



# **GREATER MANCHESTER WELLBEING TOOLKIT**

**Supporting the cultural changes in our organisations**

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FINISHED FILES ARE THE RE-  
SULT OF YEARS OF SCIENTIF-  
IC STUDY COMBINED WITH THE  
EXPERIENCE OF MANY YEARS

# Wellbeing for us all

**Good wellbeing is when we are able to be at our best - at work and home.**

This is even more important now, as we are working very differently over a sustained period of time.

We know good wellbeing means we feel we:

- » are valued and recognised for our work
- » have psychological safety in the workplace
- » have a sense of belonging / part of a team
- » have permission to access to activities / support



the **physical** support that helps you to be at your best



the **practical** aspects of what makes your working day easier



the **psychological** care to help keep your mental health well

Access the toolkit [here](#)

# Drivers for our Wellbeing

- » Covid has created an **urgent need** to support the wellbeing of our workforce.
- » Pandemic highlights the **disparity in offers** and access to wellbeing support across different workforce groups.
- » **Society** shifts its focus to wellbeing for all.
- » **GM People Plan** and system delivery plan identifies wellbeing as a priority for our workforce, with a focus on improving access, practice, and wellbeing cultures.

- » **Sickness absence** signifying that stress, anxiety and depression are on the increase, as well as evidence that suicide ideation is a concern.
- » The sustained response levels from across our workforce, is leading to **fatigue and burnout** - which in turn is impacting on decision making, energies and capacities to continue the response across the months to come.
- » There is a real concern about the **retention of colleagues** as a result of the adverse impacts on both work and home life.
- » There is still a **long journey ahead**: with the ongoing pandemic response and the subsequent need to build back better. It is vital that we equip our workforce with the tools and support to build and maintain their wellbeing.

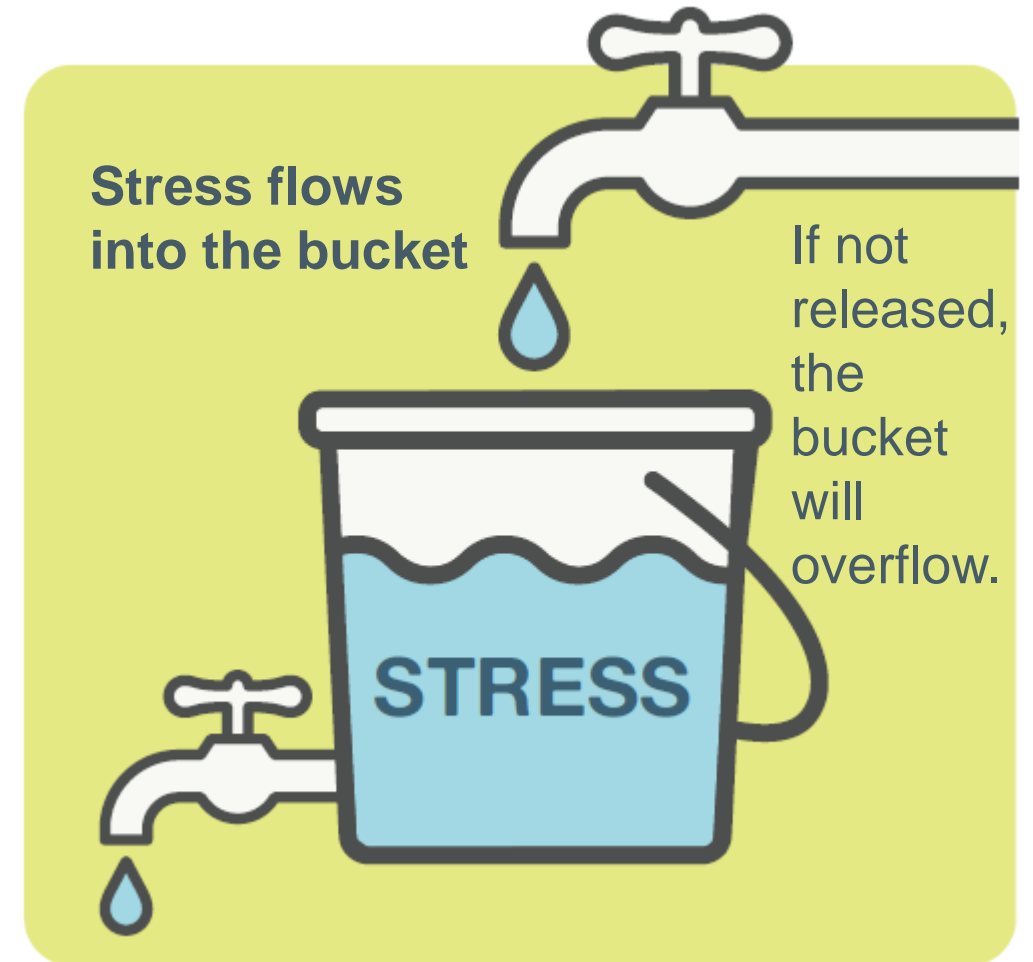
While we are in the middle of responding to the pandemic, it's important to pay attention to the operational and **people recovery** coming up.

