracudas - offer NHS staff £10 off their weekly rate and half price extended hours at their activity camps, book here: https://www.barracudas.co.uk/ . Please email elft.employee.engage@nhs.net for the latest discount code.
	NHS Telephone Support Line - can be contacted to receive impartial money guidance and it's free. Call 0800 448 0826.
External support	Budget Planner Tool - puts you in control of your household spending. For more information click link: https://www.moneyhelper.org.uk/en/everyday-money/budgeting/budget-planner
	Blue Light Card - is a benefits and discount site which costs £4.99 to register. It offers discounts to a multitude of stores that you wouldn't want to miss out on. For more information click link: https://www.elft.nhs.uk/intranet/all-about-me/staff-wellbeing-benefits-discounts/discounts-offers
	Health Service Discounts - is a free discount site available to all NHS staff. So before purchasing next to anything, first have a look through this website to see if you qualify for a discount. There are hundreds of well-known brands offering discounts to NHS employees that you wouldn't want to miss. For more information click link: https://healthservicediscounts.com/

	Dunham McCarthy - offer NHS staff free will writing webinars as well as free specialist mortgage advice service . Please email elft.employee.engage@nhs.net for upcoming Will Writing Webinar dates.
	London Koru Kids - provides help to find part time and after school nannies. www.korukids.co.uk
	SearchChildcare - offers information, advice and support on registered childminders https://searchchildcare.org.uk
	Busy Bees Childcare - offers care for children age 4 and over with free registration for NHS staff https://www.busybeeschildcare.co.uk/ <i>(This offer depends on each nursery and whether they accept the NHS Blue Light Card. Please inquire at your choice of nursery).</i>
	The Debt Respite Scheme (Breathing Space) - will give someone in problem debt the right to legal protections from their creditors. https://www.gov.uk/government/publications/debt-respite-scheme-breathing-space-guidance/debt-respite-scheme-breathing-space-guidance-for-creditors

Physical Wellbeing

	Flu Vaccines - if you're looking to get a flu jab please contact the mailbox below. The flu campaign usually takes place between September/October until March each year elft.fluleadquiries2023-24@nhs.net
	Cycle to Work Scheme - allows you to purchase a bike through salary deduction making savings on Tax & NI contributions, for further details please visit www.vivup.co.uk
	Eye Care vouchers – for access to free eye care vouchers, further information can be found on the Trust intranet : https://www.elft.nhs.uk/intranet/eye-tests
	Menopause - for further information on how ELFT approaches the Menopause, please see the below guidance: https://i.emlfiles4.com/cmpdoc/4/5/4/5/8/files/874046_elft_menopause-at-work-guidance.pdf
	Are you getting serious about giving up smoking ? You may notice the Trust's new no smoking posters are in position. These are being complemented by leaflets which are available in all areas, if you would like to quit then please contact elft.stopsmoking@nhs.net for further information.
	MOT Health Checks – these checks take place throughout the year in each directorate, so please do look out for the adverts in the ELFT bulletins.
	Yoga & Pilates classes – Yoga & Pilates classes are available to staff throughout the year and details of when sessions will take place will be corresponded in ELFT Bulletins as well as on the Wellbeing intranet page: https://www.elft.nhs.uk/intranet/all-about-me/staff-wellbeing-benefits-discounts/fitness

External Support	Gym Memberships – All NHS staff are entitled to an NHS corporate discount when you show your NHS ID badge to any local leisure centre/gym that offers this discount.
	Yoga classes - Dawn Boulanoff facilitates free yoga classes for NHS staff. To find out more info please contact Dawn on dawnyoga4you@hotmail.co.uk
	Santander & Lime access - Santander offers a 50% discount on their annual membership fees to NHS staff if this of interest- just use your NHS email to contact enquiries@santandercycles.tfl.gov.uk Lime Access – 50% off of eScooter and eBike rentals with Lime Access https://web.fountain.com/limebike/apply/united-kingdom-uk-lime-access
	Cooper Box Arena & London Aquatics Centre - offer all staff 20% off on membership fees.

Social Wellbeing	
Internal Support	<p>If you are interested in finding out further information regarding the ELFT networks, please make contact with the relevant leads, details for each network can be found using the below link: https://www.elft.nhs.uk/intranet/search?intranet_search_api_fulltext=networks</p>
	<p>ELFT in1Voice – The Trust choir reconvenes for major projects and events across the Trust. If you are interested in joining, contact choir lead on fionakelly2@nhs.net</p>
	<p>Annual Staff Awards – Would you like to see what the staff awards event looks like? We encourage you to nominate an individual or team for an award and book tickets for this year's event, taking place in October, link below: https://www.elft.nhs.uk/intranet/all-about-me/staff-wellbeing-benefits-discounts/employee-awards</p>
External Support	<p>There are many methods to stay connected with others such as Zoom, which is a free and easy to use video chat https://zoom.us/download</p>
	<p>Spotify - can help you to create collaborative playlists with friends and listen to podcasts. Download the app https://www.spotify.com/</p>
Environment Wellbeing	
Internal Support	<p>War on Waste – makes a huge difference to the Trust's climate change/green plan. https://www.elft.nhs.uk/intranet/news/waste-reduction-campaign-2022</p>
	<p>Display Screen Equipment Risk Assessments – if you feel as though you may need an assessment of your working environment, further information can be found on the Trust intranet: https://www.elft.nhs.uk/intranet/risk-management</p>
	<p>The Green Travel Plan initiative - As part of the Trust's ambition to operate more sustainably with the Green ELFT Campaign, a Green Travel Plan has been created. This will play a large part in helping the Trust achieve its carbon commitments of 80% co2 reduction by 2050 https://www.elft.nhs.uk/intranet/news/elft-new-green-plan-2022-2025</p>