



WELLBEING DIRECTORY

Support available for you

Winter 2022



includes the...

**winter
well** 
supplement

Caring • Safe • Respectful

Improving Personal Health and Wellbeing

- **Mental and emotional wellbeing**
- **Physical wellbeing and healthy lifestyle**
- **Financial wellbeing**

Relationships

- **Working together**

Fulfilment at Work

- **Life balance**
- **Purpose, potential and recognition**

Professional Wellbeing Support

- **Support services and partners**



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WELLBEING DIRECTORY 2022 - 2023

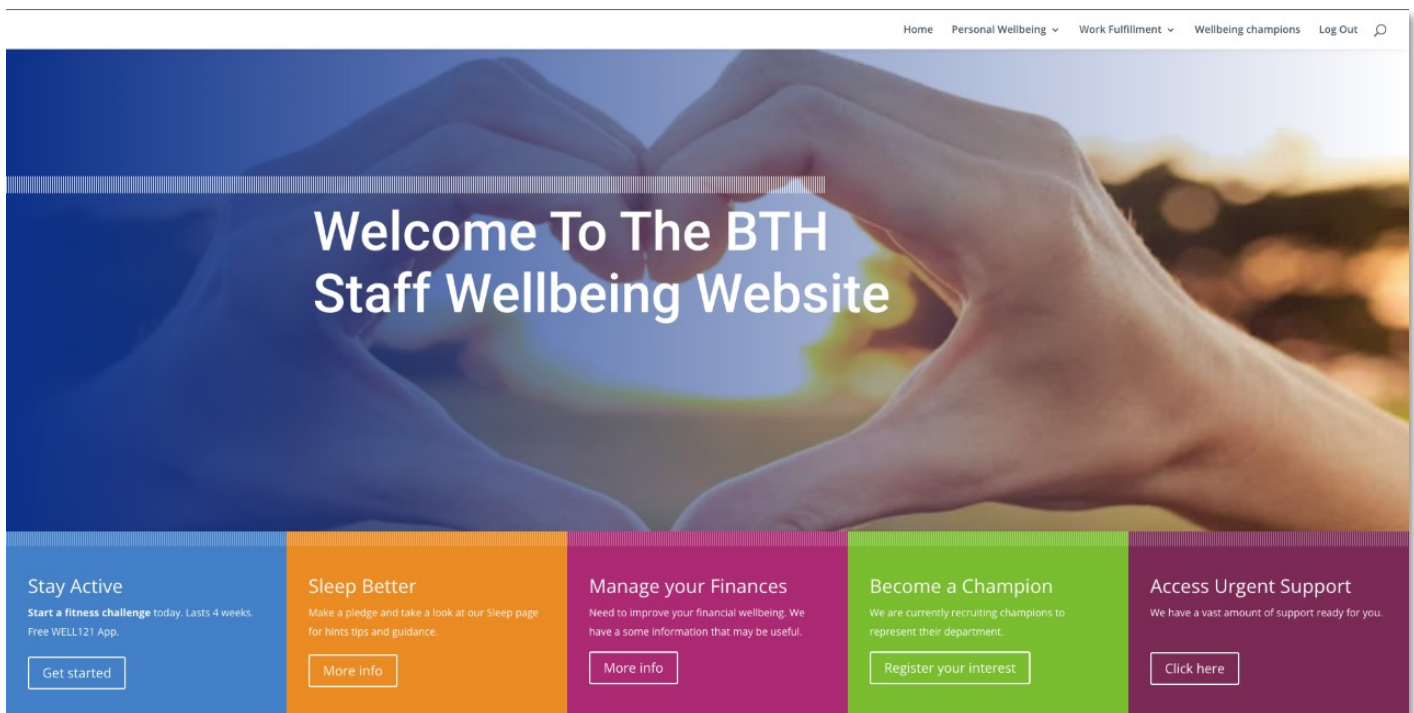


The Wellbeing Directory has a variety of interventions you can access to support yourself and your team. We care about our staff and want to support you as much as possible.

If you can't find what you need in the directory go to the **BTH Health and Wellbeing Website**
Email: bfwh.wellteam@nhs.net **Tel:** 01253 957638.

Visit the BTH Staff Health and Wellbeing Website

We are pleased to share with all staff the Staff Health and Wellbeing website. The website is linked to the NHS Health and Wellbeing Framework and is the place to go if you would like further information and support for health and wellbeing support. The website has been designed in collaboration with the ICS and provides a holistic repository for staff health and wellbeing information, tools and resources.



This website is accessible to staff, 24 hours a day, 7 days a week and can be used to access immediate support or to find out how you can make positive healthy changes to your lifestyle.

So take a moment, follow the link and explore what is on offer and what you can get involved in and don't forget to let us know your thoughts.

Email your comments to the bfwh.wellteam@nhs.net

- we would love to hear your thoughts and experiences.

www.LSCWellservice.co.uk

Username: BTHWELL

**If you have any queries regarding your health and wellbeing please contact:
Well Team • bfwh.wellteam@nhs.net**



At BTH our staff's health and wellbeing is the Trust's key priority. To support our colleagues this winter, we are running our #winterwell campaign which includes encouraging our colleagues to rest, rehydrate and refuel with a free winter well pack, to access free Flu and Covid boosters, support with the cost of living crisis, access to a dedicated 24/7 freephone helpline and to have their say in the National Staff Survey.

Winter is coming and it often sees an increase in a range of viruses including cold and flu alongside other respiratory infections and gastrointestinal such as noroviruses. Looking after ourselves during these months can help to keep us strong and fight infections.

Looking after our mental and physical health is also important at this time of year. To support our colleagues we will be featuring #winterwell articles and information in our Well Newsletters over the coming months.

Winter Well Campaign

- National Staff Survey
- Winter Well Pack
- Flu and Covid vaccines
- Helpline 24/7
- Cost of living support affordable food

If you would like any further support and information on your health and wellbeing please take a look at our BTH staff health and wellbeing website
www.lscwellservice.co.uk • username: BTHWELL
or contact the Well Team bfwh.wellteam@nhs.net

Winter well 

NHS Staff Survey 2022



By giving just 15 minutes of your time you can help make the NHS the workplace we all want it to be.

We each have
a voice that counts

Have you had your say?

If you missed your email, please check your inbox as reminders will be sent to you.



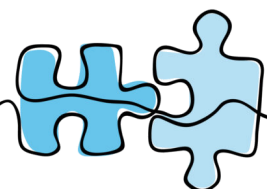
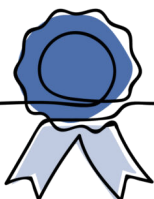
...please look for your e-mail from Picker
picker_surveys@picker.org
containing your unique link

This years National Staff Survey questions are aligned to the NHS People Promise themes...

- we are compassionate and inclusive
- we are recognised and rewarded
- we each have a voice that counts
- we are safe and healthy
- we are always learning
- we work flexibly
- we are a team

People Promise

...please tell us how it feels to work at BTH and be a #BTHinFLUencer



Winter well

Winter Well pack

As part of our #winterwell campaign, we have created our winter well packs which all colleagues will be able to access.

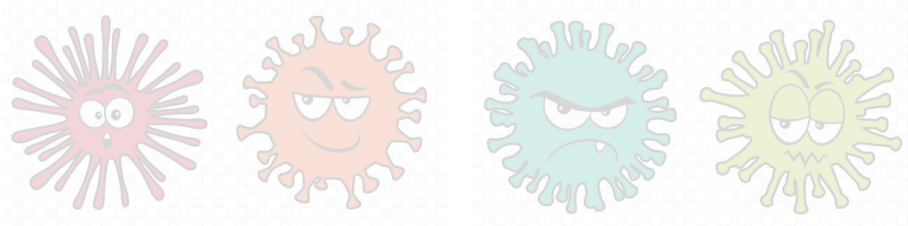
To help you stay happy and safe this winter, you will find the following items in your well pack

- your guide to winter well being - a concertina leaflet containing wellbeing advice and support on offer
- BTH InFLUencer leaflet - giving you information about the importance about the National Staff Survey
- some 'love hearts' to spread some winter warmth and positivity
- an appreciation card to allow you to share the love with your colleagues
- some biscuits and hot chocolate to encourage you to take a break
- a Well branded pen so you will always have our contact details to hand
- and a Sharpie highlighter to highlight all the great work you do for the Trust



This year the Well Team will be distributing winter well packs, which includes everything you need to take a break and fill in your National Staff Survey.

Covid booster, Flu jab and National Staff Survey



COVID winter booster vaccinations are now available and our annual staff flu vaccination campaign launches on **Monday 3 October 2022**, whilst the National Staff Survey is now also live.

For some people, flu and COVID-19 can be serious, and as a health care worker, you're more likely to be exposed to the flu and COVID-19 viruses. With winter on the way, it's time to top up your immunity with an autumn COVID-19 booster and an annual flu vaccine to keep yourself and those you care for safe.

More people get these viruses over winter, which is why it's important that health care workers get their flu & COVID-19 autumn vaccines as soon as it is available from September. It's the best protection against getting seriously ill from flu and COVID-19 and spreading it to others, including their colleagues, the people they care for and friends and family.

It is important to come forward as soon as possible to ensure you have the best protection from COVID-19 and flu before they start circulating. Your COVID-19 booster must be at least three months since you had your last

dose of COVID-19 vaccine, and you must have received your two primary doses.

The COVID-19 booster and the flu vaccine can be given on the same day for health care workers that are eligible for both. There may be some opportunities to have them in a single appointment, although this will not always be possible. It is important that staff get both vaccinations as soon as they can, even if it means getting the flu and COVID-19 vaccines separately, to make sure they are protected as early as possible this winter.

Please help to keep yourself, and those you care for, safe from getting flu and COVID-19 by getting vaccinated as soon as you can.

*This October, we're once again calling on everyone to be a **BTH inFLUencer** - have your Flu vaccine, Covid booster and complete your National Staff Survey.*



Winter
well 

work life
balance

family
worries

financial
pressures

anxious,
worried and
need to talk

Access our 24/7, 365 day helpline...

Understanding the pressures of work is the first step to improving the awareness of not only your own mental health, but that of those around you. Vivup's team of mental health support specialists – led by clinicians with over 45 years of experience – can offer help and advice on a whole range of personal issues from day to day challenges at home, to mounting pressures in the workplace, the EAP team at Vivup are here to listen.

The Employee Assistance Programme (EAP) offers you:

- Support, advice and information to help you with your mental health and wellbeing
- Telephone **0800 023 9324** to access appropriately qualified professionals - 24 hours a day, 7 days a week, 365 days a year
- Independent confidential counselling support provided by caring and suitably qualified personnel
- An online Cognitive Behavioural Therapy (CBT) programme and an extensive range of CBT workbooks

...help at any time,
available 24/7,
365 days a year call...

0800 023 9324

(free from any standard UK
landline or mobile phone)

 Employee
Assistance
Programme



Improving personal health and wellbeing

Mental and emotional wellbeing

Crisis Support

Lancashire & South Cumbria NHS Foundation Trust

A new service is now available which can be accessed through a Freephone number which offers easy access for urgent or general mental health support, 24 hours a day, seven days a week.

**The Lancashire and South Cumbria Mental Health Crisis Line is available
24 hours a day, 7 days a week by calling:**

Initial Response Team Pennine: 0800 013 0707

Initial Response Team Central Lancashire: 0800 013 0708

The Initial Response Team may arrange for you to receive support over the phone or for a mental health practitioner to see you at home, at a GP practice or another mutually agreed place to allow further information about current mental health needs. Information about other services that could assist will also be shared if appropriate.



We also have a **Wellbeing Helpline & Texting Service**, available **Monday to Friday 7pm – 11pm and Saturday to Sunday 12pm – Midnight** staffed by volunteers and those with lived experience, that offers emotional support, ring if you want to chat about your mental health or are lonely.

To contact call **0800 915 4640** or by texting **'Hello'** to **07860 022846**.



The Resilience Hub motto is:
**“You're here for us
We're here for you”**

The Lancashire and South Cumbria Psychological Resilience Hub

We all know that working can be highly stressful and that under normal circumstances we are usually able to manage the demands and resulting stress. However, Covid-19 has resulted in all of us experiencing some level of adversity, trauma, increasing demands and pressures as well as uncertainty. For some it might feel relatively minor, for others it will have been significant.

In recognition of the above, the Resilience Hub was set up to provide a service for public sector workers and their immediate family members who have been adversely affected by Covid 19.

The Hub Team consists of:

- Psychological Therapists and Clinical Psychologists who have significant experience of working with stress, distress and trauma
- Prescribing Pharmacists who provide consultation and review of medication–related issues
- Administration staff who ensure the efficient processing of referrals

We offer:

- A single point of access for all referrals
- An online self-assessment tool with an option to self-refer to the Resilience Hub.
- A stand-alone clinical system to ensure confidentiality.
- A triage appointment to determine the right type and level of psychological/pharmacological support.
- We work on a 1:1 basis; in small groups or offer an intervention to a whole team.

The Process:

- After you have completed the online self-assessment (click on link below), you can choose to refer yourself to the Resilience Hub lshub.mayden.co.uk
- Please contact the Resilience Hub on **01772 520228** or email lshub@lscft.nhs.uk if you would like further information about the service, or are unsure whether you would like to refer yourself or would like to discuss a potential referral.

There is also helpful information on the Resilience Hub website: lscresiliencehub.nhs.uk

Please note that the Resilience Hub is not a crisis service.