# Sprints >>> Marathons

We really are running a marathon at the speed of a sprint, and this has its impact.

As we move forward to improve workplace wellbeing, its important to remember:

- » Everyone feels **stressed and overworked** at the moment.
- » All our experiences are not the same, **we all need something different.**
- » People under stress **do not respond well** over time.
- » The **workforce pressures** are only going to increase
- » How your workplace responds to these challenges, reflects your **working culture.**



**Good resilience** = flowing tap to release the stresses / anxieties

# What the toolkit includes

This toolkit has been developed for the benefit of our health and care workforce, including colleagues across the NHS and social care, as well as those in the voluntary sector, those delivering health and care services in the private sector and our unwaged workforce.



## Looking After Yourself

Practical Tools and tips on how to build our physical, practical and psychological wellbeing.



## Supporting Others

Whether you are a manager or a supportive colleague, there are lots of guides and tools to help those around you.



## Responding to Need

A broad range of support available: both direct contact and online - depending on what works best for you.

# A pandemic guide to taking care of you & your teams

- » **Be kind to yourself and others.** Pay attention to your behaviours, show kindness to others, and give your expectations a break.
- » **Proactively manage your anxiety and stress** – pay attention to your strategies to keep yourself physical and mentally well.
- » **Socially distance, but don't isolate yourself** – talk / connect with others.
- » **Keep calm and DON'T always carry on!** Flexible approach, take breaks, feed your heart.
- » **And keep looking up!** we are in the middle of an evolving picture, things will continue to change and get better.

# WHERE ARE YOU UP TO TODAY?

Consider the blob that resembles you the most today.  
And how about others around you?

Each of us need something different day to day – make sure you listen to yourself, and those around you.





# MINDs Five Ways to Wellbeing



Click [here](#) to link to the resource online

**The Mental Health Toolkit for Employers** has been created to help organisations - whether business, public sector or charitable – support the mental health and wellbeing of their employees



**GREATER MANCHESTER  
GOOD  
EMPLOYMENT  
CHARTER**

**Mental health toolkit  
for employers**

*Your journey to a workplace that leads on good mental health starts here*

Click [here](#) to link to the resource online

# Creating the shifts in our workplaces

This is critical as we are working very differently over a sustained period of time.



**Tackling better wellbeing isn't a simple undertaking** Our wellbeing provision has its roots in a responsive legacy driven by:

- Occupational Health
- Organisational Safety.



