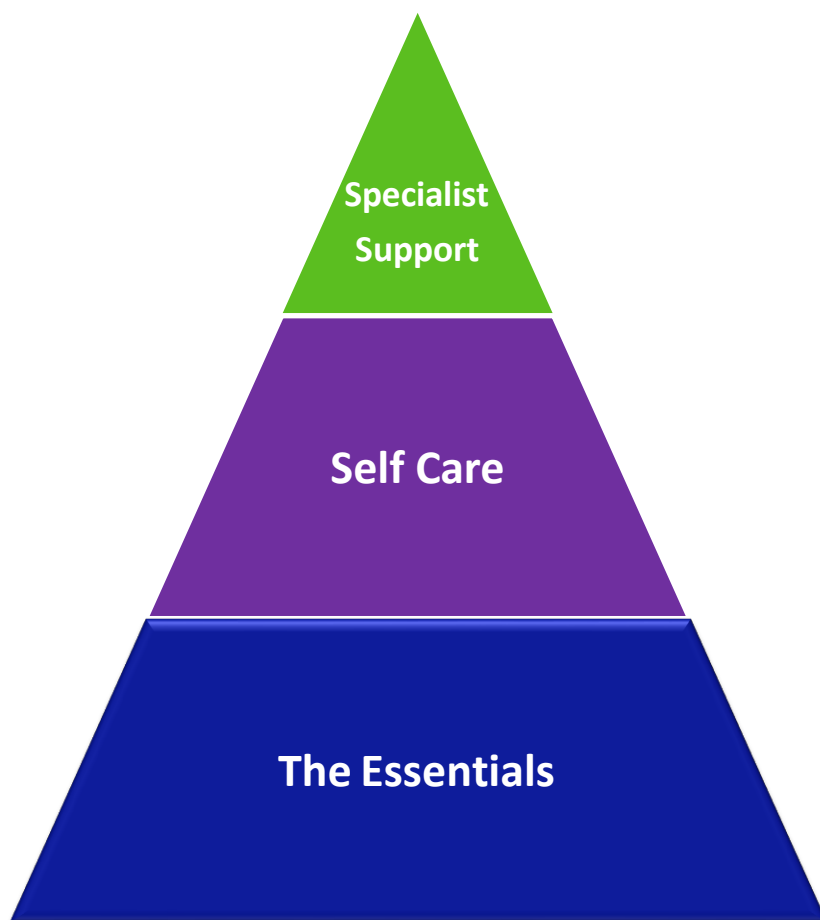


Staff Health and Wellbeing



#Caring for CWPS

Adapted from Wellbeing pack produced by UHCW HAWB Team

Chaplaincy Support

Overview

The Chaplaincy Team provides religious, spiritual and pastoral care of all faiths or no faith. The chapel, multi-faith worship room and quiet place garden are places of sanctuary at all times. This is especially so in the current situation when many are feeling anxious and under pressure.

It has a large open space which provides peace and quiet, irrespective of faith.

You are welcome to eat in the main area or in the garden and the space allows us to follow social distancing.

Drinks and snacks will be available for staff throughout the day during weekdays when a chaplain will also be available to listen if helpful.

[Contacting the Team](#)

Chaplains are available to support staff at all times. The team is onsite 07:30-20:00 and on call 24/7 via switchboard.



Staff Transport Arrangements

National Express

Staff can receive a 10% discount on an annual bus pass purchased via the National Express for all Coventry buses or National Express buses only (covering services to Kenilworth, Leamington and Rugby). Passes are available for train travel in the West Midlands too.

Further details can be obtained by emailing susan.penn@nationalexpress.com.



Cycle to Work Scheme

Our Cycle to Work scheme allows you to enjoy tax-free bikes and accessories for your commute to work. We have the most extensive range of bikes and accessories from leading cycling brands for you to choose from.

The Cycle to Work scheme not only keeps you active, it helps save you money as it is a salary sacrifice initiative. Savings can be made on cycles and or equipment from a selection of online products or participating bike shops.

Simply visit www.vivup.co.uk to access the scheme.

Plan your Commute

Cycle commuting advice for key workers has been developed and includes a journey planner to help find the quietest (and least hilly) route from home to work, tips on how to cycle safely, how to lock your bike safely and more. Visit <https://www.cyclinguk.org/commuting-advice-key-workers> for further information.

Loan Bikes Available to Staff

The Trust has a few loan bikes available to staff to use for free during the coming months. If you are interested please email clive.robinson@uhcw.nhs.uk



Food Provision



University Hospital:

Main Restaurant

Monday – Sunday 07:00 – 18:00

Subway

Monday – Friday 08:00 – 02:00

Saturday – Sunday 09:30 – 02:00

CSB Restaurant

Monday – Friday 08:00 – 15:00

Union House Coffee Shop

Monday – Friday 06.30 – 17.00

Saturday – Sunday 09:30 – 15:30

Café Qualita

Monday – Friday 08:00 – 15:30

Costa OPD

Monday – Friday 07:30 – 15:30

Rotunda Rest & Recharge Space

There are vending facilities, microwaves and hot/cold water dispensers available 24/7

Hospital of St. Cross:

***Poplar Place**

Monday – Friday 08.00 - 15.00

*There is a hot food vending facility also available 24/7

Staff Rest Areas

To compliment departmental rest areas, you can also rest & recharge in the following areas:

- Rotunda Restaurant on the fourth floor of University Hospital (West Wing)
- Poplar Place Restaurant at the Hospital of St Cross
- First and second floor atriums – Clinical Sciences Building (CSB): in the event of these areas being full, information will be displayed to advise of any meeting rooms available during peak times (midday - 2pm)
- CSB Library – you are welcome to use anywhere in the library except for the Quiet Room and PC stations
- Wellbeing Zones in the Faith Centre at University Hospital and on the ground floor of the CSB.

Social distancing should be observed at all times and rubbish disposed of appropriately.



Shower Provision

We have a number of serviced showers available for use if you are cycling to work and need to freshen up, or if you would like to shower before or after your shift.

Toiletries and towels are provided in the following staff showers in CSB, University Hospital:

Female:

- Ground Floor, Room Number 00056
1st door on the right past the plasma screens
- Ground Floor, Room Number 00064
Through door opposite main reception

Male:

- Ground Floor, Room Number 00057
1st door on the right past the plasma screens
- Ground Floor, Room Number 00074
Through door opposite main reception

Accessible Toilet:

- 1st Floor, Room Number 10003
Right hand corridor



The CSB showers are available 07.30am – 10.00pm, Monday – Sunday.