If you or someone you are concerned about needs urgent help, please contact your GP or a crisis service

Mental Health Crisis Line: **0800 953 0110**

Samaritans: **116 123**





What is 'NHS in Mind?'

'NHS in Mind' is a free platform containing 8 easy-to-access, short interventions to help NHS staff alleviate and combat high anxiety, panic and fatigue at this time.

With the staff of the 'NHS in Mind' Slee Parrish, an experienced Senior NHS Nurse and qualified Cognitive Behavioural Hypnotherapist, together with Alex James, a Cognitive Behavioural Hypnotherapist and Mindfulness Teacher, have put together a set of free resources for members of staff to access and use to help them look after their mental health and well-being.

With the large number of patients expected to need treatment in the coming months NHS staff are going to be working round the clock. The psychological and physical effects on our workforce are going to be huge with high levels of anxiety, stress and fatigue being at the forefront. The inspiration behind this project is Slee's passion to show support and help her colleagues in anyway she can.

The techniques are designed to help NHS staff alleviate and combat high anxiety, panic and fatigue. Included are tutorial videos, recorded exercises and YouTube links to ensure staff have the tools they need at their fingertips at any point during the day.

A message from the creators

"NHS in Mind is a website from us to you with love and appreciation. We hope you find the content useful and enjoy what we have put together especially with you in mind. A special thank you to George Kazakos for his

designs and creative input"

With love,

Alex James and Slee Parrish

Box Breathing	A simple breathing exercise to combat panic and anxiety (2 minutes)
Notice 5 things	An exercise to centre yourself when getting caught up in intrusive thoughts (45 seconds)
3 Minute Breathing Space	A brief practice used when thoughts or mood spiral in a negative direction (3 minutes)
Short Meditation on the Breath	This guided meditation brings awareness to the breath helping focus a busy mind (10 minutes)
Progressive Muscle Relaxation	A deep relaxation technique to counter the effects of stress and anxiety (17 minutes)
Ego Strengthening Hypnosis	This relaxing hypnotic recording is designed to help build confidence and self esteem (20 minutes)
3 - 4 - 5 Breathing	A simple and effective exercise for dealing with anxiety and stress (1 minute)
Jencks Time Progression	This breathing method achieves the deepest feeling of rest in a very short time span (4 minutes)
Sleep Hypnosis	This sleep hypnosis recording focuses on hypnotic suggestion for a deep restful sleep (30 minutes)

Bespoke Support for Doctors and Dentists



Practitioner Health

Practitioner Health is a free, confidential NHS service for doctors and dentists across England with mental illness and addiction problems, who are working or looking to return to clinical practice. The service can help with issues relating to a mental health concerns, including stress or depression or an addiction problem, in particular where these might affect work.

The service is provided by health professionals specialising in mental health support to doctors and is available in various locations across England.

Our objectives are to improve the mental wellbeing of the clinical workforce, reduce the

stigma they face and to ensure that individuals can be retained or returned to the workforce.

We are committed to raising the standards of clinical care for patients by:

- offering a wide range of services including new technologies and on-line options
- ensuring all communications with patients are clear and comprehensive to ensure that they are informed about their options
- providing systematic education, mentoring and training for clinical and non-clinical staff to ensure they provide the best possible care



Practitioner Health are aware that doctors and dentists often find it difficult to access mainstream mental health or addictions services due to fears that they will not receive a truly confidential service. As a patient of Practitioner Health, you have the right to request that your status as a practitioner patient of the service is known only to you and the Practitioner Health Service (PHS).

Once eligibility for the service has been confirmed, patients can download the NHS online booking app which has been specifically designed for the Practitioner Health Service.

As the patient, you are then in control of your care. You can choose the date and time of your

initial assessment and after reading the biographies of team members, can choose which clinician you would like to see. This means that patients are able to ensure they will not accidentally be booked in with someone they know – personally or professionally.

Practitioner Health is able to see and treat the following Healthcare Professionals:

Doctors, Dentists, Medical Students in clinical years, Retired GPs returning to practice.

Our mental health treatment service is available via self-referral for any doctor/dentist on the GMC/GDC register in England. Services are via a registration process

to access this service go to: www.practitionerhealth.nhs.uk/accessing-the-service



Blackpool
Healthier Minds
Service

Blackpool Healthier Minds

A service which offers a range of therapies for anxiety, stress and depression is relaunching across the area with a new name and enhanced support.

Statistics show that one in four people in the UK will experience a mental health problem each year.

Blackpool Healthier Minds offers a range of free psychological therapies to people aged 16 and over, providing the Improving Access to Psychological Therapy (IAPT) service for Blackpool and Cleveleys.

The service is provided by Blackpool Teaching Hospitals NHS Foundation Trust and was formerly known as Supporting Minds. It is relaunching in Blackpool and Cleveleys as Blackpool Healthier Minds.

It offers support for anyone who is experiencing a range of common mental health problems such as feeling anxious, depressed, feelings of panic or stress, or struggling to come to terms with traumatic events. This support is free and can be provided online, over the phone or as face-to-face treatment and therapy options – all provided by Blackpool Teaching Hospitals.

For more information visit the Healthier Minds:

Website <https://www.bfwh.nhs.uk/our-services/healthier-minds/>

Tel: 01253 955700

email bfwh.healthierminds@nhs.net



Minds Matter for staff living in Fylde and Wyre

A wellbeing service offering a range of free psychological therapies to people aged 16 and over in Lancashire. Minds Matter aim to provide people who experience difficulties such as stress, anxiety and depression with access to their service. They aim to empower people to make informed choices and changes to improve wellbeing and live fulfilled lives by offering a range of talking therapies and self help to meet your needs.

Call **01253 955943** Monday to Friday

Visit their website for more information www.lscft.nhs.uk/Mindsmatter

To self refer: www.lscft.nhs.uk/mindsmatter2-self-referral

We all have mental health, and life is full of ups and downs for us all. We all go through difficult times, and it can be a healthy reaction to feel negative emotions when facing challenges. There's no single "right way" to react, and some of us are more deeply affected by events than others. Go to the Better Health Mind Matters 'your mind plan quiz'

Better Health every mind matters



www.nhs.uk/every-mind-matters/mental-wellbeing-tips/your-mind-plan-quiz/

Paying attention to workplace mental health has never been more important. Whoever you are and whatever you do for work, we're here to support you.

MENTAL HEALTH AT WORK

For more info visit: people.nhs.uk/help/

www.england.nhs.uk/supporting-our-nhs-people/

Alternatively, you can text **FRONTLINE** to 85258 for support 24/7 via text

Samaritans are here to support NHS and social care workers in England. Call us free, day or night, on 116 123

SAMARITANS

Mind.org.uk

We provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding. **Tel: 0300 123 3393 www.mind.org.uk**



Our **Wellbeing Helpline and Texting Service** is a Freephone out of hours, person centred listening environment for people requiring emotional support in relation to their own mental health or that of someone they know. The helpline aims to empower callers through active listening and information to make their own choices about how their health care needs may be met. Fully trained helpline volunteers offer time to listen and support callers.

Call the helpline
0800 915 4640

Some calls may be recorded for training and quality purposes

Confidentiality: The Helpline strives to maintain a safe and confidential space for callers to discuss any issues in relation to their own mental health, however some exceptions to confidentiality may apply under certain circumstances. You are able to listen to these exceptions upon calling the Helpline Freephone service. Further information is available at: www.lscft.nhs.uk/Mental-Health-Helpline

Text Service - Text HELLO to 07860 022 846 www.lscft.nhs.uk/texting-service

After your initial text, you will receive a reply to confirm that your message has been received and that it will be responded to within 24hrs. Standard text rates may apply.

The **Hub of Hope** is the UK's leading mental health support database, provided by national mental health charity, Chasing the Stigma, and brings local, national, peer, community, charity, private and NHS mental health support and services together in one place for the first time. **Hope is really for everyone.** The services and support listed on the Hub of Hope are not only for when things become unbearable – a crisis point. They are also for those times when we notice we are starting to struggle, or when we need extra support as we start to emerge from a particularly difficult time.



<https://hubofhope.co.uk/page/what-is-the-hub-of-hope>

To see the full range of free access to the available wellbeing apps go to:

www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/

Wellbeing Apps

We have a range of apps available go to the ELHT health and wellbeing website
www.lscwellservice.co.uk - username: ELHTWELL

Unmind

Unmind is a mental health platform that empowers staff to proactively improve their mental wellbeing. Using scientifically-backed assessments, tools and training you can measure and manage your personal mental health needs, including digital programmes designed to help with stress, sleep, coping, connection, fulfilment and nutrition. *They have now extended their free offer and are offering free access to NHS staff until 31 December 2022.*

How NHS staff can get access

- Access Unmind
- Sign up with your NHS email address
- Download the Unmind app from your Appstore
- Your organisation name is 'NHS' - if you do not see your NHS email domain please contact support@unmind.com and include your email domain



Headspace

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep. *They have now extended their free offer and are offering free access to all NHS staff with an NHS email address until 31 December 2022.*

How NHS staff can get access

- Access: Headspace
- You will need to use your NHS email address to sign up
- Download the Headspace app from your app store
Access their [FAQ's and support](#) for more information

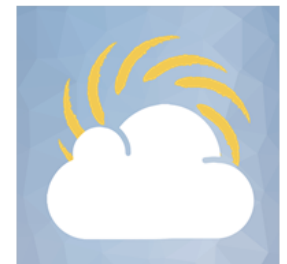


Bright Sky

Bright Sky is a free to download mobile 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](#)



Janet Gray

ELHT Mindfulness Practitioner

Mindfulness and Relaxation Techniques

Hi my name is Janet Gray and I deliver Mindfulness and Compassion Awareness, Stress Awareness Sessions and Resilience Training.

For sessions and further information go to the LSC Website www.lscwellservice.co.uk • username: LSCWELL or contact me Janet.Gray@elht.nhs.uk

Bereavement Support

SWAN End of Life and Bereavement Care Team

We have dedicated specialist bereavement nurses who will work alongside your ward and community team support you and your loved ones in decisions and about your care at the end of your life and also provide advice and support about bereavement. You can be referred to the team by your ward team, bereavement services or calling yourself. If you wish to speak to a member of the Swan team you can contact them on bfwh.swanteam@nhs.net or call [01253 952456](tel:01253952456)

Bereavement support line

We also have a confidential bereavement support line, operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week. A team of fully qualified and trained bereavement specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work. You will be offered up to 3 sessions with the same counsellor and onward support to our staff mental health services if you need.

Telephone: **0300 303 4434**

Bereavement and trauma support line for our Filipino colleagues

There is a team of fully qualified and trained professionals, all of whom are Tagalog speakers, ready to help you at our NHS Bereavement & Trauma Line for Filipino Staff. This assistance is available from anywhere in the country and is provided by Hospice UK.



Tagalog speaking specialist counsellors and support workers are available if colleagues:

- have experienced a bereavement
- wellbeing has been affected by witnessing traumatic deaths as part of your work
- need to discuss any other anxiety or emotional issues you may be experiencing as a result of the coronavirus pandemic

All calls will be treated in the strictest of confidence and this will be explained to you when you call. This service is **available seven days a week, between 8:00am and 8:00pm**. You do not

The Cruse Bereavement Care

Freephone National Helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement. We'll give you space to talk about your bereavement and how you've been coping. Our volunteers are completely non-judgemental and won't share what you've told them with anyone else, except in certain circumstances. Mostly, the volunteers will be there with you – whatever you're feeling.



Telephone: **0808 808 1677**

NHS Bereavement helpline

The helpline can offer guidance and advice on dealing with grief and loss and is staffed by trained nurses who are highly skilled and experienced in working with bereaved families. The support service is available to you should you feel you need it during this time.

Telephone: **0800 2600 400** for guidance and support if someone you know has died.

Domestic Abuse and Victim Support

Trust's domestic and sexual abuse service

The Trust's domestic and sexual abuse service provides a range of services including:

- Immediate support and advice to patients
- Linking patients and their families to longer-term community-based support
- Providing staff with training so they have the skills to ask about abuse and respond appropriately
- Supporting staff themselves who may experience domestic or sexual abuse
- Coordinating pathways of support.
- Promotes National projects such as 'Ask for Ani'

The team are happy to help with staff or patient issues, confidentially. To contact the team:

Blackpool Teaching Hospitals NHSFT

Email: bfwh.idva.isva@nhs.net

Are you experiencing domestic abuse? You are not alone

- Do you change your behaviour because you're frightened of your partner's reaction?
- Is your partner jealous and possessive?
- Do you feel you're walking on egg shells?
- Do you feel controlled, or isolated?



Confidential help is available if you are concerned about your safety or the safety of someone else. Freephone 24hr **National helpline 0808 2000 247**

(run in partnership with Women's Aid and Refuge) www.nationaldahelpline.org.uk/

Victim Support

As an independent charity, we work towards a world where people affected by crime or traumatic events get the support they need and the respect they deserve. We help people feel safer and find the strength to move beyond crime. Our support is free, confidential and tailored to your needs.

Call our Support line for free on 0808 1689 111, 24/7 or visit our website:

www.victimsupport.org.uk



Zero Suicide Alliance



Suicide Prevention Training

The Zero Suicide Alliance (ZSA) is a collaboration of NHS trusts, organisations and individuals who are all committed to suicide prevention in the UK and beyond. Their aim is to improve the support available to people contemplating suicide, and a key way they do this is by offering and promoting free suicide awareness and prevention training.