**The evolution of our workplace wellbeing needs to respond to the physical, practical & psychological aspects and make sure it has the impact on our people in a meaningful way.**



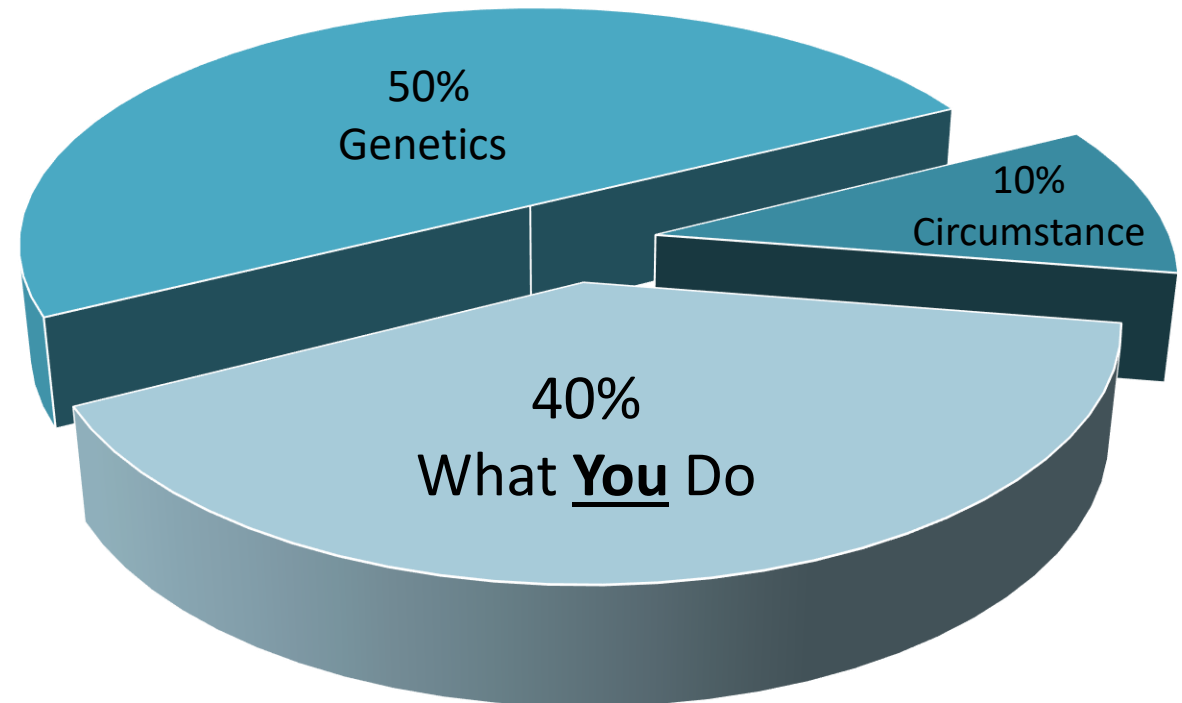
- » Strategies and approaches that are **simple and clear** – accessible for all
- » Provision that focusses on the **physical, practical** and **psychological** aspects of wellbeing
- » Designed in a way that **supports people** to grow, and be their best.

# The Happy Pie: what determines our happiness?

A recent study suggests that happiness is determined by

- 50% Genetics
- 10% Circumstance
- 40% What You Do

**This is within all our scope to influence and change!**



# CHECK IN / CHECK OUT

**Take a moment to reflect on what you have been involved with today.** Identify three things that went well. Acknowledge what may have been difficult.

**Remind yourself that it's okay to ask for help.** Remember to be proud of the work you did today.

If you can, **take a moment to check in with your colleagues.** Are they okay?

**Choose an action that signifies the end of the working day.**

**Switch your attention to home.** How are you going to rest and recharge?



# DISCUSSION

## How are you keeping yourself well?

- » What is your wellbeing strategy to keep yourself well?
- » What have you learnt over the last 12 months?

Feed your key points into the main room chat



# Setting Our Boundaries

- » Combination of **working from home and a personal investment** to your work can make it difficult to separate work life from home life.
- » Take on the **trauma of the people we work** with – both peers and service users
- » Dealing with the **guilt / resentment** towards developments around us
- » Reflecting on the **reality Vs perceptions** of others
- » Considering the **isolating positions our leaders** are in

# Are we hyper-connected?

A flood of new tools is fuelling a shift towards promising to give people more intelligent ways of communicating with each other. This has revolutionised the way we are response to the pandemic.

