



NHS TRUST: HEALTH AND WELLBEING

The Health and Well-being of staff in the NHS is of great importance to the government. Not only is it good for staff personally but is also linked to better patient care.

Working in partnership to tackle staff health, work and well-being in the NHS can bring real improvements and benefits. As such, Cheshire and Wirral Partnership NHS Foundation Trust worked together with AQR, leading edge psychometric measures developer and business consultancy, to introduce the Resilience Plus Programme within the CWP NHS Trust in years 2010 – 2012.

The Resilience Plus programme is aimed at supporting staff, individually and in teams, to develop qualities to enable them to embrace change positively and enable the organisation to achieve its key goals increasingly efficiently and increasingly effectively.

The programme enables participants to develop strategies and plans to help them perform under pressure, and to support others around them. This leads to better performance, wellbeing and, in many instances, an improved work life balance. They will learn to approach challenge, stress & pressure with a positive 'can do' attitude.

The programme has created a particular understanding of:

- The importance of Mental Toughness, how to assess it and apply it in the workplace
- The nature of challenge and the sources of stress and pressure – and the consequences for an individual performance and wellbeing
- Assessing an individual strengths and development needs in dealing with stressors, pressure and challenges
- Introduction to tools and techniques designed to help people to deal effectively with stressors, pressures and challenges – and the opportunity to practice them. These help staff to perform to the best of their abilities irrespective of the circumstances in which they find themselves
- How to create and sustain effective plans to perform to the best of an individual ability and to manage stress

The Resilience Plus programme was structured to run in three phases:

- CWP Champions (2010),
- Grades 6 & 7 (2011)
- All staff within Cheshire and Wirral Partnership NHS Foundation Trust (2012)

This programme supported Cheshire and Wirral Partnership NHS Foundation Trust organisation development and helped staff to go through a range of changes with a positive mind set.

The programme has been very successful, and it is likely that it will be rolled out to other regions. It has been described on the Mindful Employer website and AQR is receiving enquiries from other NHS Trusts which are interested in this staff involving initiative.

Some of the delegates comments....

"Plan to succeed."

"Change the way I work to ensure regular breaks. Embrace who I am and what I can offer to the team."

"Made me realise it is ok to be myself and not let people try to change me."

"I am going to think I can, not I can't."

"Relaxation methods and setting goals."

"Think about me more and how I can better support my colleagues."

"Take time out, if needed."

"Try to think more positive and not worry so much about small things."

"To achieve, to de-stress, to change a negative into a positive."

"Continue to think positive to achieve goals."

"Will be good as all members of team attending so can remind and support each other."

"Will take more time for myself and actually focus on thinking and concentration."

"Take more time to meditate."

"Help me maintain a positive focus."

"Think more positive."

"I will be more positive and willing to take on new challenges."

"Better stress management."

"More self-aware and impact on my own attitude."

"I will be more aware of stress levels in work and do something to relax."

"More aware of my own mental toughness and others in team."

"I will discuss with team and put this into practice."

"I will use some techniques to motivate staff into being more positive."

"Need to talk proactively in the workplace."

"Goal identified - useful once other members of the team have been on the course."

"I will implement into the team and develop an action plan inc. more emphasis on coaching."

"Increased resilience, staff support, positivity."

"Be more aware of others mental toughness as well as my own."

"It made me look at myself and realise personal goals."

"Think positively, make a list and stick to it, tell colleagues they are doing a good job."

"I will follow my SMART targets with the goal setting - pat myself on the back when I reach the goal"

Set realistic goals for myself."

"Confirms current processes are positive. Will try to reflect more to make sure I allow time for this

Focus more and try to concentrate more using the strategies."

"It has given me new skills and updated existing ones. Looking forward to putting them into practice."

"Communication is the key! Compliment colleagues and listen to achieve tasks."

"More positive thinking, respect others, think before I moan about something and think more about myself."

"Focus and keep smiling, make sure everyone knows they are valued, acknowledge own strengths."

"Be more aware of the needs of colleagues in the workplace and my own needs (get the right balance)."