Showers are also available in some clinical areas at UH – ask your manager if you have one in your area.

Showers are also available at Hospital of St. Cross and located within:

- Day Surgery
- Sleep Studies Area (behind Cardiac Rehab Unit)

Health and Emotional Wellbeing

Every Mind Matters

Public Health England (PHE) have developed an 'Every Mind Matters' platform which includes new advice to help look after your mental wellbeing during the COVID-19 pandemic.



<https://www.nhs.uk/every-mind-matters/>

NHS People Support

Individuals and teams in the NHS have done a huge amount to support each other and help us cope during these difficult times.

To help support our health and wellbeing NHS England and NHS Improvement have devised a support package, including dedicated support 24/7:

	
<u>For confidential support by phone</u>	<u>For support by text message</u>
General: 0800 06 96 222 (7am-11pm)	Text 'FRONTLINE' to 85258
Bereavement: 0300 303 4434 (8am-8pm)	24 hours a day, seven days a week

They have also created a range of free bitesize learning topics to help better understanding of wellbeing and how we can all help ourselves and each other. For full information and list of courses go to: <https://people.nhs.uk/all-bitesize/>



Leadership in systems

➔ Explore



Motivation

➔ Explore



How to work with emotions and care for your team

➔ Explore



Team and group dynamics

➔ Explore



Courageous Conversations

➔ Explore



Building inclusion through understanding

➔ Explore



Beginning a dialogue that values difference and fosters inclusion

➔ Explore



How to create time and space for your team to think and share ideas

➔ Explore



Build resilience by managing your energy

➔ Explore

Physical Wellbeing

Digital weight management programme

This is a new and exciting programme being offered to NHS staff living with obesity, to provide the support needed to stay healthy and active.

This programme offers NHS staff free, online access to a 12-week weight management programme which is designed to be personally tailored to support you on your journey to a healthier lifestyle.

As a digital programme, it can be used anywhere, allowing you to complete the programme in your own time, at a pace that works for you.

There is never a better time to look after your wellbeing. Keeping healthy and active can be a challenge, but this digital programme can help you make those small changes, one step at a time.

Once you're signed up to a programme, you will be guided through informative articles, nutrition and lifestyle advice as well as tips on incorporating regular, enjoyable physical activity and active travel into your life to help you achieve your goals. Support will be provided to overcome challenges and any setbacks you may come across.

For more information and to check eligibility see the website:

<https://www.england.nhs.uk/supporting-our-nhs-people/support-now/digital-weight-management-programme-for-nhs-staff/>



Physical Wellbeing

‘We are Undefeatable’ national programme

This is a national campaign supporting those with long term health conditions to be more active. Developed by 16 leading health and social care charities and backed by expertise, it is designed to support and empower people with a range of long-term health conditions – including asthma, back pain, arthritis, depression, anxiety and many more – encouraging finding ways to be active in ways that work with each person’s condition.



The website has multiple sections aimed at helping increase your activity levels such as:

- + Digital Tools to help you move
- + Stress-busting activities to help you relax while being active
- + Building activity into your routine
- + Get moving around the house
- + Finding activities that work for you
- + Moving more outdoors
- + Finding ways to be active for free

The ‘We are Undefeatable’ website has lots of information and external resources to help you kickstart your journey. Activities can be tailored to you and the ‘Five in Five’ customizable workout helps you move in whatever way works for you.

For more information see the website:

<https://weareundefeatable.co.uk/>

Physical Wellbeing

Better Health

Public Health England (PHE) have developed a 'Better Health' platform to kickstart healthy changes to improve your physical health and wellbeing.



There are lots of tools and support available to help with a range of health goals, whether that is losing weight, getting active, drinking less alcohol or quitting smoking.

For full information go to: <https://www.nhs.uk/better-health/>



Lose weight

Losing weight is not about getting it right – it's about getting started. Making small, simple changes can really help you shed the pounds. Get started today with our tips, support and special offers.



Get active

No matter how active you are, physical activity is good for your body and mind. Aim to be active every day, the more you do the better you'll feel. Try these tools, tips and special offers to get active and move more.



Quit smoking

Smoking weakens our lungs and makes it harder to breathe. Check out the free tools and tips available and join millions who have successfully quit smoking.



Drink less

Drinking less can help you feel a bit better every day – and it's easier to make a change than you think. We have some simple tips and tools to help you start cutting down today.

Physical Wellbeing

More ways to kickstart your health

If you want to improve other aspects of your wellbeing, PHE have more great free tools to support you:



NHS Weight Loss Plan

A 12-week plan to help you lose weight.



Couch to 5K app

A running app for absolute beginners.



Active 10 app

Track and build up your daily walks – start with 10 minutes every day!



Drink Free Days app

For the days you do not want to drink alcohol.



Easy Meals app

Meal ideas, recipes, cooking tips.



Food Scanner app

Find out what's really in your food and drink.



BMI calculator

Check your body mass index (BMI).

[Check your BMI](#)



How Are You? quiz

Get tips on looking after your health.

[Take the quiz](#)

For full information go to: <https://www.nhs.uk/better-health/>

Discounts for NHS Staff

NHS workers have been inundated with kind offers of support from a wide range of companies. The following list provide details of discounted offers and includes many of the more popular offers. Please visit <https://www.england.nhs.uk/coronavirus/nhs-staff-offers/> for a full list of the offers available to NHS staff.

Food offers

- **KFC** 25% off for Blue Light Card members
- **Starbucks** 10% off the bill - only to Blue Light Card Members.
- **The Meat Box** NHS staff can claim Free Delivery and £5 off each Meat Box order when using their NHS email address. Use code NHSFDSO at checkout.
- **Tuk In Foods** 10% discount to all key workers using discount code D4I4UG6. Orders over £25 activate free delivery.
- **Uber Eats** 10% off all orders and free delivery over £20 by joining the NHS Uber Eats corporate account with your NHS email address.
- **YO! Sushi** 20% discount for NHS and emergency services staff when going through Blue Light Card website or app. Discount for dine in or click & collect food only. Full terms and conditions on website.

Transport offers

- **AA** 40% off AA breakdown cover for all NHS workers.
- **Halfords** 10% off in store for Blue Light Card members.
- **JustPark** 10% discount on all parking spaces for NHS and critical care staff
- **MrClutch Autocentre** 5% discount on servicing and MOTs with a valid NHS ID.
- **Your Parking Space** Free parking spaces for NHS staff across selected car parks.

