

Wellness Induction for NHS Learners during the COVID-19 pandemic



NHS Learner Guide

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1. Introduction

The health and wellbeing of staff are a priority for the NHS. Within the ongoing COVID-19 pandemic, Health Education England (HEE) recognises that healthcare staff are more at risk of stress, anxiety and burnout than ever before.

HEE is dedicated to supporting the workforce to deliver high quality, safe healthcare during these challenging times, and are working with Trusts to support them in offering Wellness Inductions to all NHS learners starting placements during the COVID-19 pandemic.

The aim of the Wellness Induction is to support you in maintaining your wellbeing during the COVID-19 pandemic, through the provision of personal guidance and signposting to wellbeing services and resources.

The Wellness Induction is not intended to be an assessment of wellbeing or a health check. It is aimed at supporting NHS learners through raising awareness of their own wellbeing as part of a routine induction process and signposting learners/trainees to support and resources.

This NHS learner guide will explain the purpose and structure of the Wellness Induction.

2. Why have a Wellness Induction?

Working in the NHS can be challenging at the best of times. During times of national crises, such as the COVID-19 pandemic, risk of stress, anxiety and burnout can be particularly heightened.

The Wellness Induction is offered to all NHS learners. The aim is to support you in exploring and maintaining all aspects of your wellbeing, through a personalised, integrated and holistic approach that considers the five elements of wellbeing.

The Five Elements of Wellbeing (adapted from Rath & Harter 2010)

1. COVID-19 NHS Staff Wellbeing and Career Wellbeing
 - How you are managing working during the COVID-19 pandemic
 - How your time is used on a daily basis
2. Physical & Mental Wellbeing
 - Your physical and mental health and energy
3. Social Wellbeing
 - The strength and quality of your relationships
4. Community Wellbeing
 - Your sense of engagement in your social or environmental spheres
5. Financial Wellbeing
 - Your ability to meet your basic need and feel security

The Wellness Induction will guide you to develop a personalised Wellness Action Plan and signpost you to wellbeing services and resources as you start your new placement at an NHS organisation.

3. What should I expect from the Wellness Induction?

The Wellness Induction is a 30 minute wellbeing meeting which will be conducted by a trained NHS Wellness Champion via video-teleconferencing or face-to-face in private, confidential space. The induction will be held within 2-4 weeks of you starting your placement.

The Wellness Champion will ask a series of questions to support you in reflecting on your wellbeing before offering personalised guidance and signposting to local, regional and national wellbeing services and resources. They will also encourage and support you to develop a Wellness Action Plan if desired.

The Wellness Induction is a one-off meeting designed to kick-start your wellbeing journey.

4. What is a Wellness Action Plan?

The Wellness Action Plan is a personalised, practical tool designed to help you identify behaviours and choices which support you in maintaining positive wellbeing.

The Wellness Action Plan is completely confidential and will be held by yourself only. You will be able to take it with you to share at your Wellness Induction in your next NHS organisation, should you wish. The Wellness Champion will not retain a copy.

5. Who is the Wellness Champion?

The Wellness Champion is a named individual whose role is to promote a healthy work-life balance and positive mental health in your NHS organisation, and will be specifically trained to conduct Wellness Inductions.

Their role in the Wellness Induction is to arrange and conduct the meetings for new learners starting at your NHS organisation. During these inductions, the Wellness Champion will provide guidance and signposting to local and national wellbeing resources and services, and encourage and support you in developing a Wellness Action Plan.

The Wellness Champion will be from your NHS organisation, but will not be clinically involved or associated with you or your job role.

They will not:

- Act in a mentor or supervisor capacity.
- Provide medical assessment, advice or counselling.
- Provide follow-up for ongoing supervision, wellbeing or emotional support.
- Explore medical or psychiatric history.
- Be an expert or provide any form of treatment for mental or physical health conditions.

6. Is the Wellness Induction confidential?

The information you share at the Wellness Induction is confidential. The Wellness Champion will not reveal any personal information about you, your attendance, or discussion at the Wellness Induction to anyone unless you give your consent. The Wellness Champion will collect anonymous data on the number of learners attending Wellness Inductions for quality assurance purposes only.