ZSA provide a range of awareness e-Learning options, which provide a better understanding of the signs to look out for and the skills required to approach someone who is struggling, whether that be through social isolation or suicidal thoughts. The Trust encourages all staff to complete the ZSA Suicide Awareness Gateway eLearning module

This module takes only 10 minutes to complete and will provide you with an understanding of how to recognise the warning signs and support someone that could be contemplating suicide. The e-Learning is aimed at people from all walks of life – not just clinicians and other healthcare workers – and will help better prepare people to help friends, loved ones, colleagues or family members that may be considering taking their own life.

You can print a certificate on completion of the module and there are several other ZSA e-Learning modules also available on the Learning Hub course page.

For further information on the Zero Suicide Alliance, please visit their website www.zerosuicidealliance.com/

If anyone is living with suicidal thoughts, support is available 24 hours a day from the Samaritans on 116 123 www.samaritans.org



_able futures

_Is something playing on your mind at work?

Able Futures can help you manage your mental health at work so you can enjoy more good days.

Able Futures knows that mental health conditions such as depression and anxiety can mean we have some bad days. Things such as stress or bereavement can impact our mental health and can mean we struggle at work and don't feel able to cope with everyday life.

There are things we can do to improve our mental wellbeing, and **Able Futures** can help mental health at work by providing advice, information and support.

_Mental health
support for
people at work



We could give you nine month's advice and guidance from a mental health specialist who can help you learn coping mechanisms, build resilience, access therapy or work with your employer to make adjustments to help your mental health at work.

Call **Able Futures** free on **0800 321 3137** from 8am to 10.30pm, Monday to Friday or **scan the QR code** to find out more about our online mental health support.

Able Futures can give you nine months support, guidance and advice from a mental health professional at no cost to you



<https://able-futures.co.uk/mental-health-support>

When pregnancy goes wrong

Sadly, sometimes pregnancy can go wrong. You may have a miscarriage, an ectopic pregnancy, birth trauma or the death of the baby. If your pregnancy ends in this way, you will need both information and support. Every pregnancy loss is different, there is no right or wrong way to feel or manage it but the support available may be helpful. Talk to the people close to you about how you feel, and to your midwife, doctor or health visitor about what's happened and why.



If you would like to talk to someone confidentially and for as long as you need, you can call our helpline. It is a Freephone number that is free to call from landlines and most mobiles. Our helpline advisers understand how hard it can be to talk about what you are going through and are patient and empathetic.

Contact our helpline: 0808 802 6868 or email support@lullabytrust.org.uk
www.lullabytrust.org.uk



If you need support, you can email our support service hello@bliss.org.uk at any time and we'll get back to you in 3-5 working days. We are here to listen and to help you and find the information or support you might be looking for.

www.bliss.org.uk



MISCARRIAGE ASSOCIATION
 The knowledge to help

If you've been affected by miscarriage, molar pregnancy or ectopic pregnancy, we hope this website will provide the information that you're looking for. email: info@miscarriageassociation.org.uk

tel: 01924 200799 Mon - Fri 9am - 4pm

www.miscarriageassociation.org.uk



We're a charity that supports women who suffer birth trauma – a shorthand term for post-traumatic stress disorder (PTSD) after birth. If you'd like to talk to them over email about your experience, please contact them at support@birthtraumaassociation.org.uk.

www.birthtraumaassociation.org.uk



The Helpline is for anyone who has been affected by the death of a baby and wants to talk to someone about their experience. The Helpline team are there to listen and give support, and can advise you about finding local help, whether from a Sands group or other counselling services, or information about other relevant support organisations

tel: 0808 164 3332 email: helpline@sands.org.uk www.sands.org.uk



Every baby lost is one too many – but you can help save lives. We're making breakthroughs all the time, but we can only tell you when there's another chance to help save babies' lives

www.tommys.org



**LET'S
DO THIS**

Improving personal health and wellbeing

**Physical wellbeing
Healthy lifestyle**

Access to Work: get support if you have a disability or health condition

What Access to Work is

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

The support you get will depend on your needs. Through **Access to Work**, you can apply for:

- a grant to help pay for practical support with your work
- support with managing your mental health at work



Access to Work is help you can get from the Department for Work and Pensions. This could include money known as a grant.

You would not have to pay the money back.



You can apply for Access to Work if you have a:

- Physical or hidden disability
- Mental health condition which makes it hard for you to do your job or get to work.



If you have a disability or health condition the company you work for must make changes at work to help you do your job.

We call these changes **reasonable adjustments**.



Access to Work will look at the **reasonable adjustments** made by the company you work for and see if they give you the help you need.



Occupational Health and Wellbeing Services are offering you the opportunity to come in and have a health check.

Your health check will give you the opportunity to discuss any lifestyle concerns you may have. Health checks are a great way of identifying early health risks, discuss positive lifestyle changes with an advisor including smoking cessation, alcohol awareness, nutrition, taking more exercise and healthy weight management. Duration of the appointment is 30 minutes.

What's included in the health check? At a Health Check Appointment you will be offered the opportunity to have your blood pressure and cholesterol levels taken and your BMI calculated.

You will also have the opportunity to discuss any lifestyle concerns you may have or concerns that may be flagged through the health check findings.

I was using junk food as a coping strategy for many years. Since my health check I have made some healthy lifestyle changes which will reduce my overall risk of developing Type 2 Diabetes and cardiovascular disease.

I just want to say how fantastic I think the health checks are for the staff, the advisor used a holistic approach and I am now sleeping better than I was.

Listening to my goals, the advisor was able to advise which food types I could remove from my diet and which I could have more off, and prescribe an exercise plan based around my personal commitments.



“Thank you so much for my health check, I feel this has made a massive difference to my overall Health and Wellbeing”

To book an appointment
email bfwh.occupational.health@nhs.net or
Tel: 01253 (9)57950 (option 3)



Everyone's experience of menopause is different

We experience different symptoms, have different views or philosophies around how we'd manage them and different medical histories too. If you're finding that menopausal symptoms are getting in the way of you enjoying your life or performing at your best at work, its time to think about booking an appointment with your healthcare practitioner.

For many people, the first port of call will be their GP. But for others, it could be a nurse practitioner or a menopause specialist. The key is to seek help. But we do know that many people don't and struggle on without seeking any kind of medical or specialist advice.



Think Menopause!

Sometimes in the workplace, menopause symptoms can have an impact on behaviour, attendance or performance. For example:

- Sleep disturbance can cause lateness because of sleeping in or irritability at work
- Joint aches could cause someone to work more slowly at physical tasks
- Brain fog can cause someone to need to make more notes and use reminders or they may need to slow down and check things

We are asking our line managers to 'Think Menopause!' before any HR policies are triggered with regard to out of character behaviour and performance which may be due to menopause. Often, use of the Trust's Wellness Action Plan can identify those areas of work most affected and support can be put in place. For further details look in the menopause resource portal.

Want to know more about the Menopause?

Further resources are available on the internet, some examples include:

- **The Daisy network.** Supports those that have experienced a premature menopause
<https://www.daisynetwork.org/>
- **Balance.** Knowledge and guidance so you can be certain about what's right for your body during the perimenopause and menopause
<https://www.balance-menopause.com/balance-app/>
- **Henpicked Menopause Hub.** Women's stories, information, and advice plus videos with the UK's leading experts. Free, regular Lunch & Learn sessions are available
<https://henpicked.net/menopause-hub/>
- **NHS Menopause information.** This provides an overview of menopause.
<http://www.nhs.uk/Conditions/Menopause/Pages/Introduction.aspx>

Exercise does so much more than keeping you in shape. It also keeps you mentally and emotionally healthy. Keeping fit reduces anxiety, stress and depression.

Adults should aim to try and be active every day and it is recommended by NICE and WHO that you do 150 minutes of moderate physical activity (exercise that elevates your heart rate and body temperature) every week through a variety of different activities.

Making exercise part of everyday life is the easiest way to increase your activity, so consider cycling or walking to work. The more active you are, the better you will feel. Sports and exercise will make you even healthier.



NHS Get Fit For Free

The secret to getting fit for free is to use every opportunity to be active. Advice, tips and tools to help you make the best choices about your health and wellbeing.

www.nhs.uk/live-well/

Home Workout Videos

Getting exercise doesn't need to be difficult – you don't even need to leave the house! Clear some space in the living room and give our easy 10-minute workouts a go. Includes 10-Minutes Cardio Workout, Strengthening Workout and Cool Down Stretching, Couch to 5k app, Active 10 app

Couch to 5K app

More than 4 million people have used Couch to 5K to start running.

Active 10 app

Track and build up your daily walks – pop your phone in your pocket and off you go!



www.nhs.uk/better-health/get-active/home-workout-videos/



Qigong with Lyn Mansfield, Physiotherapist TI

Qigong (pronounced chee-gung) is practiced through coordinated body posture and movement alongside breath practice. Qigong is often referred to as the 'internal portion of tai chi' and is characterised by movements that are repeated a certain number of times. Through a series of regular practice body posture correct breathing and meditation it can benefit the body and mind. Qigong is an excellent exercise that can be easily be practised by young and old able bodied and disabled alike standing, seated or lying. The Qigong sessions are currently delivered over Microsoft Teams. To book go the [Training - LSC Well Services](#) Username;BTHWELL

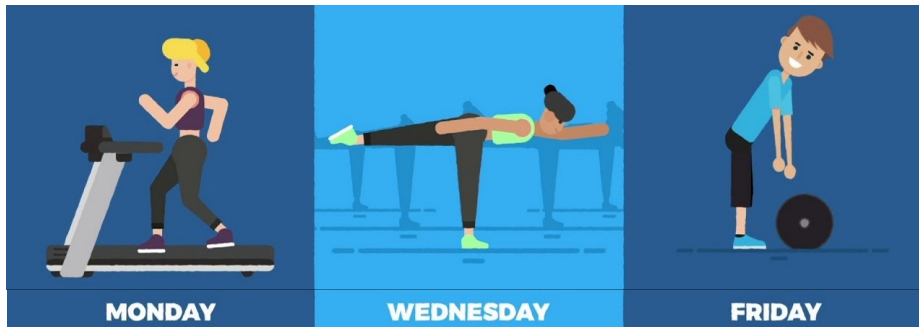
Active Mums

Being active during pregnancy and beyond brings with it a host of physical and mental benefits, including a reduction in hypertensive disorders, lower gestational weight gain, a reduction in the risk of developing gestational diabetes, and a reduction in depression, improved emotional wellbeing and a quicker return to pre-pregnancy weight in the postpartum period. However, many healthcare professionals don't regularly have conversations

about physical activity with this population group. In response, Moving Medicine, This Girl Can and The Active Pregnancy Foundation have teamed up to provide a suite of the most useful training and resources, based on feedback from GPs, midwives and health visitors, to arm healthcare professionals such as yourself with the knowledge and confidence to proactively hold these conversations.



External gym offer



Gym Flex

Our Gym membership staff benefit enables staff to enjoy discounted membership at over 3,000 participating clubs across the country. With such a wide selection of gyms, health clubs and yoga studios to choose from, you're sure to find the right location to suit your personal needs and fitness goals.

Simply find your nearest gym with GymFlex and create an order through the Vivup portal. Please note, an amount is taken from your salary each month for an agreed length of time.

Your next steps to gym membership - visit [Welcome to Vivup - Vivup \(vivupbenefits.co.uk\)](http://vivupbenefits.co.uk)

Choose a gym. Go to GymFlex to find your nearest gym, enter your details and receive email confirmation with a Transaction Reference.

Place an order return to Vivup and enter your gym quote details, including Transaction Reference, then submit order.

Employer approval. Your employer will review your order once submitted. Upon authorisation the order will be processed.

Receive gym membership and start your fitness journey.



Watch the Gym Flex video here: https://youtu.be/GgEvAu_x3nM

For more information: email Well Team on bfwh.wellteam@nhs.net tel: 01253 957638

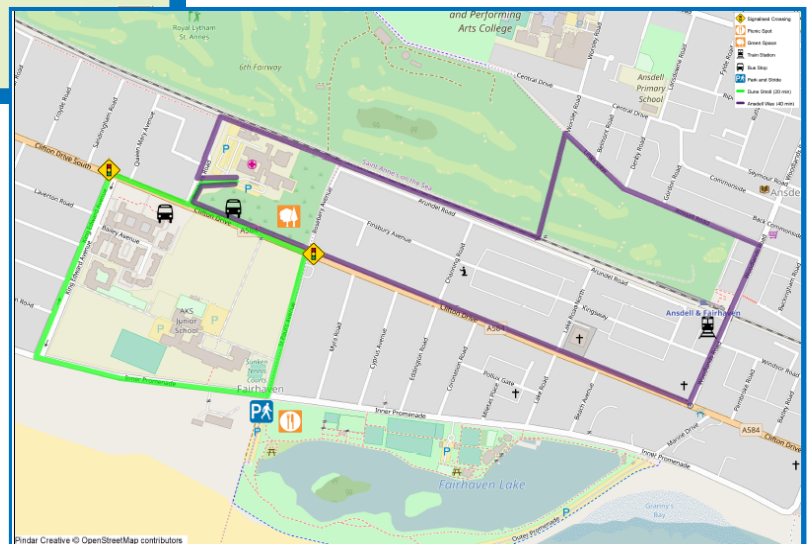
Pilates is back at BTH!