- **Zipcar** 30% off journeys for with Zipcar for NHS staff and social care workers.

Accommodation offers

- **De Vere hotels** 10% off De Vere hotels until **30th December 2021**. Use code PARTNER10.
- **Hotels.com** Various discounts at Hotels.com for Blue Light Card members.
- **Sheraton Heathrow** NHS can get a special room rate until **31st December 2021**. Book via the hotel website using code HJH. Valid NHS ID required on check in.

Family offers

- **Alton Towers** 15% off tickets at Alton Towers for Blue Light Card members.
- **Azoomee** Free 3-month subscription for shows and video games platform for children for NHS staff.
- **Bubble** Offering the Bubble childcare platform free of charge to enable NHS parents to match with local sitters who want to volunteer.
- **Cityparents** NHS staff are being offered free access to Cityparents' programme of support for working parents.
- **Kids Pass** 40% off Kids Pass membership for NHS staff.

Miscellaneous offers

- **Accord Legal** Free will offer is open to all keyworkers across England, Wales and Scotland. Email info@accordwills.co.uk for an appointment.
- **Alphabet Brewing** 25% discount for NHS workers with code NHS25
- **Apple** Exclusive discounts on range of Apple products for Blue Light Card

members.

- **Bloom & Wild** 25% discount on first order for Blue Light Card members.
- **Cineworld** Savings on a range of cinema tickets for Blue Light Card members.
- **EE** Range of perks for NHS staff with EE contracts. See website for details - <https://ee.co.uk/nhs-perks>
- **Fiit** 3 months of premium membership for free.
- **Garmin** Up to 40% off for Blue Light Card members.
- **Green Flag** 10% extra discount for NHS staff on top of online discount (up to 40%).
- **Hoseasons** 10% discount off selected breaks for Blue Light Card members.
- **LookFantastic** 22% discount off selected brands for Blue Light Card members.
- **Movement for Modern Life** Online yoga platform offering exclusive discount for NHS staff. See their website: <https://movementformodernlife.com/nhs-signup>
- **New Look** 20% discount for Blue Light Card members.
- **Odeon** Savings on a range of cinema tickets for Blue Light Card members.
- **Royale Thames** Royale Thames Wealth are offering 50% off wills and lasting power of attorney and free confidential, no obligation financial or pension review for all NHS workers.
- **Samsung** Exclusive discounts on range of Samsung products for Blue Light Card members.
- **Ted Baker** 20% off Ted Baker for Blue Light Card members.
- **Yoga Download** 20% off a 3 month membership for NHS staff through website.

Please note that queries about offers should be directed to the individual company making the offer. CWPS is not responsible for the offers listed on this page or content on third party websites.

Discounts for NHS Staff

Health Service Discounts is the number one independent discount retailer resource for NHS employees and their families.

The benefits package that they have developed brings all NHS employees free access to a number of trusted retailers and suppliers who are discounting their products and services in recognition of the job that all NHS employees do.

Users must register with the site to obtain access to the benefits. Registration is free. Go to www.healthservicediscounts.com

Red Guava

This scheme is entirely voluntary...there are no hidden membership fees and as an employee you are able to take advantage of any of the offers available.

For more information go to:

www.redguava.co.uk

UserName – **UHCW**

Blue Light Card provides NHS staff with discounts both on-line and in-store. The card costs £4.99 for 5 years. Blue Light Card will require the following information from you when registering:

Name

County

Work Email Address

Work Details

For further information, visit www.bluelightcard.co.uk



Discounts for NHS Staff

Staff Benefits

Offer free exclusive discounts to all NHS and government employees from local independents to high street names in your area.

Apple (up to 6% off), Virgin Experience Days (up to 20% off), Alton Towers (up to 46% off), Go Ape (15% off), Hilton Hotels (30% off), Expedia (Flash sales 40% off holidays), plus 100s of other local and national companies changing their offers daily.

If you haven't done so already it only takes a few minutes to register or re-register - it's easy and FREE!

Simply visit the link below then click 'Sign Up Now For Discounts' which should appear to the right of the page and follow the instructions to start saving money now! Visit - <https://staffbenefits.co.uk/login/cwuniversity>

My Trust Benefits

Save money on every day spending?

There are hundreds of savings options for well-known brands and companies with new offers being added each week through My Trust Benefits.

You can also develop personal and professional skills with online courses for less.

Discover more by registering at www.uhcnw.mytrustbenefits.co.uk



Wellbeing Zones

Wellbeing Zones

Spend your break away from your department in one of our Wellbeing Zones where you are welcome to make use of the big open, calm space to rest and recharge. You will also find in these spaces the latest information to support your health and wellbeing.

- Ground Floor, CSB – University Hospital
- Faith Centre - University Hospital
- Rest & Recharge Garden – outside CSB at University Hospital
- Poplar Place Restaurant – Hospital of St. Cross

Local Wellbeing Rooms

Here you will be able to access all of the up-to-date information to support your health and wellbeing.

Wobble Rooms

Need to take 5 during your shift? Wobble Rooms are available within clinical areas across the 2 hospital sites. Check TrustNav for your nearest room.

Physical Wellbeing Facilities

UHCW's Daily Mile

Walking is a normal everyday activity which is why we sometimes forget that it is a form of exercise. Walking is simple, free and one of the easiest ways to get more active, lost weight and become healthier, particularly in nice weather.

A range of walking routes at University Hospital and Hospital of St Cross have been created as a healthy way to incorporate exercise into your working day, ranging from 15 to 30 minutes both indoor and outdoor.

For full list of routes please see the Health & Wellbeing Page on TrustNav.

Outdoor Gyms

Outdoor gyms have been installed at both University Hospital and Hospital of St Cross to offer staff the opportunity to work out at work.

- UHCW gym – situated at back of CSB
- Hospital of St Cross gym – situated at back of Avon House

Both gyms have 5 exercise stations:

- Hand bike
- Recumbent bike
- Lat pull down and shoulder press
- Pull up and assisted pull up
- Leg press and bench

All pieces of equipment have lower access points that are designed for people with mobility issues and the hand bike is designed for use with a wheel chair.

The equipment pieces have transfer handles for support and are designed for all levels of fitness and instructions for use, including QR codes that when scanned on smart phones will show you how to use the equipment.