In very exceptional circumstances, where the Wellness Champion believes there is serious risk to yourself or others, they may take a decision to disclose information. In these situations, the Wellness Champion will inform you and seek your permission to share information, however, if the risk is serious, they may have to proceed without your consent.

In cases of serious risk to yourself or others, Wellness Champions may inform the following:

- Your supervisor or mentor
- Your trust's Director of Medical Education (DME)
- Your General Practitioner
- The Emergency Department
- The Safeguarding Lead
- The police

7. Is the Wellness Induction mandatory?

The Wellness Induction is not mandatory but will be offered to all learners starting at a new NHS organisation. It is designed to support you and provide a safe space for you to explore your wellbeing should you wish to.

8. How do I organise the Wellness Induction?

Organising a Wellness Induction may differ slightly from organisation to organisation. Most likely, you will be informed about the Wellness Induction and what it involves during your organisation or departmental induction. The Wellness Champion will then either contact you, or you will be provided details to contact them directly, to arrange a personal Wellness Induction at a date and time which is convenient for you.

9. What if I need more support?

The Wellness Induction is designed to be a one-off meeting. Your Wellness Champion will support you in making ongoing follow-up appointment with the relevant professional based on your needs. Your Wellness Champion will also signpost you to relevant wellbeing services and resources tailored to your needs.

10. How do I provide feedback?

There are a number of ways you will be able to provide feedback regarding your Wellness Induction:

- Locally, each NHS organisation will arrange their own formal feedback protocols for you to ensure the Wellness Induction are of quality standard.
- Questions about the Wellness Induction will be included in the National Education and Training Survey (NETS).
- Each NHS organisation will have a community of Wellness Champions to which you can raise any concerns.
- Each NHS organisation will have Wellbeing Leads who oversee the Wellness Champions with whom you can raise any concerns.
- Each NHS organisation will also have an appointed Wellbeing Guardian who sits on the board, and to whom you can raise any concerns.
- If you are unable to resolve your concerns locally, you can contact your local Health Education England deanery.

11. National Resources

The following list of national services and resources have been collated, but not endorsed, by Health Education England. This list is accurate at the time of publication. Future iterations of the list will be updated at provider level. Please note that this list is not exhaustive, and services may vary from region to region.

a. COVID-19 Staff Wellbeing & Career Wellbeing

Resource	Format	Cost	Description	Organisation
COVID-19 Staff Wellbeing				
AoMRC: COVID-19 – Mental health & wellbeing for HCPs	Website	Free	Self-care tips and resources for the COVID-19 outbreak	Academy of Medical Royal Colleges
BMA: Wellbeing Support Services	Website	Free	Confidential 24/7 counselling and peer support services for doctors & medical students	British Medical Association
CDC Emergency Responders: Tips for taking care of yourself	Website	Free	Tips to support emergency responders during COVID-19	Centres for Disease Control & Prevention
Doc Health	Website	£65-95 per session (financial assistance available)	Confidential psychotherapeutic consultation service for all doctors	Doc Health (supported by BMA)
HEE/NHSI: MindEd Covid-19 Resilience Hub	Website	Free	Advice & tips from international experts to support frontline staff wellbeing	Health Education England/NHS Improvement
Intensive Care Society: Wellbeing Resource Library	Website	Free	Resource pack for maintaining psychological wellbeing at work during COVID-19	Intensive Care Society
National Health Supporters	Website	Free	National network of students assisting NHS staff with their needs	National Health Supporters
NHS Employers:	Website	Free	COVID-19 Health, safety & wellbeing	NHS Employers