Pilates is a low-impact exercise suitable for everyone. It combines deep breathing with precise movements designed to lengthen, strengthen and balance the body to improve flexibility, joint mobility, core strength, muscle tone, coordination and balance. Pilates can often be an effective way for people with musculoskeletal disorders, especially low back pain, to correct the source of their dysfunction and remove the triggers causing their pain.



For further information or questions on booking a class please contact bfwh.wellteam@nhs.net

Walking For Health Did you know here at BTH and Clifton Hospital we have walking routes around hospital sites? These walking routes can be done before work, lunchtime, after work or alternatively staff are encouraged to hold walking meetings. To receive a copy of the maps email the team on bfwh.wellteam@nhs.net



Exercise Programmes

- Ideas for ways to get more active
www.nhs.uk/Livewell/fitness/Pages/Activelifestyle.aspx
- Fitness studio and exercise videos
www.nhs.uk/Conditions/nhs-fitness-studio/Pages/welcome-to-nhs-fitness-studio.aspx
- 10 minute workouts
www.nhs.uk/Conditions/nhs-fitness-studio/Pages/welcome-to-nhs-fitness-studio.aspx
- 12 week fitness plan
www.nhs.uk/Livewell/fitness/Pages/12-week-fitness-plan.aspx
- Stretching after exercise
www.nhs.uk/Livewell/fitness/Pages/how-to-stretch.aspx

Additional Resources

- **GOV UK** - outlines health benefits of being more active in this infographic - www.gov.uk/government/uploads/system/uploads/attachment_data/file/541233/Physical_activity_infographic.PDF
- **NHS CHOICES** - Physical guideline on how much exercise
www.nhs.uk/Livewell/fitness/Documents/adults-19-64-years.pdf

The NHS Digital Weight Management Programme

The **NHS Digital Weight Management Programme** supports adults living with obesity who also have a diagnosis of diabetes, hypertension or both, to manage their weight and improve their health. It is a 12-week online behavioural and lifestyle programme that people can access via a smartphone or computer with internet access

How to access the programme

The NHS Digital Weight Management Programme could help you if you are living with obesity and also have diabetes, high blood pressure, or both. If this is you, you could benefit from this 12-week programme. It's free and easily available via a smartphone, tablet, or computer.

How to start the programme

To start your journey to a healthier lifestyle, you need to speak to your GP or a local pharmacist who can refer you to the programme. Please note that GP and pharmacy teams may be very busy at this time. You can [read more about the programme in our leaflet](#).

Who can be referred to the programme?

- You must be 18 or over.
- You must have a BMI greater than 30. The BMI threshold will be lowered to 27.5 for people from black, Asian, and ethnic minority backgrounds, as we know people from these ethnic backgrounds are at an increased risk of conditions such as Type 2 diabetes at a lower BMI.
- You must have diabetes, high blood pressure, or both.
- You must have a smartphone, tablet, or computer with internet access.

Speak to your GP practice or local pharmacist today to find out how the programme could benefit you. If you do not have diabetes or high blood pressure, you may still benefit from the [NHS Better Health programme](#).

www.england.nhs.uk/supporting-our-nhs-people-weight-management-programme-for-nhs-staff/



Slimming World

Slimming World want to reach out to as many staff as possible who would like to lose weight. Slimming World is tried, tested and is trusted by thousands all over the UK. It is an amazing plan that helps you to lose weight and stay slim for life, with the help of delicious, generous and easy to follow eating plan and the support of a warm and friendly group where they'll find no humiliation, just warmth, caring and understanding.

To find your local group, take a look at some recipes, read some real life stories for inspiration and see what offers are available then visit the website by searching Slimming World or follow the link: [Welcome to Slimming World - helping slimmers achieve their dreams since 1969 | Slimming World](#)

Organisations to support weight management

- Weight Watchers www.weightwatchers.com/uk
- The Association of UK Dietitian fact sheet www.bda.uk.com/foodfacts/FatFacts.pdf

Eating Disorders

- Anorexia nervosa www.nhs.uk/conditions/anorexia-nervosa/pages/introduction.aspx
- Bulimia www.nhs.uk/Conditions/Bulimia/Pages/Symptoms.aspx

Smoking Cessation Support

Stopping smoking with support from NHS stop smoking services makes you 3 times as likely to succeed with a quit attempt. Whatever method you choose, you will find that having the support of your family, friends, colleagues and employer is a great way to motivate you to succeed. **As employees of the National Health Service we would encourage all smokers to give quitting a go!**

Thinking of quitting smoking? Let us help you to become smoke free. With our high-quality stop smoking support, we can help you to stop smoking and reduce the harm from tobacco dependency with 12 weeks of free nicotine replacement therapy, alongside behavioural change support and dedicated time during work to attend clinic appointments

“We’ve got the kit
to help you quit”



Our NHS staff smoke free service is a dedicated tobacco addiction treatment service for our colleagues working at Blackpool Teaching Hospitals offering free nicotine replacement therapy and behavioural change support. Help us shape our smokefree future. Why not become a Smoking Cessation Champion?

Get in touch today via the email below or scan the QR code
Email : bfwh.smokingcessation@nhs.net Tel: 01253 957457

- **Create Your Quit Plan.** A personalised quit plan can help you stay focused, confident, and motivated to quit. Don't worry if you've already started your quit, because making a plan now can help you stay on track
- **Quit Squad** - Providing stop smoking support to those who live in Lancashire, Fylde and Wyre. Call today: 0800 328 6297. Self referral form: [Lancashire Care NHS Foundation Trust \(1s4h.co.uk\)](https://www.1s4h.co.uk) Website: [Quit Squad | Your local Stop Smoking Service](#)
Facebook: Quit Squad Twitter: @LancsQuitSquad
- **Blackpool Tobacco Addiction Service**, providing stop smoking support for those who live in Blackpool Tel: 0808 196 4324. Self referral form: [Stop Smoking Services | Blackpool Teaching Hospitals NHS Foundation Trust \(bfwh.nhs.uk\)](#)
Facebook: Blackpool NHS Tobacco Addiction Service Twitter: @NHSQuitTobacco
- **National Smokefree Helpline** - Helpline available to speak to a trained expert adviser
Freephone helpline: 0300 123 1044
- **Find your Local Stop Smoking Service:** Find Your Local Stop Smoking Service (LSSS) - Better Health - NHS (www.nhs.uk)

Some brief advice about alcohol and your health

Download the Drink Free Days app

Feel healthier, lose weight and save money by picking your days to go drink-free.

One simple way to cut down is to have at least a few drink-free days every week, so choose yours and get practical support to stick with it.

With the app you can:

- update and track your drink-free days
- get simple and practical tips to help you control your drinking
- receive reminders when you need it most
- celebrate milestones when you reach your targets



“There is no completely safe level of drinking and drinking even small amounts of alcohol can incur risk in certain circumstances. For example, with strenuous exercise, operating heavy machinery, driving or if you are on certain medications”

The benefits of drinking less. You too could feel the difference! Many people who reduce their alcohol intake notice benefits, which can include those below.

Short-term benefits:

- feeling better in the mornings
- being less tired and more energetic
- better-looking skin
- saving some money

Long-term benefits:

- lower blood pressure
- lower risk of stroke, hypertension, cancer/liver disease
- lower cholesterol levels
- better mood, memory and quality of sleep
- help with weight management

Regularly drinking more than 14 units of alcohol a week risks damaging your health.

The recommended weekly limit of 14 units is equivalent to 6 pints of average-strength beer or 10 small glasses of low-strength wine.

New evidence around the health harms from regular drinking have emerged in recent years.

There's now a better understanding of the link between drinking and some illnesses, including a range of cancers. The previously held position that some level of alcohol was good for the heart has been revised. It's now thought that the evidence on a protective effect from moderate drinking is less strong than previously thought.

Go to: www.nhs.uk/live-well/alcohol-support/calculating-alcohol-units/

Alcohol and Drug Related Support

Horizon Alcohol, drugs and sexual health support for all Blackpool residents.

Alcohol and you: We can help you to reduce your drinking or stop altogether if that's necessary for you. We do this by looking at the reasons you drink, your triggers and cravings. Then we work with you to build stronger decision making skills and ways of coping. Talk to one of our friendly and professional experts today

Tel: 01253 205157 Email: horizonreferrals@calico.org.uk.

Website: [Alcohol and You - Horizon \(horizonblackpool.uk\)](http://Alcohol and You - Horizon (horizonblackpool.uk))



Drugs and you: we can help you control your drug use or stop altogether. We do this by looking at the reasons you use drugs, your triggers and cravings. Then we work with you to build stronger decision making skills and ways of coping.

Tel: 01253 205157 Email: horizonreferrals@calico.org.uk.

Website: [Drugs and You - Horizon \(horizonblackpool.uk\)](http://Drugs and You - Horizon (horizonblackpool.uk))

Alcoholics Anonymous (AA) is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their problem and help others to recover from alcoholism. The only requirement is a desire to stop drinking. There are no dues or fees for AA membership. If you need help with a drinking problem either phone the national help line on **0800 9177 650** or contact by email: help@aamail.org



Al Anon offers support and understanding to the families and friends of problem drinkers, whether they're still drinking or not.

Alateen is part of Al-Anon and can be attended by 12 to 17 year olds who are affected by another person's drinking, usually a parent.

Email helpline@al-anonuk.org.uk. Call free of charge on **0800 0086 811** from 10 am - 10 pm, 365 days a year. Please do not leave messages, to ensure callers confidentiality, we are unable to return calls.



Inspire Integrated Substance Misuse Service offers a wide range of support for anyone worried about their own or somebody else's substance/alcohol use. Offering advice and guidance to individuals and family members from assessment through to treatment and aftercare

Contact number **01254 495 382** for more information

Website: www.inspirelancs.org.uk/



Drink line is the national alcohol helpline. If you're worried about your own or someone else's drinking, you can call this free helpline in complete confidence.

Call **0300 123 1110** (weekdays 9am to 8pm, weekends 11am to 4pm)

Drugs: www.nhs.uk/live-well/healthy-body/drug-addiction-getting-help/

Alcohol: www.nhs.uk/live-well/alcohol-support/

For information and support: www.people.nhs.uk/substance-misuse-and-gambling-support/

Role and function of sleep

Effects of lack of sleep

People vary in terms of how much sleep they need - while the average sleep duration for adults is 6 - 8 hours per night, some people function well with a little less sleep and others with a little more. Whatever your individual needs, lack of sleep or poor sleep quality can have effects including:

- Poor attention, concentration and memory
- Irritability and other mood disturbances
- Impaired judgement and reaction time
- Poor physical coordination (dangerous for driving)

The seriousness of these effects depends on how bad the sleep deprivation is (e.g. less sleep vs no sleep, one night's poor sleep vs chronic problems) and the tasks and responsibilities of the day. If you have ongoing problems with sleep, it is important to seek help. If you have difficulty falling asleep, a regular bedtime routine will help you wind down and prepare for bed.



“Winding down is a critical stage in preparing for bed, there are lots of ways to relax”

Hints and tips for a good nights sleep

- go to bed and wake up at the same time every day – only go to bed when you feel tired
- relax at least 1 hour before bed – for example, take a bath or read a book
- make sure your bedroom is dark and quiet – use thick curtains, blinds, an eye mask or ear plugs
- exercise regularly during the day
- make sure your mattress, pillows and covers are comfortable
- avoid smoking, alcohol, tea or coffee at least 6 hours before going to bed
- avoid a big meal late at night
- do not exercise at least 4 hours before bed

Sleep is essential to humans, just like air, water and food. When necessary, people can cope without sleep for periods of time, but the longer we are awake the stronger the urge to sleep becomes. Sleep is important for general physical health, restoring energy, repairing injuries or illness, growth, psychological well-being and mood, concentration, memory, work performance and getting along with others.



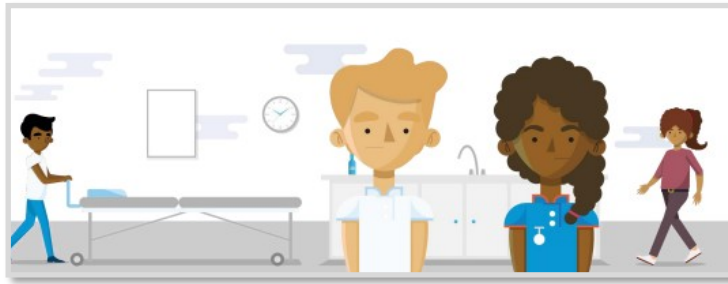
For more information go to www.nhs.uk/live-well/sleep-and-tiredness/



Financial



Supporting Our NHS People Helping you look after your financial wellbeing



Money Helper

This is a difficult time for our NHS people and we know that financial concerns have consistently been one of the top reasons that colleagues call the free helpline run by the Samaritans. As such, we've partnered with the MoneyHelper service (formerly Money and Pensions Service) to bring you financial guidance to help you manage your finances at home.

Top tools and resources go to www.moneyhelper.org.uk

Budget Planner Tool free planner puts you in control of your household spending and analyses your results to help you take control of your money.

Quick Cash Finder Tool use this quick cash finder tool to discover how you could quickly find and save money by simply cutting back on some of your regular spending.

Debt Advice Locator Tool if you're struggling with debt, it can be hard to know where to turn.

Debt and borrowing taking control of debt, getting free debt advice, how to borrow affordably

Benefits find out what benefits you're entitled to and learn about Universal Credit.