Taking Care of You



Mental Health e-Library



Staff can
now access
a wide range
of mental
health

self-help
guides which
are available
to download
in several
formats

Check the mental health e-library out by visiting
TrustNav: Employee Information>
Health and Wellbeing> Emotional Wellbeing or at
<https://www.selfhelpguides.ntw.nhs.uk/uhcw/>



Wellbeing Apps



Nationally NHS staff have been given access to a range of wellbeing apps with many still in place for 2021:

- **Headspace**



Reduce stress, build resilience and aid better sleep.

Free access extended to 31 December 2021.

Go to www.headspace.com/nhs

- **Daylight**



Reduce worry and anxiety. Not available for new users to register; existing users able to access accounts until 31 March 2022.

Go to <http://trydaylight.com/nhs-staff>

- **Unmind**



Mental health app which proactively encourages improved wellbeing. Programmes included are stress, Free access extended until 31 December 2021.

Go to <https://nhs.unmind.com/signup>

- **Cityparents**

Online programme with positive and practical support resources on topics including health & wellbeing and bereavement.

Free access extended until 31 December 2021.

Wellbeing Support



- **StayAlive**



Prevention app packed with useful information and tools to help you and others stay safe in times of crisis. Search for the app in the [App Store](#).

Download the apps from your app store and use your NHS email address to register

Staff Mental Health Hubs

Hubs have been set up to provide healthcare colleagues rapid access to local evidence-based mental health services and support where needed:



- Offer is confidential and free of charge for all healthcare staff
- Offers a clinical assessment and supported referral to support needed such as talking therapy or counselling

They are open to all healthcare staff from all services and settings. You can self-refer or refer a colleague (with their consent).

To find your local hub:

Visit the website and select the region most appropriate for you.

<https://www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/>

Note: you can choose a different region from where you live if desired

Stress Reduction Tools

Finding calm amongst the chaos

Here you can find a short video collection designed to provide you with simple tools and techniques to reduce stress wherever you are and effectively using what little time you may have to attend to it.



Finding calm amongst life's chaos can feel impossible some days. When our bodies are in a constant mode of "go, go, go", it can feel difficult to slow our busy minds and look after our mental health. It is possible to find some balance, right here and now, by using some quick and simple techniques.

Visit <https://people.nhs.uk/finding-calm-amongst-chaos/> for more information

Free Fitness Platform



To support you during these unprecedented times
#DoingOurBit aims to help you stay happy and healthy through activity.

It's a free platform developed by the NHS for the NHS, working with industry leaders who all gave their time free of charge. All videos start with a "thank you NHS" message. There's something for everyone from yoga, pilates, low impact, family sessions to high intensity workouts.

Use your NHS email to sign up at
<https://fitforthefight.org/nhs-members-area>

Free Online Exercise Classes

- **B'Fit** has a range of classes for all abilities NHS staff Discount £7.99 per month (half price) Sign up at:

<https://beattitude.online/free-access-to-nhs>

- **Fiit** brings the gym home and is offering Premium Memberships to all NHS staff for free for 3 months. Sign up at:

<https://getfiit.tv/nhs>



Bite-Size Learning

Develop new skills and discover new ways to improve your experience of work with short guides developed by experts. Open to anyone in health and care.

A number of guides are available, we have highlighted a few that support your health and wellbeing:



Maintain routines

[See more...](#)



Leaders; looking after yourself

[See more...](#)



Managing stress

[See more...](#)



Financial wellbeing

[See more...](#)



Team resilience

[See more...](#)



Personal resilience: An anchor in the unknown

[See more...](#)

Discover more at <https://people.nhs.uk/all-guides/>

Go Home Healthy

A poster with a blue and green geometric background. It features a large white arrow pointing right. The text is in white and green. The NHS logo is in the top right. A silhouette of a person holding a brain is on the right side.

**GO
HOME
HEALTHY**

TO HELP WORK STAY AT WORK,
COMPLETE THE FOLLOWING AT THE
END OF YOUR SHIFT:

- TAKE A MOMENT TO THINK ABOUT TODAY
- ACKNOWLEDGE ONE THING THAT WAS
DIFFICULT AND PURPOSEFULLY LET IT GO
- CONSIDER THREE THINGS THAT WENT WELL
- CHOOSE AN ACTION THAT SIGNALS THE END OF YOUR
WORKING DAY, SUCH AS TAKING OFF YOUR UNIFORM
- SWITCH YOUR ATTENTION TO HOME
- HOW WILL YOU REST AND RECHARGE?

IF YOU WOULD LIKE ANY FURTHER SUPPORT OR
ADVICE ON HOW UHCW CAN SUPPORT YOUR MENTAL
HEALTH PLEASE VISIT THE HEALTH AND WELLBEING
PAGES ON TRUSTNAV.

NHS
University Hospitals
Coventry and Warwickshire
NHS Trust

THE WORKPLACE
WELLBEING CHARTER
NHS FOUNDATION TRUST

Arriving Home Safely



BEFORE LEAVING WORK-

Shower if possible and change out of work clothes



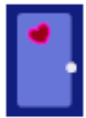
ARRIVING HOME

Wipe steering wheel, controls and door handles



AT FRONT DOOR

Pause, Breathe, Reset. Take your time



KNOCK ON DOOR

Open from inside - Step in



SHOUT HELLO

To loved ones. **No cuddles yet**



PLASTIC BOX AT DOOR

Do off your work/commute shoes, outer clothes/coat/bag, keys, pens and glasses. Wipe down with a damp soapy cloth



PHONE

Kept at work in clear zip lock bag. Empty out of bag into box - wipe clean and throw the bag away.



WORK BAG

Has to be machine washable - keep in a locker at work and a box by the front door at home.



WALK STRAIGHT TO SINK/SHOWER-

Don't touch doors, get someone else to open them for you. Wash or shower especially, hands arms and face with soap and water.



YOU ARE CLEAN-

Relax and enjoy being at home.

Confidential contacts

Confidential contacts are members of staff who can help you to explore your concerns, discuss your options with you and signpost you to the right route to getting your concern resolved.

Who can I talk to?

Speak to your line manager first, as they will be the best person to help you and talk through any worries or concerns you may have.