Health, safety and wellbeing			guidance for the NHS workforce	
Practitioner Health: Covid-19 Workforce Wellbeing	Website	Free	Information, resources and signposting for support	NHS Practitioners Health Programme
RCN Wellbeing, Self-Care & Resilience	Website	Free	Information resources about wellbeing, self-care and resilience	Royal College of Nursing
WHO: Psychological First Aid	PDF	Free	Internationally recognised framework for supporting others in crisis	World Health Organization
COVID-19 Ethical Guidance				
BMA COVID-19: Ethical Issues	Website	Free	Ethical guidance for doctors during COVID-19	British Medical Association
GMC: Coronavirus FAQs	Website	Free	Ethical framework and FAQs for decision making	General Medical Council
RCGP: Ethical Guidance on COVID-19 and Primary Care	Website	Free	Ethical framework and FAQs for managing COVID-19 in primary care	Royal College of General Practitioners
RCGP: Workload Prioritisation	PDF	Free	Guidance on workload prioritisation during COVID-19	Royal College of General Practitioners
RCP: Ethical Guidance for Frontline Staff	Website	Free	Ethical guidance for frontline staff dealing with COVID-19	Royal College of Physicians
RPS: Ethical Decision-Making	Website	Free	Guidance on ethical decision making during Covid-19	Royal Pharmaceutical Society
Career Support				
e-Learning for Health	Website	Free	HEE online learning hub.	Health Education England
Professional Support Unit	Appointment	Free	Professional careers support & resources for clinicians	Health Education England
RCPsych: Managing Stress & Burnout	Website	Free	Online e-module for clinical staff managing stress and burnout	Royal College of Psychiatrists

b. Physical Wellbeing & Healthy Lifestyle

Resource	Format	Cost	Description	Organisation
Physical Wellbeing & Healthy Lifestyle				
Live Well	Website	Free	Advice, tips & tools to support health & wellbeing	NHS
Occupational Health	Appointment	Free	Local trust support for occupation health needs	NHS
One You	Website, App	Free	Supports better health choices	NHS
Physical Activity				
Couch to 5K	App	Free	9 week running programme	Public Health England
DownDog	App	Free for NHS staff until 1 st Jul 20	Online yoga, HITT & Barre classes	Down Dog
Fiit	Website	Free 3 month membership for NHS staff	Online exercise programmes including pilates, yoga & HITT	Fiit
iPrescribe Exercise	App	Free	Personalised 12 week exercise programme	NHS
Movement for Modern Life	Website	Free 10 week membership for NHS staff	Online yoga, meditation & mindfulness classes	Movement for Modern Life
Nike Training Club	App	Free	Free exercise programmes	Nike
Healthy Eating & Healthy Weight				
Change4Life Smart Recipes	App	Free	Healthy recipes for the whole family	Public Health England
Easy Meals	App	Free	Easy, healthy meal ideas	Public Health England
Sleep & Recovery				
Sleepio	App	Free for NHS staff until 31 st Dec 20	Online sleep improvement programme	NHS/Big Health
Smoking Cessation				
SmokeFree	App	Free	4 week programme for	Public Health England

			those wanting to stop smoking	
Alcohol				
Drinkaware	Website	Free	Charity working to reduce alcohol misuse in the UK	Drinkaware
Drink Free Days	App	Free	Supports tracking and cutting down alcohol	PHE
Managing Long Term Conditions				
HealthUnlocked	App	Free	Connect with people with similar health conditions	NHS
My Health Fabric	App	Free (with in-app purchases)	Self-help plan for long term conditions	NHS

c. Mental Wellbeing

Resource	Format	Cost	Description	Organisation
Mental Wellbeing				
Headspace	App	Free for NHS staff until 31 st Dec 20	Mediation session to support stress, anxiety & sleep	Headspace
Improving Access to Psychological Services (IAPT)	Appointment	Free	NHS psychological services	NHS
Practitioners Health Programme	Appointment, Helpline	Free	Confidential, self-referral service for doctors & dentists	NHS
Unmind	Website	Free for NHS staff until 31 st Dec 20	Workplace mental health platform	Unmind
Managing Stress, Anxiety, Depression & Panic				
Big White Wall	App	Free	24h therapist support for stress & anxiety	NHS
Daylight	App	Free for NHS staff until 31 st Dec 20	Supporting worry and anxiety, using CBT	Big Health
SilverCloud	Website, App	Free	8 week course to manage stress, anxiety & depression	NHS
Managing Self-Harm & Suicidal Thoughts				
Calm Harm	App	Free	Helps manage emotions & urge to self-harm	NHS
NHS COVID-19 Staff Mental Health Hotline	Text 24/7, Helpline 7am-11pm	Free	Text FRONTLINE to 85258, Telephone 0300 131 7000	NHS
Samaritans	Website, Helpline	Free	Listening service for those struggling with mental health, or thoughts of self-harm/suicide	Samaritans
Bereavement				
National Bereavement Service	Website	Free	Practical bereavement support	National Bereavement Service