Budgeting and managing your money advice on running a bank account, planning your finances, and cutting costs.

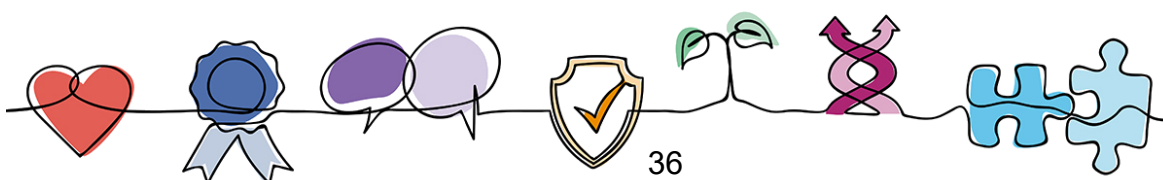
Work and redundancy advice on understanding your employment rights, what in-work benefits you might be entitled to and how to handle redundancy.

My money find loads of bright ideas, money saving tips and step by step recipes for saving money – let My Money help you keep more of your hard-earned cash.

Help with scams advice for spotting, avoiding and recovering from scams

NHS staff support line telephone support line NHS colleagues can call this support line, provided by the Money Helper service, for free and impartial money guidance from Monday to Friday, 8am to 6pm Tel: 0800 448 0826

www.england.nhs.uk/supporting-our-nhs-people/support-now/financial-support/



Supporting Our NHS People Helping you look after your financial wellbeing



Getting help with grants

Many organisations and charities provide access to financial support for healthcare staff through grant funding. Here are just some of the organisations you can apply for grant funding with:

Blackpool Council is aiming to help residents who are struggling to afford household energy costs. If successful, awards will be paid directly to your energy provider and will appear as a credit on your bill or pre-payment meter. To find out more about the Household Support Fund, visit: blackpool.gov.uk/Residents/Benefits/Household-support-fund.aspx

UNISON offers a one-off grant of £250 to help with essential expenses, urgent repairs, disability equipment and adaptations, utility bills and funeral costs.

To be eligible to apply for financial assistance, you must have been a member of UNISON for at least four weeks and be up to date with your subscriptions.

Get help from UNISON here: unison.org.uk/get-help/ or telephone 0800 0 857 857.

Unite the Union Benevolent Fund can provide financial assistance to members and former members, and their immediate dependents.

For application form go to: unitetheunion.org/benevolentfund/ email to applications@unitebf.org. Alternatively, download the form, complete and send to: *Unite the Union Benevolent Fund, Eastham Hall, 109 Eastham Village Road, Eastham, Wirral, CH62 0AF* For further information, telephone 0808 196 3655

Credit Unions offer a range of savings accounts, current accounts and loans to members, much like traditional banks and building societies.

- The key difference is that it's a not-for-profit setup that's run by members who have something in common (e.g. locality or industry).
- To be eligible to join a credit union, you typically have to have the same "common bond" with other members, though some credit unions have relaxed their criteria.

The NHS Credit union: Supporting financial health of members across Scotland and the North of England with affordable savings and loans www.nhscreditunion.com

The Charity for Civil Servants: (formerly The Civil Service Benevolent Fund) supports all civil servants, past and present, throughout their lives, with whatever problems they may have. www.foryoubyyou.org.uk

Supporting Our NHS People Helping you look after your financial wellbeing

Getting help with grants

Royal College of Nursing

The RCN offers benefits and debt advice, as well as RCN Foundation Benevolent Service hardship grants for all members of the nursing and midwifery professions that are finding it hard to make ends meet. Check whether you're eligible here: rcnfoundation.rcn.org.uk/Apply-For-Funding/Hardship-grants or speak to an advisor for RCN Members on telephone 0345 772 6100. Not an RCN Member? Telephone 0345 772 6200 (lines are open 8.30am to 8.30pm, seven days a week).

Healthcare Workers' Foundation

Healthcare Workers' Foundation has opened its 'childcare grant' service. The maximum award is £1,000 for increased childcare costs and all NHS workers are eligible. You will be required to submit NHS ID and evidence of pre-and-post pandemic costs, so please have this ready.

Apply here: healthcareworkersfoundation.org/grants-and-financial-assistance/

The Care Workers' Charity

The Care Workers' Charity offers grants to care workers, including:

- Crisis grants up to £500. Check your eligibility: thecareworkerscharity.org.uk/crisis-grant/
- COVID-19 Emergency Fund grants. Check your eligibility: thecareworkerscharity.org.uk/covid-19-emergency-fund-general/
- Crisis Funeral grants up to £2,000. Check your eligibility: thecareworkerscharity.org.uk/crisis-funeral-grants/
- Get help from the Care Worker's Charity: thecareworkerscharity.org.uk/get-help/

Turn2us

Turn2us provides access to welfare benefits, charitable grants, and other financial help. You can search the grants database to look for grants: grants-search.turn2us.org.uk/

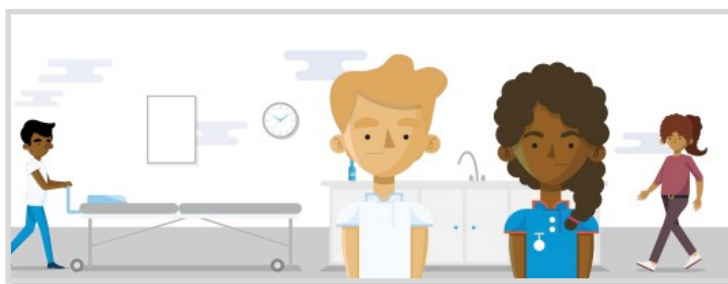
CSIS Charity Fund

CSIS Charity Fund assists serving, retired and former civil and public servants, as well as widows and widowers of deceased CSIS policyholders. You can ask about your eligibility for a grant csischarityfund.org/apply-others.htm or Tel: 07843 342 889.

Social Workers' Benevolent Trust (SWBT)

A small charity offering one-off, limited financial help to social workers – including retired social workers – and their dependents in times of hardship. For help and advice, or to apply for a grant, visit: swbt.org or telephone 07593 819 562.

Supporting Our NHS People Helping you look after your financial wellbeing



Getting help with your finances

If you need somewhere to turn to help you get your finances in order, there are lots of organisations and advisory services out there to help you get started.

Citizens Advice

Citizens Advice helps people resolve their legal, money and other problems by providing independent, impartial, confidential advice that is free at the point of access.

You can access advice at citizensadvice.org.uk, where there is a facility to chat to an adviser.

Citizens Advice Blackpool

- Call the freephone Adviceline with any urgent query on 0808 278 7818, Monday to Friday 9am to 5pm
- If you require debt advice, they have a dedicated Citizens Advice Blackpool debt line on 01253 308 401
- If you need a face-to-face appointment, please leave a message on the appointment line 01253 308 405

Further details can be found here: blackpoolcab.org.uk/

Citizens Advice Fylde citizensadvice.org.uk/local/fylde/ or 0808 278 7881

Citizens Advice Wyre citizensadvice.org.uk/local/wyre/ or citizensadvicelancashirewest.org.uk/fleetwood-citizens-advice-2/
or Tel: 0808 278 7880

Stepchange debt charity: Free debt advice and help www.stepchange.org/

Cavell Nurses' Trust

Supports nurses, midwives and healthcare assistants across the UK, both working and retired, when they're suffering personal or financial hardship cavellnursestrust.org or telephone 01527 595 999.

The Ambulance Staff Charity (TASC)

A leading UK charity providing support to all present and past ambulance staff and their families in time of need, both in the NHS and independent sector
visit: theasc.org.uk or telephone 02477 987 922.

Helping you find NHS staff deals and discounts

There are a range of deals and discounts available to NHS staff, whether it's at restaurants, cinemas, clothes shops, or toy shops. You can often find there are offers available at both local shops and national chains.

NHS Discounts & Healthcare Staff Benefits: Film-buffs, fashion-lovers or gig-goers, Health Service Discounts has something for everyone: <https://healthservicediscounts.com/>

Blue Light Card: Whether you're looking for a weekend getaway, fashion fix, state-of-the art device; save online with thousands of retailers: www.bluelightcard.co.uk/

NHS Discount Offers: Discounts and Money Saving Vouchers for NHS Staff: www.nhsdiscountoffers.co.uk/

Health Staff Discounts: Find exclusive health service discounts, offers and deals: www.healthstaffdiscounts.co.uk/

Supermarkets

Save on the weekly shop with discounted eGift Cards from many of the UK's major supermarkets

Simply choose your retailer and amount, pay a discounted price and the eGift card will be emailed to your inbox to start using

Start exploring your benefits and discover how they can help you with the **cost of living**

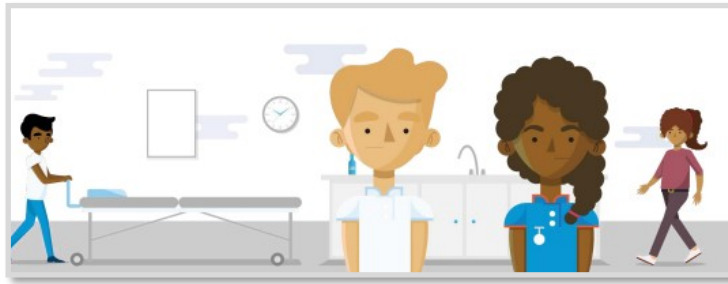
Register or login at vivup.co.uk



Tax Free Childcare is a government scheme offering up to £2,000 a year per child (the government will pay £2 for every £8 you pay in up to the £2K limit) to help with the costs of childcare. The money can go towards a whole range of regulated childcare, whether nurseries, child minders, after-school clubs or holiday clubs. Find out more, check your childcare calculations, and how to apply on the Childcare Choices website: www.childcarechoices.gov.uk/

The Healthcare Workers' Foundation provide financial support for childcare related costs through grants of up to a total of £1,000 annually. Use your NHS email to register for a free account and find out more about childcare grants here: healthcareworkersfoundation.org/healthchain/login

Supporting Our NHS People Helping you look after your financial wellbeing



Financial wellbeing is fundamentally important to all our staff and NHS Employers highlight that financial wellbeing is a shared responsibility between the employer and employee.

Responses from our **2021 Health and Wellbeing Questionnaire** have shown us that a number of staff would like further information and support to help them to achieve good financial wellbeing and happiness.

NHS England have been working with the Money Advice Service, an organisation who work to improve people's financial wellbeing across the UK, to provide you with free, independent support. Based on calls to our support lines, we've picked out some of the top tools and resources to help you.

WhatsApp (Add+44) 7701 342 744 to your WhatsApp and send the Money Advice Service's national support team a message for help with sorting out your debts, credit questions and pensions guidance.

Vivup Employee Assistance Programme (EAP) website makes it easier for you to access a wide-range of market leading help

and support for life's ups and downs - here to support our BTH staff's mental health and wellbeing **Tel: 0800 023 9324**

Money Saving Expert Martin Lewis shares his 'Money Tips' and the latest financial advice, including cost of living crisis help at: www.moneysavingexpert.com

Getting help with pet health care costs it can be stressful when your pet is unwell and if you're also worried about money this can make the situation feel worse. The longer your pet is unwell the worse their illness can become. Seeking advice quickly will likely reduce costs overall and be best for your pet's health. The RSPCA have produced guidance on how to manage the costs go to: www.rspca.org.uk/whatwedo/care/financial





Bill knows a thing or two about money and bills. In fact, that's why he made this page - to offer free and impartial help to those that might need it.

Many households are currently facing rising bills due to people spending more time at home. We also know that people are searching for the most impactful things they can do to help with climate change. Bill knows that creating environmental value goes hand in hand with creating financial value for gas, energy, and water users. Bill's got a simple goal: to make it as easy as possible to get support with money and help you live a sustainable life at home. His website supports customers who might be anxious they are spending more than they have or are considering being kinder to the environment with their water, gas and electricity use.

How you can start – three things to ask yourself:

1. Can I enhance my home living, achieve my household goals and improve my quality of life?
2. Could I increase my spending power, by taking independent advice and information that is easy to understand and simple to follow?
3. Would hearing the skills, expertise and know-how of Auriga help my basic income go further?



<https://www.askbill.org.uk/>

What's the purpose of Bill?

Auriga Services designed Bill as a role model to tackle some serious themes in an informal way. His knowledge comes from their 17 years in leading customer service, offering:

- **Rounded, simple advice** encouraging and motivating you to manage money better, receive the correct entitlements, access funding and reduce your demand for water and energy
- **Free online tools to self-assess** and personalise advice, based on your home's characteristics
- **For managing debt, he encourages** you to contact Auriga who are offering free 1:1 in-depth and impartial advice over the phone or web-based advice from the comfort of your home.

Ask Bill is powered by Auriga, a public benefit entity who support people in hardship, as a free and impartial information source to extend the reach of their helping hand.

Dealing with debt can be stressful and can be a cause of worry, meaning you may find it difficult to concentrate on work or other responsibilities. **Angel Advance** provides online debt advice to get you back on track and make your finances more manageable.