The Workforce team can also help you, or suggest the best team/person to speak to. Email them at:

HR.Operations@uhcw.nhs.uk

Kiran Paul

Head of Patient Safety & Risk
Ext 25173

Kiran.paul@uhcw.nhs.uk



Sue Powell

Therapy Team Leader
Ext 33054

Sue.powell@uhcw.nhs.uk



Deborah Harris

Specialist Nurse – Mental Health
Bleep 3028

Deborah.harris@uhcw.nhs.uk



Ceri Jones

Head of R&D
Ext 25031

ceri.jones@uhcw.nhs.uk



Bittaj Augustine

Sterile Services Supervisor
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bittaj.augustine@uhcw.nhs.uk



Eve Jones

Admin Team Co-ordinator
Ext 26518

eve.jones@uhcw.nhs.uk



Ashley Betteridge

Health Care Assistant
Ext 25561

Ashley.betteridge@uhcw.nhs.uk



Paul Diston

Maxillofacial Prosthetist

Paul.diston@uhcw.nhs.uk



Freedom to Speak Up Guardian

The Freedom to Speak Up Guardian, Lorna Shaw, has a key role in helping to support and encourage staff to raise any concerns they have regarding a work problem. Staff can confidentially speak to Lorna if they have a concern or concerns they feel are being ignored or not dealt with effectively.

Lorna plays a fundamental role in helping to facilitate the process of a complaint or investigation, acting in an independent and neutral position to ensure organisational policies are followed appropriately.



The Freedom to Speak Up Guardian helps foster an open and honest environment where staff feel confident and reassured about raising concerns and issues in line with the Trust values. They can provide confidential staff advice and support and conduct independent and unbiased investigations, making subsequent recommendations where appropriate to support safety and learning.

Examples of concerns include:

- Unacceptable Practices in Healthcare
- Corruption / Fraud or other financial irregularity
- Dishonesty
- Bullying / Victimization
- Purposefully misreporting information or data including in relation to Performance targets
- Offering or taking bribes
- Criminal Activity
- Endangering the health or safety of others
- Malpractice in the Workplace
- Deliberate concealment or destruction of any information relating to a concern



#SpeakUpToMe

How to Contact Lorna Shaw:

Email: freedomtospeakupguardian@uhcw.nhs.uk
Tel No: 0777 575 8247

Psychological support

Psychological support for UHCW staff

**Work
related
support**

EAP: 0800 030 5182 (24/7)

Occupational Health:

occupationalhealth@uhcw.nhs.uk

**Team and
manager
help**

Referral of individuals:

EAP: 0800 030 5182 (24/7)

occupationalhealth@uhcw.nhs.uk

Team interventions: occupationalhealth@uhcw.nhs.uk

After a potentially traumatic event:

TRIMinbox@uhcw.nhs.uk

Bereavement

EAP: 0800 030 5182 (24/7)

Chaplaincy: x27515

Cruse: 0808 808 1677

**Self help
services**

www.healthassuredeap.com

Username: NHS **Password:** EAP

mentalhealthatwork.org.uk/ourfrontline-health

Search 'Your Emotional Wellbeing' on TrustNav

Personal

EAP: 0800 030 5182 (24/7)

Project 5: project5.org

Frontline: Text FRONTLINE 85258 or call 116
123 (24/7) or call 0800 069 6222 (7AM-11PM)

BMA: 0330 123 1245

RCN: 0345 772 6100

Bereavement Support

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 need a referral.

To book a consultation, call: 0300 303 1115

Bereavement Support

Death can be difficult to cope with. A range of emotions, from sadness, loneliness, anger and guilt to loss of concentration or motivation, can all be part of the mourning process. Emotions can be strong and changeable, and they don't always come straight away – sometimes they can occur at a later stage.

People grieve in different ways and there is no right or wrong way to react to the death of someone you knew. Many people find it helpful to reach out and talk to someone about their feelings; others may wish to deal with the loss in private.

Below are some of the resources that are available to support you...

- **CHAPLAINCY** - Support is available through the chaplaincy service which includes trained bereavement counsellors. Contact the chaplaincy office on **02476 967515** or email GMBFAITH@uhcw.nhs.uk
- **PSYCHOLOGY SUPPORT** – please email occupationalhealth@uhcw.nhs.uk for further information
- **EMPLOYEE ASSISTANCE PROGRAMME (EAP)** – delivered through Health Assured you have access to telephone and online counselling services 24 hours a day, 7 days a week, 365 days a year. Contact **0800 030 5182** for support.
- **LINE MANAGER SUPPORT** – if you feel it would be helpful, speak to your line manager about how you are feeling and coping with the unexpected grief. Your line manager will be able to guide you to additional resources that will help you through this difficult time.

Bereavement Support

- **TRADE UNIONS OR STAFFSIDE REPS** – you may already have a relationship with your Staffside representative through other conversations and may feel comfortable talking to them about a recent bereavement. You can contact your Staffside representative through your membership with the union.
- **BEREAVEMENT SUPPORT LINE** – A confidential support line is available for free if you experience bereavement or wellbeing issues relating to loss through your work. You can access support from **8:00am – 8:00pm**, seven days a week. Qualified and trained bereavement specialists are available to support you and you will be offered up to 3 sessions with the same counsellor with onward support to staff mental health services if required. Call: **0300 303 4434**
- **STAFF SUPPORT LINE** – a national confidential staff support line, operated by the Samaritans, is free to access from **7.00am – 11.00pm**, seven days a week.
Call: **0300 131 7000** or Text: **FRONTLINE** to **85258** for support 24/7 via text.
- **MENTAL HEALTH SELF-HELP APPS** – Refer to the ‘Wellbeing Support’ page of the staff health and wellbeing pack.

Counselling support & talking therapies

Full details of support offers are available at
<https://www.england.nhs.uk/supporting-our-nhs-people/wellbeing-support-options/support-offers/>

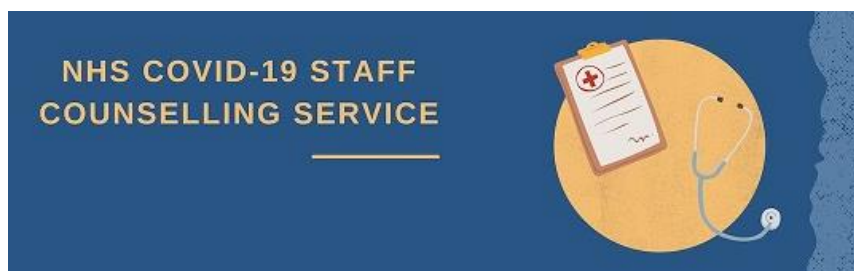
Counselling support from Association of Christian Counsellors

For issues arising or made worse due to COVID-19, NHS and emergency services staff are being offered up to 8 free online or telephone counselling sessions from qualified counsellors for:

- ✚ NHS clinical and non-clinical staff working with COVID-19 patients in a hospital setting
- ✚ Ancillary staff working in COVID-19 areas in hospital settings including cleaners, porters and mortuary workers
- ✚ Paramedics and anyone working within the ambulance services caring for patients with COVID-19

This service is completely confidential and open to people of all beliefs or none. You can also ask to be matched with a counsellor by ethnicity if desired.

