

Wellbeing conversations – A manager's guide

Your role

Having regular and informal conversations with your staff about their wellbeing is paramount to a positive staff experience. 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; the latest version can be found on the Wellbeing Conversations Intranet Page : <https://www.elft.nhs.uk/intranet/all-about-me/staff-wellbeing-benefits-discounts-and-schemes/wellbeing-resources-wellbeing-wheel/wellbeing-conversations-how-are-you-really>
- 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://www.england.nhs.uk/supporting-our-nhs-people/health-and-wellbeing-programmes/wellbeing-conversations/>

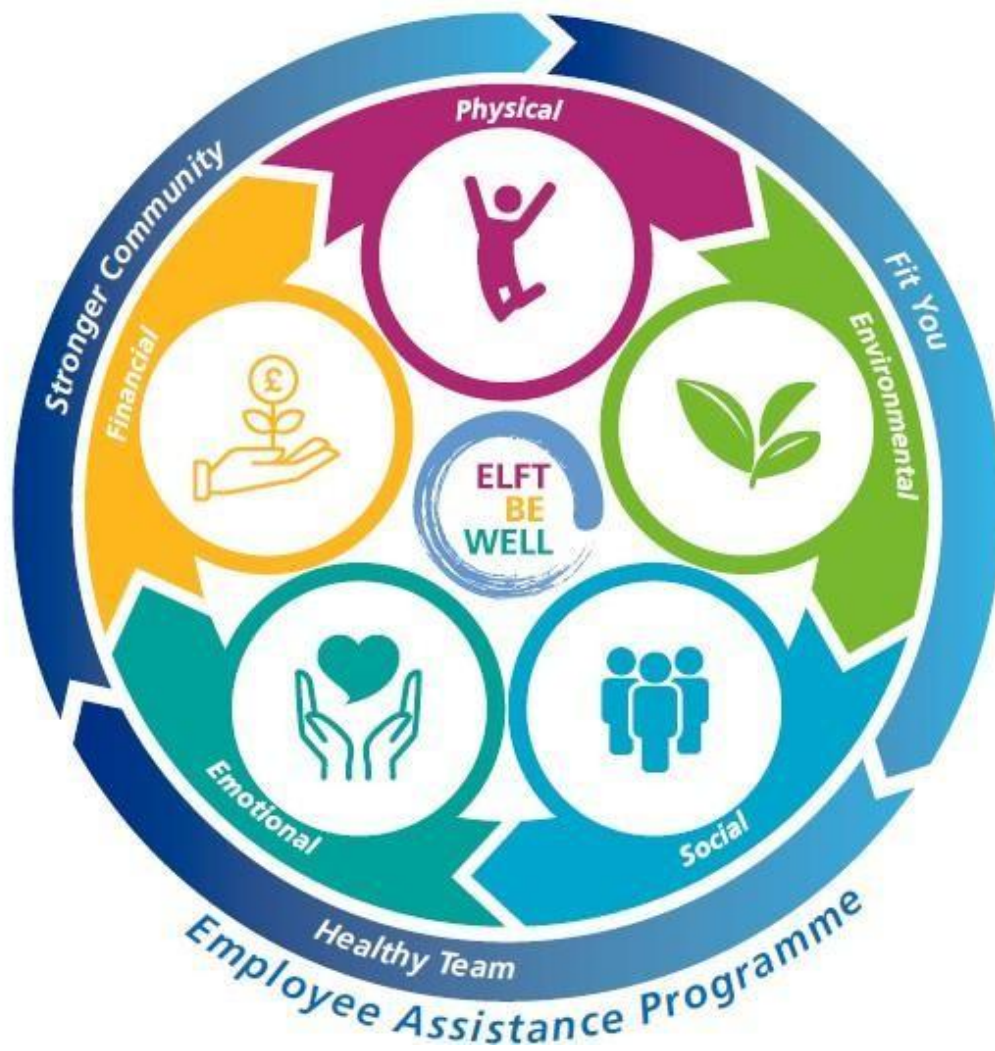
For any queries please contact: elft.employee.engage@nhs.net

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

External Wellbeing Resources for Staff



ELFT *Employee Wellbeing*



ELFT'S EMPLOYEE ASSISTANCE PROGRAMME



PAM Wellness

Employee Assistance Programme

Call the **helpline** for **free and confidential** health and wellbeing support, available **24/7**.

We're here for you **whenever** you need us.

Support is available for:



Stress & anxiety



Counselling



Bereavement



Relationships



Financial wellbeing

This list is not exhaustive and the helpline team can deal with other issues as required.



Need to talk?

Call **0800 882 4102** or login to **app.pamwellness.co.uk** using your **Organisation code**:

elfteap



Download on the
App Store

GET IT ON
Google Play

With the consent of employees, managers can refer staff to the EAP service. To refer an employee to the service, please [complete the referral form](#) and send it to CounsellingTeam@pamwellbeing.co.uk. For more information on the Employee Assistance Programme, see the [FAQs](#)



Employee Assistance Programme

Call the helpline for free and confidential life management and personal support service that is available to you 24 hours a day, 365 days a year.

Need to talk?

We provide emotional and practical support on work and personal issues to support your health and wellbeing.