All of this leads to a fundamental question:

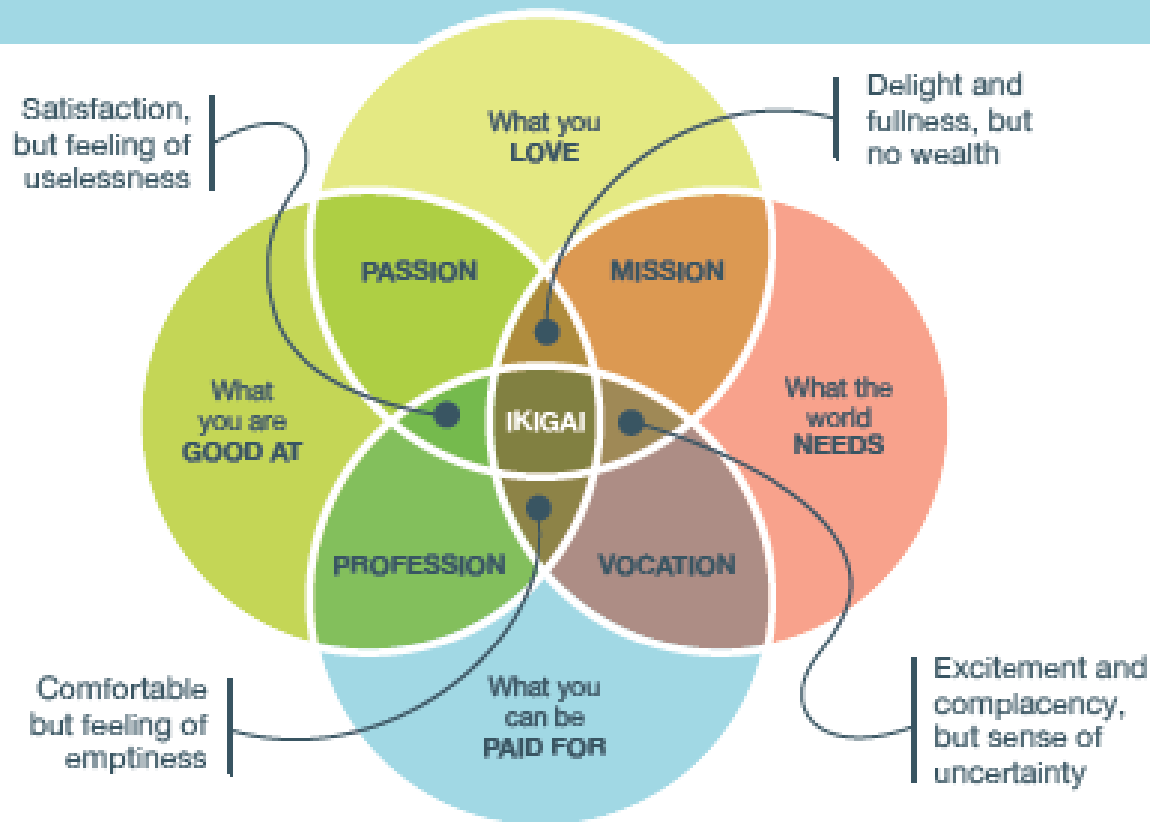
*Are all these tools actually helping us work more productively, or are we plugging into an endless stream of messages, calls, and appointments?*

**Be purposeful with how you choose to connect.**





# FINDING YOUR MOTIVATION - IKIGAI



There are a couple of easy way that this can help you:

1. Map the different actions/activities, from home and work, across the matrix of what you love, need, are good at, and paid for.
2. Reflect on how important each of these areas/drivers are for you?
3. Consider where the areas cross over and create an impact for you. How does this help understand your purpose? Your motivation?
4. How can you apply this to your work, or home life?