d. Social Wellbeing

Resource	Format	Cost	Description	Organisation
Social Wellbeing				
Google Hangouts	Website, App	Free	Video & phone messaging service	Google
Houseparty	Website, App	Free	Video chat and games with friends & family	Epic Games
Netflix Party	Website (Chrome extension)	Free	Host long distance movie & TV nights	Netflix
NCT online	Website	Pay £12-19/hr	Antenatal and postnatal classes.	NCT Charity
Zoom	Website, App	Free	Video & audio conferencing	Zoom

e. Community Wellbeing

Resource	Format	Cost	Description	Organisation
Community Wellbeing				
Give Blood	Website, App	Free	Giving blood & platelets to the NHS	NHS
Good Neighbour Network	Website	Free	Over 120 local groups helping their communities	Good Neighbour Network
Meetup	Website, App	Free	Platform to meet new people & pursue passions together	WeWork
Nextdoor	App	Free	Private social networks for your neighbourhood	Nextdoor

f. Financial Wellbeing

Resource	Format	Cost	Description	Organisation
Financial Wellbeing				
Citizens Advice	Website	Free	Independent, confidential advice for legal & money issues	Citizens Advice
National Debtline	Website	Free	Free, confidential, independent debt advice	Government
Stop Loan Sharks	Website, Helpline	Free	Supporting victims of illegal lending	Government
NHS Staff Discounts				
Blue Light Card	Website	Free	Online & in-store discounts for NHS workers	Blue Light Card
Health Service Discounts	Website	Free	Discounts & staff benefits for NHS workers	Health Service Discounts
Health Staff Discounts	Website	Free	Exclusive offers for NHS staff	Health Staff Discounts
COVID-19 NHS Staff Benefits				
The AA	Website	Free breakdown service for NHS staff	Free breakdown service to and from work during COVID-19, for members & non-members	The AA
EE	Website	Unlimited data until 9 th Oct 20	Mobile telephone service	EE
Gillette	Website	Free razor	Razor company	Gillette
Halfords	Website	Free bike servicing for NHS staff	Motoring and bicycle retailer	Halfords
Mindful Chef	Website	30% off for NHS staff	Recipe box delivery service	Mindful Chef
NCP Parking	Website	Free for keyworkers	Nationwide car parks	National Car Parks
NHS Homes	Website	Free for NHS staff	Free accommodation for NHS staff during COVID-19	Parklane City Apartments
Uber & UberEats	Website	Free for NHS staff	Free rides and meals to and from work during COVID-19	Uber

12. Glossary

Wellness Action Plan

- A personalised, practical tool to support the achievement of wellbeing goals.

Wellness Champion

- A trained NHS staff member who conducts your Wellness Induction. The Wellness Champion will be from your NHS organisation, but will not be clinically involved or associated with you or your job role.

Wellness Induction

- A private, confidential, 30 minute discussion designed to support learners in maintaining their wellbeing.

Wellbeing Guardian

- The appointed member of the board who obtains assurance that the organisation's activities are not harming the wellbeing of staff.

Wellbeing Lead

- A member of NHS staff who is responsible for the operational implementation of the organisation's health and wellbeing strategy and plan. Wellbeing Leads may be embedded in the organisation's wellbeing, HR or Occupational Health teams, or may hold another role in the organisation in addition to their wellbeing responsibility.