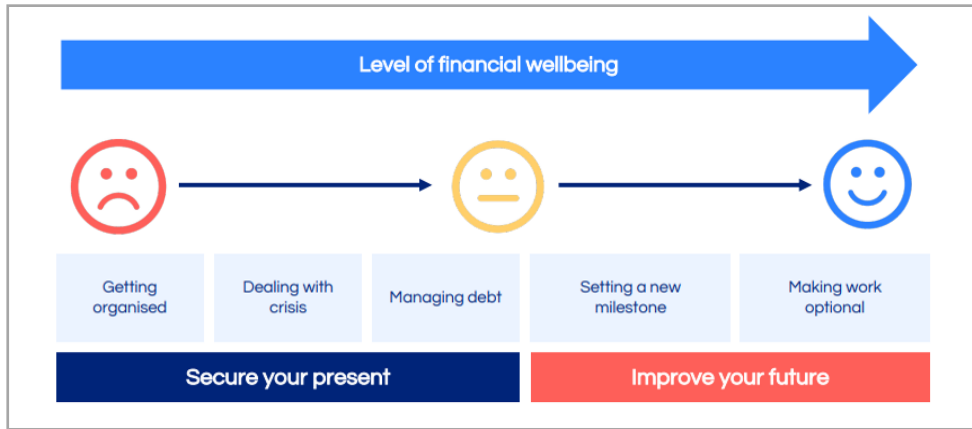
Angel Advance is a debt solutions company based in the UK that has been helping people with their problem debts since 2013. Angel Advance is authorised and regulated by the Financial Conduct Authority (permission no. 662386) to offer debt advice. Angel Advance offers debt management plans, individual voluntary arrangements (IVAs) and debt relief orders (DROs) as well as general budgeting information and money-saving tips. Angel Advance is provided to you in partnership with Vivup.



How to Become a Money Master

Self - help money frameworks

- The Financial Wellbeing Spectrum
- The 8 Money Milestone
- The Smart Spending System



The 8 Money Milestones

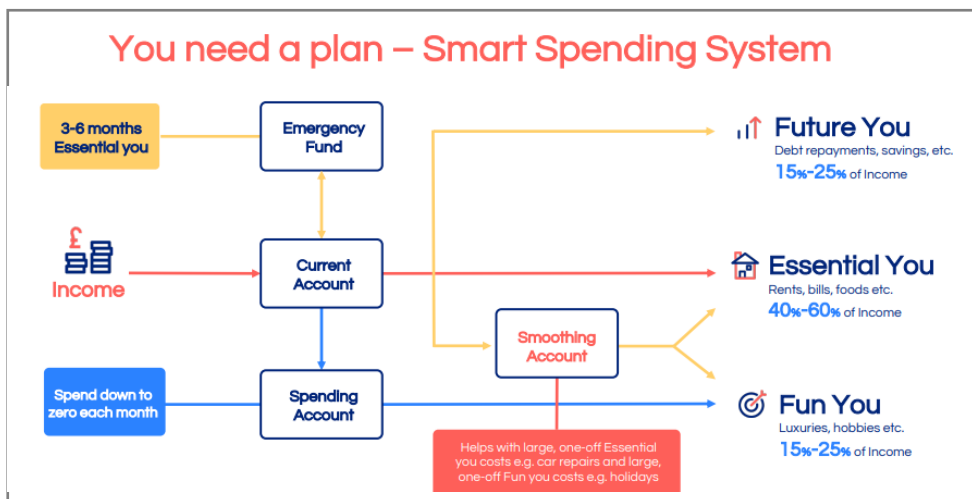
A simple tool to help you make better financial decisions

- Milestones 1-4 should be done in order
- Milestones 5-8 can be done concurrently and can be dictated by your circumstances, priorities and preferences



If you are in any doubt about your personal situation, please consult with a regulated independent financial adviser

You need a plan – Smart Spending System



Please note: This information is generic in nature and is not **personal advice**. If you need personal financial advice, please consult a regulated independent financial adviser. You can get **free personal money help** from either: Money Helper Service (www.moneyhelper.org.uk/en) or your local Citizens Advice Bureau (citizensadvice.org.uk/debt-and-money)

Important: this content is for guidance and educational purposes only and is generic in nature. Salary Finance does not offer regulated financial advice. Please seek independent financial advice.

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Salary Sacrifice Benefits

As an employee of Blackpool Teaching Hospitals you may be entitled to access one or more of the salary sacrifice schemes we offer.

A salary sacrifice arrangement means that your pay is restructured so that you agree to a reduction in your taxable salary and receive a new benefit from your employer, e.g. a lease car, childcare vouchers, technology products or bike schemes amongst others

ELIGIBILITY TO ALL SCHEMES IS SUBJECT TO THE FOLLOWING:

- You cannot enter a salary sacrifice scheme if it will reduce your pay to below minimum wage
- Wage is based on basic pay only.
- You hold a permanent contract.
- You must satisfy an internal financial risk assessment



Home and Electronics

Our Home and Electronics staff benefit, provided by our Health and Wellbeing partner, Vivup is stacked with amazing deals on the latest home and electronics goods which enables you to order online, spread the costs of your items through manageable monthly salary reductions and receive fast delivery straight to your doorstep.

[START BROWSING NOW](#) by following the link or login into your Vivup account

([Welcome to Vivup - Vivup \(vivupbenefits.co.uk\)](http://vivupbenefits.co.uk))

What you can expect:

- Delivery straight to your door
- Spread the cost of items through monthly payroll with no credit checks
- Price and stock secured at point of order for peace of mind
- Maximum choice, with 1000s of products from the UK's leading home and electrical retailers, Argos and Currys PC World
- Fast delivery, with many items shipped within 48 hours of employer approval

For help placing your order please follow the simple steps in this ['How to order' video](#) or visit the portal today [Welcome to Vivup - Vivup \(vivupbenefits.co.uk\)](http://vivupbenefits.co.uk)

Please note, the salary sacrifices available to staff are there to support staff from a financial point of view, but the Trust has a responsibility to ensure staff don't fall below the national minimum wage. Therefore we carry-out two financial checks on all applications and a limit of £2000 has been set for goods purchased. For more information and to see what is available create an account or login via: [Welcome to Vivup - Vivup \(vivupbenefits.co.uk\)](http://vivupbenefits.co.uk)

Salary Sacrifice Lease Cars

The Trust has signed up to two leading salary sacrifice lease car schemes for NHS staff. Eligible employees have the option to lease environmentally friendly cars with maintenance, tax and insurance all included in the monthly payment. For more information search

- NHS Fleet Solutions www.nhsfleetsolutions.co.uk, Trust ID 382
- GMP Driver Care — [GMP Drivercare | Reliable & quality service | Fleet Management](#), Trust ID RXL382



Getting help with travelling to work

From fuel costs and insurance to repairs and maintenance, running a car can be very expensive. If you're struggling to keep up with car related costs, here is some information that may help. You can find the cheapest petrol and diesel prices nearest to you on the following websites:

confused.com/petrol-prices

petrolprices.com

gocompare.com/motoring/guides/petrol-prices/

MOTs

If your car is in need of an MOT, you will find a useful guide to cheaper MOTs here: moneysavingexpert.com/travel/cheap-mot/

Cycle to work scheme

Blackpool Teaching Hospitals has a cycle to work scheme with Vivup, which enables you to enjoy tax free bikes and accessories for your commute to work, helping you to save around 30% on the latest cycling equipment.

You can register and find out more here: vivupbenefits.co.uk

Public transport options

We've partnered with Blackpool Transport to offer discounted travel for all our staff. It's completely free to join and you can save up to £160 each year.

Benefits include unlimited travel across the Fylde Coast, no parking hassles, carbon reduction and better health and wellbeing.

To access this offer, download the app here: blackpooltransport.com/app

Once you have downloaded the app, click the option for Mobile Tickets/Travel Club Tickets and select the ticket you would like to purchase. You will be asked to upload a selfie, followed by a picture of your staff ID badge or smart card.

Getting help with feeding your family

Free kids' meals

Asda Café Seven days a week, at any time, with no adult minimum spend. Children aged 16 and under can EAT FOR £1 (until end of year 2022)

Morrisons Café have FREE kids' meals all day everyday, when an adult spends £4.99 in their restaurant.

Beefeater until 10.30am every day, if you buy yourself an adult Premier Inn Breakfast from a Beefeater, up to two under-16s eat for FREE. Beefeater also offer 25% off the food bill to NHS workers (blue light card)

Brewers Fayre offer a 25% off the food bill to NHS workers (blue light card)

Bella Italia Kids EAT FOR £1, Monday to Thursday, 4pm till 6pm. You can also sign up to their newsletter to get a free main course

Feed your family for about £20 a week

Feed your family for about £20 a week shows you how to shop smart, cook clever, make more for less. The Facebook page offers recipes and ideas to inspire you.

Visit: www.facebook.com/fyf20quid [Feed your family](#)

The Batch Lady

Batch cooking is a time management process. It is a clever way of preparing meals that you enjoy. The Batch Lady's Facebook page offers recipes and ideas to help you shop once, cook once and eat healthy all week. Visit [The Batch Lady | Facebook](#) [The Batch Lady](#)

Cooking on a Bootstrap

Jack Monroe's Cooking on a Bootstrap website is filled with ideas and recipes for making the most out of the cheapest ingredients and discounted items in the shops.

Visit: <https://cookingonabootstrap.com/> [Cooking on a boot strap](#)

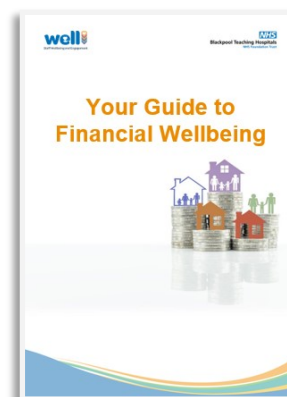
The **Too Good to Go** app helps to reduce food waste and save you money at the same time by buying 'end of the day' food from local cafés, bakeries and restaurants which have leftover, and lets you buy it at a discounted rate. You can buy a 'magic bag' of food via the app, which costs between £2 and £4 **Too Good to Go** says the food will be worth at least three times as much as if bought at full price. Visit: <https://toogoodtogo.co.uk/en-gb/consumer> [Too good to go](#)

Local foodbanks

If you're finding it hard to pay for food and basics, local foodbanks can provide emergency supplies. To access support from a foodbank, some will require a referral you may need referred for a foodbank voucher by an agency like Citizens Advice, Housing Support, children's centres, social services www.citizensadvice.org.uk/benefits/help-if-on-a-low-income/using-a-food-bank/ [CABfood bank](#)

Your Guide Financial Wellbeing booklet

With the rising cost of living, making your money go further is becoming an increasing challenge, with some of us finding it harder than ever to cover the costs of energy bills, childcare, petrol, and the weekly shop. When you're facing money worries, it can feel overwhelming, taking a toll on your physical and mental health. For a copy of the booklet go to the Health and Wellbeing website or go to intranet page [Your Guide to Financial Wellbeing v1 14.07.22.pdf \(xfyldecoast.nhs.uk\)](#)



For more financial information go to the BTH Health and Wellbeing website - home page - Manage your Finances www.LSCWellservice.co.uk • username: BTHWELL



Relationships
Working together



Well Space

It is recognised that our staff are working under extreme pressures and often in difficult working environments which are both challenging and relentless at times. It is understood that this places a huge amount of emotional strain on our staff working across the organisation.

We have therefore introduced 'Well Spaces' across the organisation. These spaces aim to ensure staff have a space to go to rest and refuel at times when they might be feeling overwhelmed, anxious, upset or tired. These spaces hope to provide a sense of calm to a working area and encourage staff to take some time out to rest, reflect and recoup.

They are generally equipped with a folder of wellbeing related information and activities that staff can engage in to help boost their own wellbeing and include: the Wellbeing Directory, additional resources, ways to help staff to relax and tips that encourage staff to participate in evidence based activities that can reduce stress, anxiety and other common mental health problems. In addition these space's may include puzzles and colouring to help change a person's focus, some games, hand creams to remind them to take care of themselves, and confectionary including water, tea, coffee, hot chocolate and snacks encouraging staff to refuel and take stock.



If you are yet to identify a Well Space in your area of work, please contact the team and they will help you set this up. If you can find a corner or space, then we can provide the rest.

For more information please contact the Well Team on bfwh.wellteam@nhs.net



Wellbeing Guardian

What is the Wellbeing Guardian role?

“The NHS Workforce Wellbeing Guardian will seek to assure and continue to reassure the board that their organisation is a wellbeing organisation and a healthy workplace in which NHS staff and learners can work and thrive.

The role will ensure that sufficient information is being provided to the Board [or equivalent senior leadership team], so it can benchmark, set organisational expectations and monitor performance in this regard. This will help provide a lens on learner and staff mental wellbeing in each and every NHS organisation, seeking continual improvements in how those who care for the nation’s health are indeed cared for themselves and supported in their working lives”.

(NHS Staff and Learners’ Mental Wellbeing Report, 2019)



BTH Wellbeing Guardian is **Andrew Roach**

“All organisations to have a wellbeing guardian: NHS organisations should have a wellbeing guardian (for example, a non-executive director or primary care network clinical director) to look at the organisation’s activities from a health and wellbeing perspective and act as a critical friend, while being clear that the primary responsibility for our people’s health and wellbeing lies with chief executive officers or other accountable officers”

People Promise

WE ARE THE NHS: People Plan 2020/21 - action for us all



Health and Wellbeing leads will work closely with the Wellbeing Guardian. For more information on this role email the Well Team on bfwh.wellteam@nhs.net

Pastoral and Spiritual Support

Staff support: Chaplaincy is here for you and available to support all staff and volunteers in the hospital.