Click [here](#) to link to the resource online

# Healthier Leadership Framework

Developed in collaboration with NHS NWLA and HWBInspiration, and recognises the impact good leadership and management have on employee wellbeing. The aim was to identify a behavioural framework that could be used flexibly to support healthy leadership development and help leaders promote positive wellbeing in the workplace.

The research involved identifying the leadership behaviours associated with positive and negative employee wellbeing, via a detailed literature review and wide-ranging engagement with leaders and employees across the public sector.



## How I am (being)

Actively engage with opportunities to understand and enhance positive mental and physical health for self and others, sharing own experience, being authentic.



## What I do (doing)

Actively support and empower others to manage work and how it's done.



## What we do together (enabling)

Actively empower an inclusive healthy wellness culture that mutually enables us all to bring our whole selves to work.

# When To Ask For Help

Consider asking for help if you notice any of the following:

- » If you (or others) are experiencing **high levels of distress**
- » If you are **unable to focus** at work or home, are unable to perform daily activities, make decisions, or have poor sleep over a long period.
- » If you have **significantly increased / change in your behaviours** – this may include alcohol, social media, fitness or food.
- » If **those around you are very worried** about you.
- » If you are worried about your ability to **keep yourself safe.**



# GM Resilience Hub: for your team

## **Facilitated peer support**

- Similar to NHSE common rooms but not anonymous
- Available for targeted groups e.g. teams / managers / specific keyworker groups
- Opportunity to reflect on experiences and themes and share supportive perspectives in a safe, facilitated space.

## **Workshops, resources and consultation:**

- Bespoke for targeted groups and requests (e.g. self care for frontline keyworkers / looking after your teams / traumatic bereavement)
- Key topics will be recorded and made available
- Links to national and local resources
- Quality assured resources
- Links to GM expert clinical reference group – responsible for reviewing and assuring GM clinical offers.

## **Wellbeing screening & 121 support:**

- Self referral via web portal or managers form
- Automated response with links to self help information, national and local offers
- Outreach from the clinical team for those who appear to be struggling more, and contact the Hub for advice and support.
- Clinical advice, support, help to access right services at right time and follow up.

Here for all health and care staff who live or work in GM, and their family.

**Tel: 0333 009 5071 Email: [GM.Help@nhs.net](mailto:GM.Help@nhs.net)**



# Where to look for support - guidance:

- » Check your Occupational Health & EAP support available
- » [Looking after you too](#) and [Looking after your teams](#) clinical and non-clinical coaching for Primary Care colleagues from [Our NHS People](#)
- » [GM Resilience Hub](#) Facilitated peer support; Wellbeing screening & 121 support; Workshops, resources and consultation
- » [Greater Sport - Active Workplaces Toolkit](#)
- » [GM Mental Health toolkit for Employers](#)
- » [Healthier Leadership Framework](#)

Don't forget to have a look at all the guides, templates and support links in the [GM Wellbeing Toolkit](#)



# Where to look for support:

- » **Financial Advice** If you need financial advice now, you can contact the [Money Advice Service](#) for free, confidential and impartial money advice by telephone on 0800 448 0826 (Monday to Friday, 8am to 6pm) or via WhatsApp (+44 7701 342 744).
- » **Community and Faith groups** Find out more information about the community and faith groups in your area and how they can support you – information at [GMCVO](#) and [10GM](#), and [Inter Faith](#) groups in your area.
- » **LGBT Foundation** To find advice, support and information services for lesbian, gay, bisexual and trans (LGBT) communities, you can contact the [LGBT Foundation](#)

# CALL TO ACTION

## Embed good Wellbeing practice into your work spaces

Are you clear about what you want to achieve for yourself? And those you are supporting?

- » What do you already have? And what do you need?
- » Promote the tools with colleagues and partners you work with.
- » AND remember to look after yourself in all of this!

**Do something: simple, small actions accumulate into big impacts.**

# **Thank you**

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