

Look after your mental health and physical wellbeing



Support for you

We understand that many of us are facing challenges and may want to speak to someone. There are many options to do this, with local and national support available should you wish to talk to someone.



UHB Staff Counselling Service

Staff counselling service provides all Trust employees access to a free professional and structured counselling service. It uses Solution Focused Brief Therapy which focuses on strengths and resources to re-enable coping strategies that may have fallen from use.

QEHB Direct Line: **0121 371 7170** (Monday to Friday, 8:30 to 16:30)

HGS Direct Line: **0121 424 7001** (Monday to Friday, 8:30 to 16:30)

At other times an answering service is available.

Email: **StaffCounselling.Services@uhb.nhs.uk**

#OurNHSPeople

0800 06 96 222 24/7 text support: **FRONTLINE** to **85258**

Provides confidential listening by trained professionals and specialist advice including coaching, bereavement care, mental health and financial help. An online portal <https://people.nhs.uk/> with peer-to-peer, team and personal resilience support.

NHS Personalised helpline for Filipino staff

A dedicated NHS bereavement and trauma telephone support line for Filipino staff impacted by the coronavirus pandemic run by qualified and trained Tagalog speakers.

0300 303 1115 8am to 8pm 24/7 text support: **FRONTLINE** to **85258**

Remploy - Mental Health Support Service

The Access to Work Mental Health Support Service, delivered by Remploy, funded by the Department for Work and Pensions provides confidential one-to-one workplace mental health support for **University Hospitals Birmingham NHS Foundation Trust** employees or apprentices.

Book your appointment today and gain expert advice and support for nine months, which includes:

- A wellbeing plan to help you stay in, or return to work
- Recommendations for work place adjustment
- Coping strategies.

Tel: **0300 456 8114**

Email: **chris.kingsbury@remploy.co.uk; bethany.kimberley@remploy.co.uk**

Psychology support for your team

If you have staff who may benefit from individual (remote) psychological support, they can be referred directly to staff mental health hub using the email:

bsmhft.staffmhhub@nhs.net. This is accessible to all staff, and will provide an individual assessment and advice with one of our experienced psychologists.

The Chaplaincy Team

The Chaplaincy Team are trained members of hospital staff, that provide spiritual, religious and pastoral care for those of faith and none. There are Christian chaplains (Church of England, Free Church and Roman Catholic), Muslim, Sikh, Hindu, Buddhist and Humanist chaplains. They are employed to provide support for all staff and patients, with a faith and those with non and work closely with clinical teams on the wards.

Tel: **0121 424 7676** (Good Hope Hospital) Tel: **0121 424 1369** (Heartlands Hospital)

Tel: **0121 424 4099** (Solihull Hospital) Email: **ChaplaincyHGS@uhb.nhs.uk**

Tel: **0121 371 4574** or **0121 371 4570** (Queen Elizabeth) Email: **chaplaincy@uhb.nhs.uk**

Health and wellbeing hubs

The hubs will continue to provide rest and recovery Monday to Friday 9am - 5pm.

You can find out about our new developments for the staff health and wellbeing hubs on the intranet page.

You will find the Wellbeing Hubs at;

- **Heartlands Hospital** - Opposite Marks & Spencer's - Main Atrium
- **Good Hope Hospital** - Education Centre Room 1 & 2
- **Queen Elizabeth Hospital** - Nuffield House - Old Library
- **Solihull Hospital** - Education Centre Room 4

Staff Safety and Wellbeing Officers

We also have in place Staff Safety and Wellbeing Officers. You can identify the SSWO by the white armband with a green heart. SSWOs will work as part of your team supporting your safety and wellbeing and signposting you to other help you might need. Some SSWO might be in addition to your team. If you would like to develop SSWOs in your areas, please get in touch with the Health and Wellbeing team on **inclusion@uhb.nhs.uk**.

Freedom to Speak up Guardian and Confidential Contacts

The Freedom to Speak Up Guardian has a key role in helping to raise the profile of concerns within the Trust and provide confidential advice and support to staff raising a concern they have, for example, about patient safety and/or the way their issue has been handled.

The Trust Guardian and their team of Confidential Contacts do not get involved with investigations or complaints, but help to facilitate the process of raising a concern where needed, ensuring policies are followed correctly.

How can I contact our Freedom to Speak Up Team

The Trust's Guardian is Professor Julian Bion, Honorary Consultant in Critical Care Medicine and his team of Confidential Contacts can be contacted directly, their individual details are on the intranet.

Email: FreedomToSpeakUpGuardian@uhb.nhs.uk

<https://www.uhb.nhs.uk/one-trust/ftsug/>

Tel: **0121 371 7221**

This telephone line is available anytime – however we will respond to messages 9am to 5pm Monday to Friday

Support for your Team

To reliably support the health and wellbeing of our staff, managers can use the following order codes to buy these goods directly from the supply chain: EOC027, EOC028, MRB418, ILA1083, ACC136, ADB290, ADC206, ADC023, ADT620, MRB218, ACT 217, ACD547, ACD430, ACD276, AAR467, AAR469, AAV007.

These include drinking chocolate, biscuits, crisps/savoury snacks, tea, coffee, squash, tampons, sanitary towels, lip balm and moisturiser. We encourage all wards and departments to ensure these items are widely available to their teams.

Financial wellbeing

Financial wellbeing is an essential and often overlooked part of a person's overall wellbeing. Financial concerns can affect your ability to do your job. Poor financial wellbeing is also linked to higher levels of stress, anxiety and depression. Loss of sleep because of worrying about money and finding it difficult to concentrate and to make a decision are other concerns associated with financial wellbeing.

At UHB, we believe we have a responsibility to support staff in all aspects of their wellbeing. This is why we have worked with Neyber to offer staff sensible loans and access to the Neyber financial wellbeing hub as well as with Citysave a local credit union that also offer staff responsible lending and encourage saving. In addition we have recently partnered with Barclays Money Mentors. Their team is trained to support and guide staff towards achieving their money goals. This free, impartial financial advice is available to all staff no matter which bank you use. For more information, search financial wellbeing on the intranet or click here <http://uhbhome/financial-wellbeing.htm>

For any questions about health and wellbeing support please contact inclusion@uhb.nhs.uk
www.uhb.nhs.uk/covid-health-wellbeing
or scan the QR code.