- We are happy to talk to anyone about anything
- We can often respond at short notice
- We can offer an informal chat or make an appointment with you
- We can see you for a one off conversation or several conversations over a period of time
- We can assure you that conversations are kept in confidence (except where there is danger to you or someone else)
- If we're not the right people for you, we'll help you find someone who is
- We offer places of peace and quiet to reflect and refresh
- We offer times of worship
- We continue to support staff teams at times of loss and can offer Memorial Services for colleagues
- We are interested in you as a person and are willing to share any concerns or dilemmas you might have
- We will respond to your requests for Chaplaincy help with patients in a timely manner
- We are happy to offer advice as part of a Multi-Disciplinary Team approach to the care of patients
- We can offer visits to patients who you are concerned about
- We offer staff training in spiritual and religious care, providing resources and information

Places and times Chaplaincy might offer assistance:

- Supporting staff working alongside patients
- Trauma and critical care
- Bereavement support
- Neonatal support – naming & blessing ceremonies
- Emergency weddings
- End-of-life care and support
- A holistic contribution to patient experience
- Support for wellbeing in the workplace
- Equality, inclusion and diversity



The Department is committed to supporting all pastoral, spiritual and religious needs and wishes to support staff in providing the best possible care.

For further information, please 'phone our offices on 956299 / 953876 or email us at bfwh.chaplaincy@nhs.net or visit our site on Sharepoint, link: [Chaplaincy | Blackpool Teaching Hospitals NHS Foundation Trust \(bfwh.nhs.uk\)](#)

Mentoring and Coaching

Both coaching and mentoring assist you in achieving your full potential. Both disciplines share similarities as they;

- Facilitate exploration of your needs, motivations and desires, as well as skills and thought processes to help you make real, lasting change
- Use questioning techniques to aid thought processes, in order to identify solutions and actions, rather than taking a wholly directive approach
- Support you to set appropriate goals and understand methods of assessing progress in relation to these goals
- Observe, listen and ask questions to understand your situation
- Maintain unconditional positive regard for you, which means that the coach is at all times supportive and non-judgemental of you, your views, and aspirations

The main differences are:

Coaching is a short term relationship - on average no more than 6 one hour sessions, which are focused on a goal to move forward. The coach is usually outside your professional area.

Typical issues that are brought to coaching include:

- confidence building
- management issues
- relationship difficulties
- career dilemmas
- assertiveness or
- general stress



Mentoring is a longer term relationship usually with someone more senior or more experienced within your professional field or role. The focus is to provide support and guidance for your developing or settling into a new role, improving your work performance, taking the next step in your career, leadership & management development.

The common theme uniting our coaching & mentoring services is that it offers the coachee/mentee a confidential space for personal and professional development with the aim of improving their work performance and work-life balance through reflection and action.

Take a look at our [Guide](#) for Mentors and Mentees to understand more about the Mentoring programme, what it is, how it can benefit the workplace and how you can get involved. Follow the link: [Memorandum \(bfwh.nhs.uk\)](https://www.bfwh.nhs.uk) or search 'Coaching and Mentoring' on oneHR.

Mentor Development

Are you providing mentoring to staff or would you like to? We are inviting staff who are interested in being a Workplace Mentor to get in touch with the Organisational Development Team. Training and development is available to staff wanting to become a BTH Workplace Mentor.

Email [Jane Crompton](mailto:jane.crompton@nhs.net) on jane.crompton@nhs.net
L&D Manager - Leadership to express an interest

To access a coach or a mentor search 'Coaching and Mentoring' on the oneHR portal alternatively follow the link: [Coaching and Mentoring | oneHR \(bfwh.nhs.uk\)](https://www.bfwh.nhs.uk)

For further information email the Organisational Development Team on bfwh.orgdevelopment@nhs.net

Team Time

Team time is a newly developed online forum that enables staff to share and reflect on the rewards and challenges of working within their team. Each session empowers staff to consider the emotional and human dimensions of their work and has similarities to Schwartz Rounds.

These online meetings follow a format which includes the delivery of two 5 minute stories by members within the team and a 25 minute discussion following the stories from those who have joined the meeting. The sessions last 45 minutes in total and the aims of the session are to: reduce stress and isolation, strengthen teams and increase compassion, both for ourselves and each other.

The delivery of these sessions takes place with trained facilitators from within the Trust to support in the preparation and the delivery of the Team Time Session.

Team Time is explicitly designed on the same principles as Schwartz Rounds with the main difference being that Team Time is 'virtual' (delivered over Microsoft Teams in our case) and has a greater focus on sessions being held by a team of people. As such the below clip can be used to further understand the key stages and principles of Team Time.

Link: [Understanding Schwartz Rounds - YouTube](#)

register your teams interest please email bfwh.wellteam@nhs.net



Mediation

Mediation is a confidential and informal process that helps parties to talk through issues with impartial mediators to find a way forward. Mediation works because it helps people find practical solutions that feel fair to everyone.

The distinctive features of mediation are:

- An informal modern approach to resolving conflict
- A voluntary process
- Completely confidential
- Facilitated by accredited workplace mediators, who are impartial
- The process will not be recorded on your personal file

The Trust fully supports the principles of mediation and has trained a group of staff from various backgrounds to enable them to undertake an in-house mediation service.

Workplace mediation cases typically include issues relating to:

- Relationship breakdowns
- Personality clashes
- Communication problems
- Sickness absence due to work related stress
- Allegations of bullying, harassment or discrimination

Managers are encouraged to recognise the importance of this service and how it can support staff and teams to have better working relationships and a happier working environment before issues become disruptive.

To access the service or for further information individuals can contact Sam Landon on samantha.landon@nhs.net

Freedom to Speak Up Guardian

Freedom to Speak Up or Staff Guardians have been in post in all NHS and Foundation Trust's in England for a number of years now and they support workers to speak up, when they feel unable to do so by other routes. They ensure that people who speak up are thanked, that the issues they raise are responded to, and make sure that the person speaking up receives feedback on the actions

taken. Speaking up protects patient safety and improves the lives of workers. When things go wrong, we need to make sure that lessons are learnt and things are improved. This is vital because it will help us to keep improving our services for patients and the working environment for our staff. Guardians also work proactively to support their organisation to tackle barriers to speaking up.

What can I raise issues about?

You can raise a concern about risk, malpractice or wrongdoing you think is harming the service we deliver. Just a few examples of this might include:

- unsafe patient care
- unsafe working conditions
- inadequate induction or training for staff
- a lack of, or poor, response to a reported patient safety incident
- a bullying culture
- suspicions of fraud

Remember that if you are a healthcare professional you may have a professional duty to report a concern. Don't wait for proof. We would like you to raise the matter while it is still a concern. It doesn't matter if you turn out to be mistaken as long as you are genuinely troubled.

What support is available to me?

Raising a concern is often a worrying time, however FTSU Guardians are there to support you through the process every step of the way. We will thank you for raising your concern and discuss what options may be appropriate in addressing your concern. We will also ensure you have feedback. We can also signpost you to other services which can provide additional support, such as Occupational Health or your trade union representative.

For more information about Freedom to Speak Up, the work Guardians do and raising concerns within the NHS then please see the links below:

www.nationalguardian.org.uk/

www.nhsemployers.org/retention-and-staffexperience/raising-concerns-whistleblowing/information-for-staff www.hee.nhs.uk/our-work/freedom-speakguardians

For further information or to speak with someone email: bfwh.ftsug@nhs.net



Fulfilment at work

Life balance

Purpose, potential and recognition





NHS staff - Welcome to WorkLife Central!

WorkLife Central's programme offers expertise and support to help you balance work with family life.

[WorkLife Central](#) has offered their online programme of support and resources to NHS employees **without charge until 31 March 2023**.

As an employee of the NHS, you have free access to the WorkLife Central platform, which includes:

- Our full [Live Programme](#) - live webinars, workshops, support groups and 'ask the expert' sessions delivered by our expert speakers, streamed at 12.30pm GMT, spanning careers, wellbeing, resilience, parenting, inclusion and workplace topics.
- Our [On Demand Programme](#) - ready-to-view videos, webinar recordings and bitesize video shorts, which you can access at your convenience in your own time.
- [The WorkLife Central Library](#): A rich collection of online content published weekly through our library of [Expert Advice articles](#), [WorkLife Stories podcast series](#) discussing views and perspectives on relevant topics, and [Our popular blog series](#) sharing experiences of working parents.



Today, **WorkLife Central** is an award-winning organisation supporting working parents and professionals in corporate roles. We deliver a carefully curated programme of online Live events, On Demand videos, shorts and recordings, and a Library of expert articles, podcasts and our members blog to both businesses and individuals.

Topics include career progression, work/life balance, home/family life and parenting, wellbeing at work, inclusion, and creating flexible and inclusive workplaces. All of our content is delivered by third party experts, who are carefully selected by us.



NHS staff can get access via: www.worklifecentral.com/account/register

Complete your registration using your work email address

Work-Life Balance

The NHS People Plan sets out a commitment to offering more flexible, varied roles and opportunities for different types of flexible working.

There are a number of flexible working arrangements options that you can consider when seeking a healthy work-life balance. Both line managers and employees have a responsibility to discuss and establish a range of working practices that promote a Work-Life Balance – though all options are subject to the needs of the service.

Discussions around Work-Life Balance may consider the following:

We want to move away from outdated ideas that flexible working is primarily for women with children or caring responsibilities or that it can't work successfully in shift-based roles. We want all our NHS people to have the chance to work flexibly, regardless of role, grade, reason, or circumstance.

We know it's not always immediately easy to accommodate individual work preferences, but becoming a more flexible, modern employer in line with other sectors, gives us the opportunity to retain our existing people and attract new talent to work with us.

Flexible working is about more than just retention. It can unlock new opportunities and contribute to people's mental health, wellbeing, and engagement with their role, and we know that in the NHS more engaged staff leads to better patient care.

What initiatives can I take forward now?

We know that working flexibly is important for all our people and needs to be integral to the way we work. We also know that this requires a cultural shift and won't always be easy.

There are several things you can do to enhance the approach to flexible working in your team. We would recommend:

- Familiarising yourself with our work life balance policy. This can be found here: [Work-Life Balance \(bfwh.nhs.uk\)](https://www.bfwh.nhs.uk)
- Explore your team data from the staff survey, if available. Question 5H specifically talks about satisfaction for opportunities for flexible working. How do your staff feel about this? Are there particular groups of staff who are more, or less, satisfied? Has this improved over time?
- Have conversations. The more we are talking about flexible working, the more normal it will become, and the easier it will be to think outside of the box and coming up with creative solutions by exploring it together.
- Engage with your divisional leaders. Having a culture which demonstrates a positive approach to flexible working and is modelled from the top is key.

More Information:

Flexible working definitions and principles: NHS England and NHS Improvement has published a flexible working definition and set of principles. The definition supports a shared understanding of what flexible working means and the principles guide the ethos and values we want the NHS to aspire to when it comes to flexible working: [NHS England » Flexible working: raising the standards for the NHS](#)

Going the Extra Mile

You'll often see someone go above and beyond here at #TeamBTH and our GEM Awards give you an opportunity to recognise and appreciate colleagues who embody our Trust values and do a great job! **Celebrating success and saying 'thank you' is incredibly important to us here at the Trust**, and we know that it really does make someone's day to receive a GEM Award. You can say thank you to an individual, multiple people or an entire team for 'going the extra mile', whether you are an employee, manager or volunteer.

Often it is the little things that make a difference and when someone clearly demonstrates our values, it leaves us feeling good. If you feel that someone has gone that extra mile for you, another colleague or a service user, tell them! A simple 'thank you' or 'well done' can go a long way to **make them feel valued and recognised**.



What does Going the Extra Mile look and feel like?

- "they are really patient/staff focused"
- "they are a team player"
- "they are honest"
- "they strive to communicate effectively"
- "they have a can-do response whatever the situation"
- "they stay positive to reassure the staff and/or the patients"
- "they have a great attitude, and model positive behaviours"
- "they seek opportunities for improvements"
- "they appreciate the efforts of others"
- "they show empathy and try to understand how others feel"

Your GEM nominee will receive a badge and thank you card - especially from you!

To nominate, please visit the self service SharePoint site:

[Going the Extra Mile \(xfyldecoast.nhs.uk\)](http://xfyldecoast.nhs.uk)

If you can't access the Intranet, please contact the Well Team on extension 53254

Thank you for saying "thank you"

Appreciation Cards

When was the last time you felt appreciated at work – and importantly how did this make you feel? Whether it's a simple “thanks”, a GEM award or even someone making you a brew; workplace appreciation and gratitude can have surprisingly profound results for us all.

There have been numerous studies on the relationship between workplace gratitude and its effect. Gratitude can be powerful because it may increase personal wellness, improve sleep habits, increase metabolism, and lessen stress. By embedding gratitude into our daily routines, research has also proven that we become more willing to spread our positive feelings with others; whether it's helping out with a project or taking time to notice and recognising those that have gone the extra mile.



So it seems positivity really can be catching! As we receive gratitude; in turn this promotes positive emotions: happiness, better self-esteem, feeling more relaxed and more optimistic. All of these emotions create a pay it forward and “team” mentality at work, which in turn, makes your team more successful. Plus, the dopamine effect will encourage a continuous cycle of recognition if everyone participates.

Appreciation and gratitude have positive impacts on patient safety too; with recent data revealing that 42% of those working in healthcare say their happiness affects their performance at work.