For full information see the website: <https://www.acc-uk.org/news/hidden-holding-pages/covid-19-crisis-counselling-support-service.html>



Counselling support & talking therapies

Coaching support for our Black, Asian, Minority Ethnic colleagues

This programme has been developed to support any NHS colleagues – who identify as part of our Black, Asian and Minority Ethnic workforce in NHS and ambulance Trusts – in maintaining their psychological wellbeing during this challenging time.

This individually tailored coaching support will focus on proactively supporting you to process experiences, offload the demands of whatever you are experiencing, deal with difficult conversations, develop coping skills and be supported in developing practical strategies.

All coaching sessions are free and confidential – details will never be shared with employers. All coaching sessions are available via phone or video call, 7 days a week and at a day and time that suits you.



Visit the website for full information: <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/support-for-our-diverse-colleagues/>

Islamic mental health and wellbeing service

Free faith-based mental health counselling support for Muslims working in the NHS. Inspired Minds and the Lateef Project have partnered with the NHS to provide a confidential and Islamic-based counselling service for our NHS people, delivered by qualified counselling therapists.



For more information, please visit:

<https://inspiredminds.org.uk/nhs>

<https://www.lateefproject.org/get-support>

Financial Support Available

Citizens' Advice

The Citizens' Advice website provides information to help get your finances back into shape. Information is also available if you are unable to pay your council tax or energy bills because of COVID-19. For further information visit:

<https://www.citizensadvice.org.uk/debt-and-money/>



Neyber

We know there's a lot of uncertainty right now. Neyber is available to help, whether it's with budgeting tools, tips to build up an emergency fund, ways to cut cost from your bills, or support to consolidate existing debt.

Neyber's *Financial Wellbeing Hub now also includes information on how Covid-19 might impact your work and finances, and is free for everyone to access, so you can share with friends and family too. To access this support, visit www.neyber.co.uk

***Important: This is an option, not a recommendation. We do not benefit from offering this service. This content is for guidance and educational purposes only and is generic in nature. Salary Finance Limited trading as Neyber does not offer regulated financial advice. Please seek independent financial advice.**

Financial Support Available

Money help and advice offer through partnership with Salary Finance

When thinking about your wellbeing, an important and often overlooked part is your financial health.

We all worry about money at some point in our lives and we want to ensure you have access to the tools that can really make a difference.

The Trust have partnered with the UK's largest financial wellbeing company, Salary Finance. Staff now have access to:

- **Affordable loans repaid through salary** – representative rate 9.9% APR (fixed)
- **Money insights** through budgeting tips and tools, videos and webinars

To find out more and apply, visit: home.salaryfinance.com/uhcw

Make your money work for you

Check out our financial tips, understand your credit score, achieve your savings goals and budget without the boredom!



Money tips

Master money in minutes

Show me more!

 **Budget Planner**

An easy way to plan your spending.

Start planning →

 **Savings Calculator**

How much could you be saving?

Show me →

 **Credit Score**

Check your score for free with ClearScore.

Check now →

Financial Support Available

Our **Employee Assistance Programme** is a confidential service designed to help you balance the daily pressures of work and home life. Health Assured offers a 24/7/365 confidential helpline covering a range of topics including debt, financial and legal information and can be contacted on **0800 030 5182**.

In addition to the telephone support line you can also find Financial Wellbeing and budgeting information on the online health portal and Health e-Hub App (available for download from your App Store): www.healthassuredeap.com

Username: **NHS** Password: **EAP**



Royal College of Nursing – Lamplight Support Service

Support is provided for all healthcare assistants, nurses and midwives – whether an RCN member or not. For advice and information relating to welfare benefits and tax credits, how to increase income and reduce expenditure, financial outgoing assessments and more, contact:

- **0345 772 6100** if you are an RCN member
- **0345 772 6200** if you are a non-RCN member

You may be eligible for a Lamplight Support Service hardship grant if you're a former or current nurse, midwife or healthcare assistant, or a nursing student or associate. For more information visit:

<https://rcnfoundation.rcn.org.uk/apply-for-funding/hardship-grants>



Financial Support Available

Union Support

If you are a member of the Union you may wish to contact your Union Advisor for advice and support should you be experiencing financial difficulties; Unite and Unison are both supported by charities who can provide you with information and advice.



The Money Advice Service

NHS England have partnered with the Money and Pensions Service to give financial wellbeing support to NHS staff and help you manage your finances at home.

NHS staff support line telephone support line

Call this Money Advice support line for free and impartial money advice from Mon-Fri, 8am-6pm. **Call: 0800 448 0826**

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.

Webchat

Chat to one of the Money Advice Service team via their online portal.

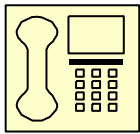
Employee Assistance Programme

Overview



Our EAP – delivered through Health Assured - offers cover for you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year, including access to telephone and on-line counselling services.

How to Access



Free phone - 24 hour confidential helpline
0800 030 5182



Web Portal – www.healthassuredeap.com
(Username: **NHS** Password: **EAP**)



App - Download '**My Healthy Advantage**' from your App Store (Employer Code **MHA141042**)

*Health Assured define dependants as immediate family members (spouse/partners) and children aged 16 to 24 in full time education, living in the same household.

National Staff Support Line

Staff support line

In the current climate of increasing pressures on our healthcare system, our NHS people potentially face significant stresses.

We have introduced a confidential staff support line, operated by the [Samaritans](#) and free to access **from 7.00 am – 11.00 pm, seven days a week.**



You can call for support, signposting and confidential listening.