You can contact us in different ways, and all options are free.

You can call us on:

0800 882 4102

If you prefer typing over talking, you can access our live chat service via the app and portal at app.pamwellness.co.uk

Access the app and live chat using your organisation code:

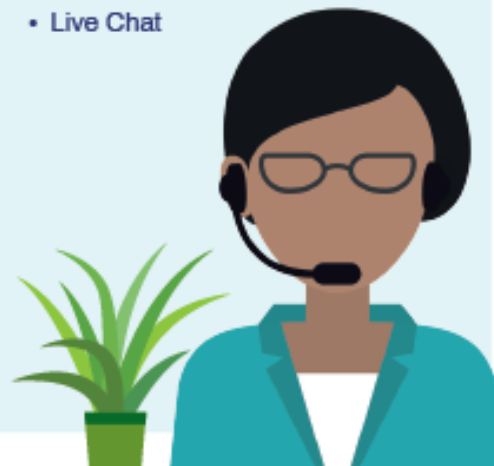
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What support is

available?

- 24/7 Helpline
- Counselling
- Legal, financial and debt support
- Online and app based wellbeing tools, including mood tracker
- Wellness dashboard
- Live Chat



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	Occupational Health (Optima Health) - can be contacted on 01925 377217 or by emailing: publicOHsupport@people-am.com More information can be found here: https://www.elft.nhs.uk/intranet/news/occupational-health-and-employee-assistance-programme-eap
	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
	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.
	Bible Study and Prayer Group, a subgroup of the RaCE Staff Network. This inclusive staff-led forum is a space to explore the Christian faith, reflect on scripture, and connect through prayer. For meeting dates, please contact : elft.raceleadsupport@nhs.net
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: kwnselfhelp 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 SHOUT 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/
	NHS Check my Wellbeing Tool - A self-assessment for Health and Social care staff with a direct link to mental health support resources https://checkwellbeing.leadershipacademy.nhs.uk/
	Every Mind Matters - are podcasts and resources that support the wellbeing of NHS staff https://www.nhs.uk/every-mind-matters/
	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/
	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
	Association of Christians in Counselling (ACC) - Connects individuals with qualified Christian counsellors who support people of all faiths or none. Ideal for those seeking therapy that respects and integrates spiritual or religious perspectives. https://www.nhs.uk/services/service-directory/association-of-christian-in-counselling-and-linked-professions-acc/N11013108
	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	Hardship Grants- 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

	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: https://www.elft.nhs.uk/system/files/2024-09/Holiday%20Playscheme%20Subsidy%20Claim%20Form%20%28v2%29.docx
	The London Capital 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 on savings, loans and more, see: https://credit-union.coop/
	Stream Financial Wellbeing Tool The Stream app allows you to track and manage your salary as you earn. Track your pay and spending in one app, budget and plan your finances, and access up to 40% of your pay ahead of pay day with the app. To find out more including how to register and use the app, click here: https://www.elft.nhs.uk/intranet/news/introducing-stream-your-new-financial-wellbeing-tool
	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%20impact%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
External support	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/. Use code: ELFT26 to access discount or 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.
	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 and services 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/ (This offer depends on each nursery and whether they accept the NHS Blue Light Card. Please inquire at your choice of nursery).
	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
	Thankyou Healthcare Staff – Grants for NHS staff facing hardship or wanting to further their professional development. https://www.thankyouhealthstaff.org/

Physical Wellbeing

Internal Support	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.fluleadqueries2025-26@nhs.net for any queries
	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.
	Pilates classes – 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> or the ELFT Wellbeing Linktree Page: <https://linktr.ee/ELFTWellbeing>

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.
	Pilates Classes – Dawn Boulanoff facilitates Pilates classes for NHS staff. Please contact the engagement inbox for information on available Pilates sessions or if you would like more details about what her classes entail, please contact Dawn at 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 rental rate with Lime Access for NHS staff https://web.fountain.com/limebike/apply/united-kingdom-uk-lime-access
	Cooper Box Arena & London Aquatics Centre – offer a discount on NHS staff ‘Better Health’ membership https://copperboxarena.org.uk/memberships-and-prices/corporate-membership
Social Wellbeing	
Internal Support	ELFT Staff Networks 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/teams-support-me/equity-diversity-inclusion
	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
	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
	HighFive – is a staff recognition platform powered by Vivup, allowing employees to give shout-outs to colleagues for their great work. It’s a quick, meaningful way to acknowledge hard work and share appreciation across teams. To access, register for a free Vivup account, you will find HighFive on the Vivup dashboard: https://vivupbenefits.co.uk/solutions/recognition-and-reward
External Support	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
	Spotify - can help you to create collaborative playlists with friends and listen to podcasts. Download the app https://www.spotify.com/
	NHS Skills Development Network - A learning and development network for NHS staff offering free training, e-learning, and events to support career progression, professional skills, and continuous development https://www.skillsdevelopmentnetwork.com/home
	Santander Open Academy - A free online learning platform offering courses from global universities and institutions. Open to all over 16 regardless of who you bank with, it supports personal and professional growth with topics ranging from digital skills to leadership and wellbeing. https://www.santanderopenacademy.com/
Environment Wellbeing	
Internal Support	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
	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

	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
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