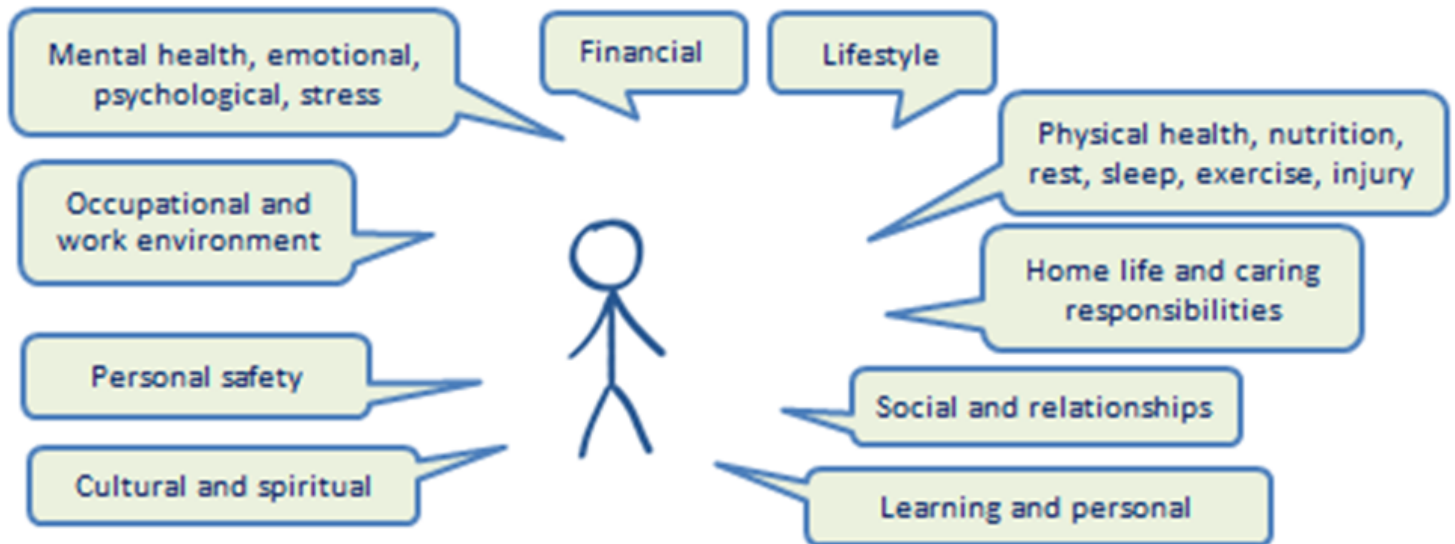
So, the evidence is conclusive – expressing appreciation and gratitude is not only good for our colleagues but also for ourselves and the patients we are here to care for. We think appreciation should be part of the fabric of everyday life which is why we've produced a series of gratitude and appreciation cards that can be read and “passed on” to give others a daily boost. Electronic versions of the cards are now available. To receive them and start sharing gratitude with your peers email bfwh.wellteam@nhs.net.

We'd love to hear your stories about how you've used these cards – please do share them with the Well Team. We'll leave you with this final thought from Virgin Group founder Richard Branson who famously said: “Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients (or in our case -patients!)”



Health and Wellbeing Conversations

“Together let’s really make a difference and support our staff and our wider teams to engage and participate in activities that promote good health and wellbeing for all”



Health and Wellbeing Conversations are supportive, coaching-style one-to-one conversations focused on building individual and team resilience. They take place between an individual and someone they trust at work (typically their Line Manager but can be someone else if preferred), at a convenient time and place.

These conversations are designed to help support staff and nurture the recovery of all our staff, to help guide those who need additional support to reduce the long-term impact of their distress. It is during these conversations that a staff member may wish to talk about the following:

- How they are feeling both physically and mentally
- Their current workload and/or their working environment
- Their family life and other caring responsibilities or major family events and how these impact on their work
- Any workplace adjustments or flexible working arrangements they may be interested in

For further information contact: bfwh.wellteam@nhs.net



Calendar of events

We have a collection of health and wellbeing sessions you can join **free** of charge...



Introduction to Resilience



Menopause
7 part video series covering everything you want and need to know about menopause



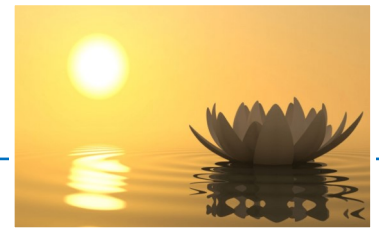
Soothing Strategies Breathing Techniques



Soothing Strategies 'Hand on Heart'



Body Relaxation Meditation



De-stress '3 Step Pause'



Guided Meditation (hand meditation)



Wellbeing Conversations



3 second pause to calmness



For more events and to register, visit:
www.lscwellservice.co.uk/training/ Login: BTHWELL





Professional wellbeing support

Support services and partners



Occupational Health

Welcome to the Staff Health and Wellbeing Centre. We are here to provide you with confidential support and assistance, whatever your needs may be. The department supports staff in a number of different ways and is committed to helping our people remain well and in work. The staff within the department have a wealth of expertise.

If you have a health problem or question or are struggling within the workplace the Occupational Health team are on hand to provide you with information, guidance or advice to help with:

- Health related policy queries, for more information and support visit the Occupational Health page on oneHR, intranet link: [Policies | oneHR \(bfnh.nhs.uk\)](#)
- Needlestick injuries, for more information and support visit the Occupational Health page on oneHR, intranet link: [Needlestick Injuries | oneHR \(bfnh.nhs.uk\)](#)

Mental Health Support through:

- stress awareness information
- cognitive behavioural therapy (CBT) course
- counselling
- hypnotherapy for staff
- MSK support through the Fast Physio Service
- health checks



Staff need to be referred by their manager to access Occupational Health support. Management referrals needs to be made online through the portal on oneHR. This can be accessed internally by following the link: [Referrals and Guidance | oneHR \(bfnh.nhs.uk\)](#) alternatively search Referrals and Guidance on the oneHR portal.

For any queries visit the oneHR site and view the Occupational Health section or contact the team directly on **01253 (9)57950 (option 3)**, email bfnh.occupational.health@nhs.net

Fast Physio

Fast Physio is a dedicated service for BTH employees with musculoskeletal problems aimed at early intervention to aid the health work & wellbeing of our workforce.

- Free, confidential, one to one, fast tracked physiotherapy
- Open access to free and confidential physiotherapy on a management referral basis
- Fast track physiotherapy to provide appropriate & timely management and advice of musculoskeletal disorders (MSDs)
- Telephone & email advice to enable employees to self-manage their injury more effectively
- Recommendations of workplace adjustments where appropriate
- Advice & support during return to work for managers & employees
- Functional restoration programmes

Managers need to refer staff via the oneHR gateway and will need to complete the manager referral form or by following the link: [Referrals and Guidance | oneHR \(bfnh.nhs.uk\)](#)

Staff members also need to fill in an online Physiotherapy referral form as this will result in them getting an appointment quicker. This can be found on the oneHR gateway.

Both the physiotherapy form and the online referral will then be triaged before the member of staff is offered an appointment.

For further information contact: bfnh.occupational.health@nhs.net

Human Resources

For all human resources access the oneHR portal or direct your queries to: **email:** bfwh.HRandODDirectorate@nhs.net



Library Services

The library has a growing collection of books to help you look after your own personal health & wellbeing, be happy, stay healthy. If you want to overcome a personal problem, get fit, learn how to bake or just take some time out to relax and get lost in a novel we have something for you. For more information search Library Services on the Trust's intranet homepage.

Freedom to Speak Up Staff Guardian

Our Staff Guardian is committed to dealing with all concerns raised confidentially, openly, responsibly and professionally.

Contact Staff Guardian: Jane Butcher on Jane.butcher@nhs.net or bfwh.ftsug@nhs.net

For more information please go to:

www.bfwh.nhs.uk/onehr/hr-policies-advice/freedom-to-speak-up-guardian/

Equality, Diversity and Inclusion Manager

Equality, diversity and inclusion continue to be at the heart of the Trust's strategy. Contact: Tina Daniels on 01253 957375 or email: tina.daniels1@nhs.net

Hospital Safety Team

The hospital safety team provide a safe, secure environment for patients, visitors and staff. To contact the team tel: 01253 953063 or email: bfwh.HospitalSafetyTeam@nhs.net

Safeguarding Team

The Trust Safeguarding team can be contacted in the following ways:

Paediatric Duty Team: 01253 951265

Adult Duty Team: 01253 953262

Or email: bfw-tr.SafeguardingBHT@nhs.net

Sexual Health

Our Sexual Health Practitioners are here to offer a range of support, interventions and dedicated free and confidential advice on any sexual health issues to those aged 16 and over living in Blackpool.

Tel: 01253 311431 Email: Enquiries@Ren-UK.com

Referral form: <https://www.horizonblackpool.uk/app/uploads/sites/8/2020/11/Ren-UK-Referral-Form-HORIZON-Sexual-Health.pdf>

Website: Sexual Health - Horizon (horizonblackpool.uk)

All enquires are handled with total confidentiality.

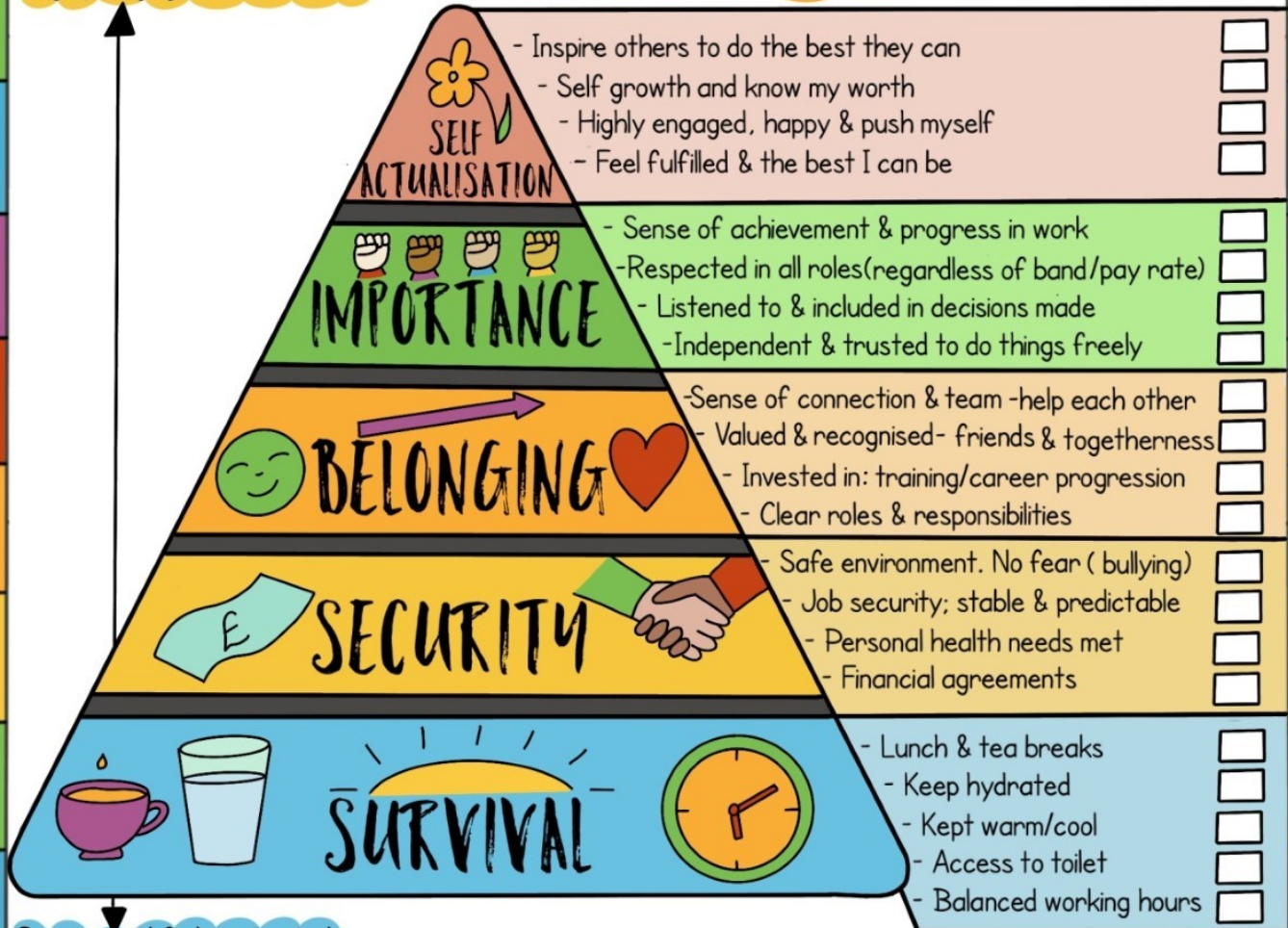


HIERARCHY OF WELLBEING NEEDS AT WORK



Highly engaged & motivated

Are your basic daily wellbeing needs met?
 What can you or others do to help meet them?
 Wellbeing is everyone's responsibility



Disengaged & demotivated

Created by Soniasparkles.com @sonia_sparkles

AGREED ACTIONS



Email: bfwh.wellteam@nhs.net

Tel: 01253 957638

BTH Staff Health and Wellbeing Website
www.lscwellservice.co.uk username: BTHWELL