Call: 0300 131 7000

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

Workforce Support



Alison Newcomb-Ferreday **Group Head of Workforce**

Areas of Focus & Key Priorities

- Workforce Planning Strategic Advisory (Current State);
- Workforce Planning Strategic Advisory (Future State);
- Strategic Transformation, OD, Service Redesign Advice & Guidance;
- Strategic Lead to support Group People Plan design and development;
- Trends Analysis & Solution Focus
- New Role Development
- Talent Management & Mapping Skill Mix Reviews
- OD Intervention & Support

Jag Sidhu **Workforce Business Partner**

Areas of Focus & Key Priorities

- Group Operational HR Management and Advisory support to group leadership & Management teams;
- Complex case management Advice & Guidance inclusive of ER case management oversight;
- Management of Change specialist advice and support.
- Policy Development Workforce Lead
- Job Role Review & Evaluation screening and advice
- KPI metric oversight + localised workforce planning



Carys Bray **Workforce Advisor**

Areas of Focus & Key Priorities

- Service Line Operational HR Advice and support;
- Case Management Advice & Guidance inclusive of ER case investigations;
- Service change and organisational change management support to aid implementation;
- Policy Development Workforce support to Workforce Lead
- Job Role Review & Evaluation screening and advice
- KPI metric oversight and deep drive reviews in areas of concern

Rachel Gilbert **Interim Attendance Advisor**

Areas of Focus & Key Priorities

- Absence Management support to the group.
- Development of Absence Production Board reviews with key leads.
- Tracks Group Performance against absence KPI's and escalations to workforce ops team to offer support to group;
- Supports & coaches Managers about absence case management and practical steps to support return to work plans.



Wellbeing Webinars

As part of the health and wellbeing restoration programme, a number of webinars have been organized to support and enhance your physical and emotional wellbeing. These bespoke sessions are being designed and facilitated by Dr Sarah Hattam from Concilio Health.

Workshop	Date	Time
The F-Word: Tips to prevent fatigue	Wed 13 th October 2021	14:30 – 15:30
Stress Management: Practical strategies to manage stress	Tues 19 th October 2021	15:00 – 16:00
Mind Matters: A mental resilience toolkit	Tues 2 nd November 2021	14:30 – 15:30
The Paradox of Productivity: Recognising burnout and harnessing performance	Thurs 11 th November 2021	15:30 – 16:30
Understanding Anxiety: Tips to manage and control anxiety	Tues 16 th November 2021	14:30 – 15:30
Mindfulness: What it is and how to incorporate it into your working day	Thurs 9 th December 2021	15:30 – 16:30
Between the Sheets: How to promote good sleep	Date TBC Contact healthandwellbeing@uhcw.nhs.uk	

You will need access to Microsoft Teams and a device with a camera/speakers to join.

For further information or to register your place please email
healthandwellbeing@uhcw.nhs.uk

There will be further opportunities to attend the webinars if you are unable to make any of these workshop dates.

Menopause Webinars

Let's Talk About Menopause – Colleague Session

Around 8 out of 10 menopausal women are in work; 3 out of 4 experience symptoms and as many as 1 in 4 have serious symptoms. However around half have never consulted a healthcare professional about their menopause.

Research also shows that the majority of women are unwilling to discuss menopause related health problems with their line managers, or ask for any support they may need.

We're passionate about the wellbeing of our colleagues and that means talking about menopause openly so please join the 'Menopause Awareness For Colleagues Interactive Webinar'.

What do you know about the menopause? Are you, a member of your family, friend or colleague experiencing menopause and want to know more?

This webinar covers:

- What menopause is, its symptoms and ways of managing them
- Thinking about long term health GP
- Workplace conversations
- Help that's available

Date	Time
Wednesday 20 th October 2021	14:30 – 16:00
Thursday 10 th February 2022	14:30 – 16:00

You will need access to Microsoft Teams and a device with a camera/speakers to join.

For further information or to register your place please email
healthandwellbeing@uhcw.nhs.uk

Menopause Webinars

Let's Talk About Menopause – Line Manager Session

Around 8 out of 10 menopausal women are in work; 3 out of 4 experience symptoms and as many as 1 in 4 have serious symptoms. However around half have never consulted a healthcare professional about their menopause.

Research also shows that the majority of women are unwilling to discuss menopause related health problems with their line managers, or ask for any support they may need.

With the introduction of Wellbeing Conversations, we want to equip our line managers to feel comfortable talking about menopause openly which is why we are offering 'Menopause Awareness For Line Managers Interactive Webinar'.

This webinar covers:

- Why it's important for organisations to support menopause in the workplace
- What menopause is, why it happens and when it may happen
- How to recognise and understand menopause symptoms and the impact they have at work
- The different approaches to managing menopause and feel confident signposting to credible resources
- Employment law and the legal framework surrounding menopause in the workplace
- How to have supportive conversations with colleagues around menopause
- Access to a toolkit of additional resources to support managing menopause

Date	Time
Wednesday 20 th October 2021	11:00 – 12:15
Thursday 10 th February 2022	11:00 – 12:15

You will need access to Microsoft Teams and a device with a camera/speakers to join.

For further information or to register your place please email
healthandwellbeing@uhcw.nhs.uk

Useful Contacts

How are you feeling?



NHS
University Hospitals
Coventry and Warwickshire
NHS Trust

I'm keeping myself well

Online tools, mental health self help guides
Visit the Health and Wellbeing TrustNav page

NHS Staff Support Line
7am-11pm, 7 days a week
Call 0800 069 6222 or text FRONTLINE to 85258

Monthly Schwartz rounds & Self help webinars
Visit TrustNav for dates and details



I'm struggling and need some support

Confidential Contacts & Freedom to Speak Up
Search Raising Concerns on TrustNav

Psychology Support and Occupational Health
Self or manager referral, call ext. 25420

IAPT service
Call 02476 671090



I feel like I can't cope and need immediate help

Samaritans
Call 116 123, 24/7

TRiM programme
Support following a traumatic work incident
Email TRiMinbox@uhcw.nhs.uk

Staff Psychological Wellbeing Hub
Self or manager referral, call 0808 1963921 or email cwp-tr.wellbeing@nhs.net



Employee Assistance Programme
Confidential 24/7 helpline, call 0800 030 5182

Compassionate Café
Visit TrustNav for dates and details

Chaplains
Visit the Faith Centre any time or call ext. 27515

Health and Wellbeing Team
Call ext. 24760

Reach out to a manager or colleague for a wellbeing conversation

Your health and wellbeing services are here for you.

Local Wellbeing Services

Boost your wellbeing

Free services in Coventry to support you

Coventry Libraries

For Reading Well Books on Prescription (BOP) recommended self-help books, audio CDs and e-books visit:
www.coventry.gov.uk/readingforhealthandwellbeing



Go Online

Expert advice, practical tips and a personalised action plan at Every Mind Matters. Anonymous and free: www.nhs.uk/oneyou/every-mind-matters/



Telephone

Ring a team of trained and experienced support workers 24/7 via the Mental Health Matters Helpline on **0800 61 61 71** (**0300 330 5487** for mobiles) or try Time Online, the online Chat Service via the website:
www.mhm.org.uk/coventry-warwickshire-helpline



Speak to Someone

Talk in person at Coventry Wellbeing Hubs - free one to one support, walk-in sessions and drop-in sessions between 1pm and 5pm, 7 days a week. Ring **024 7622 4417** or email drop-in@cwmind.org.uk



Access Therapies (lapt)

A service for people who are feeling stressed, anxious, low in mood or depressed, providing advice, information and therapy – call **024 7667 1090** to self-refer



For Children and Young People

Contact the Primary Mental Health Service (PMHS) preventative support and early intervention service or Rise (CAMHS) emotional wellbeing and mental health services and support for children, young people and their parents. For both services call **0300 200 2021** or visit www.cwrise.com



Free Local Learning

Visit the Recovery and Wellbeing Academy to do a course or workshop specifically designed to empower your mental health and wellbeing. www.recoveryandwellbeing.covwarkpt.nhs.uk or call **0300 303 2626**



Lifelong Wellbeing

Build wellbeing into your daily life by adopting the 5 Ways to Wellbeing www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/ For more support with goal setting, tips, information and advice for a healthier you visit www.hlscoventry.org/our-services/being-your-best/



Local Wellbeing Services

Boost your wellbeing

Free services in Warwickshire to support you

VISIT WARWICKSHIRE LIBRARIES

For **Reading Well Books on Prescription** (BOP) recommended self-help books, audio CDs and e-books
visit: www.warwickshire.gov.uk/booksonprescription



GO ONLINE

bigwhitewall.com completely anonymous online community, free to people living in Warwickshire, available 24/7



TELEPHONE

Ring a team of trained and experienced support workers 24/7 via the **Mental Health Matters Helpline** on **0800 61 61 71** (0300 330 5487 for mobiles) or try Time Online, the online Chat Service via the website: www.mhm.org.uk/coventry-warwickshire-helpline



SPEAK TO SOMEONE

In person at **Warwickshire Wellbeing Hubs** - free one to one support, walk-in sessions and drop-in sessions
visit: www.cwmind.org.uk/wbw or call: **02477 71 2288**



ACCESS THERAPIES (IAPT)

A service for people who are feeling stressed, anxious, low in mood or depressed, providing advice, information and therapy - call **02476 67 1090** to self-refer



FOR CHILDREN AND YOUNG PEOPLE

Rise - Warwickshire's emotional wellbeing and mental health services and support for children, young people and their parents.
Call **0300 200 2021** or visit www.cwrise.com



FREE LOCAL LEARNING

Visit the **Recovery and Wellbeing Academy** to do a course or workshop specifically designed to empower your mental health and wellbeing. <https://recoveryandwellbeing.covwarkpt.nhs.uk> or call **0300 303 2626**



LIFELONG WELLBEING

Build wellbeing into your daily life by adopting the **5 Ways to Wellbeing** to feel good and function well.
www.warwickshire.gov.uk/5ways



Wellbeing Resources

The Access to Work Mental Health Support Service delivered by Remploy is funded by the Department for Work and Pensions.

The service provides confidential support to help you remain in your job. There is no charge to access the service.

Our advisers will help you with:

- Workplace support for nine months
- Coping strategies
- A wellbeing plan
- Workplace adjustments
- Getting support from your employer, if you'd like us to.

You can apply for this service if you:

- Are in permanent or temporary employment (working or signed off sick)
- Have a mental health condition that has made you miss work, or is making it difficult to remain in work.

Get in touch and we'll do the rest:

☎ 0300 456 8114

@ a2wmhss@remploy.co.uk

🌐 www.remploy.co.uk/mentalhealth

Applications are subject to a decision by Access to Work advisers.

Mental health support

For individuals in work or apprenticeships

Follow us:  /remploy  @remploy  /remplaytv  /remploy

Wellbeing Resources

Being able to spot the signs of stress within yourself and your team is an important step towards supporting their wellbeing.

Recognising Stress

"The adverse reaction people have to excessive pressures or other types of demand placed on them at work." HSE

What to Look for:

These are some of the many symptoms that are indicators of too much pressure that can come from yourself, work, home, or any combination of these which may include all three. (Please note: there can be other causes so please check with your GP). People exhibiting signs of stress, will eventually become less productive and less effective in the workplace. This is known as PRESENTEEISM.

Psychological Signs	Emotional Signs	Physical Signs	Behavioural Signs
☐ Inability to concentrate or make simple decisions ☐ Memory lapses ☐ Becoming rather vague ☐ Easily distracted ☐ Less intuitive & creative ☐ Undue worrying ☐ Negative thinking ☐ Depression & anxiety ☐ Prone to accidents ☐ Insomnia or waking tired	☐ Tearful ☐ Irritable ☐ Mood swings ☐ Extra sensitive to criticism ☐ Defensive ☐ Feeling out of control ☐ Lack of motivation ☐ Angry ☐ Frustrated ☐ Lack of confidence ☐ Lack of self-esteem	☐ Aches/pains & muscle tension/grinding teeth ☐ Frequent colds/infections ☐ Allergies/rashes/skin irritations ☐ Constipation/diarrhoea/ IBS ☐ Weight loss or gain ☐ Indigestion/heartburn/ ulcers ☐ Hyperventilating/lump in the throat/pins & needles ☐ Dizziness/palpitations ☐ Panic attacks/nausea ☐ Physical tiredness ☐ Menstrual changes/loss of libido/sexual problems ☐ Heart problems/high blood pressure	☐ Not making time for relaxation or pleasurable activities ☐ Increased reliance on alcohol, smoking, caffeine, recreational or illegal drugs ☐ Becoming a workaholic ☐ Poor time management and / or poor standards of work ☐ Absenteeism ☐ Self neglect / change in appearance ☐ Social withdrawal ☐ Relationship problems ☐ Recklessness ☐ Aggressive / anger outbursts ☐ Nervousness ☐ Uncharacteristically lying