

Report Title	Psychological Wellness Scorecard		
Sponsoring Executive	Raffaella Goodby, Director of People and OD		
Report Author	Bethan Downing, Deputy Director, People and OD		
Meeting	Public Trust Board	Date	2 nd July 2020

1. Suggested discussion points *[two or three issues you consider the Committee should focus on]*

This is an update to the Psychological Interventions for Employees' paper discussed at the May 2020 Trust Board. The paper included additional qualitative datasets to measure the impact of interventions provided. It also aligns the mandated workplace risk assessment roll out, to the wider work around psychological well-being. This paper is written to provide additional assurance on risks 3971 and 3976 detailed in the Covid recovery risk register

The paper describes a small change to the training delivery model for REACT Level 1 to enable all employees to access training and to ensure the training delivered consistently and of high quality. This will enable many more peer-to-peer psychologically savvy conversations. Board members are invited to undertake the level one training before the board.

The paper describes the launch of the new Workplace Stress Risk Assessment e-form and provides the top 30 priority areas for mandated stress risk assessment. The tool is available for anyone and is accessed via the Connect Page Green button. An additional tool is being developed with clinical advice on mental health and well being through Dr Masood Aga and clinical colleagues.

2. Alignment to 2020 Vision *[indicate with an 'X' which Plan this paper supports]*

Safety Plan	<input type="checkbox"/>	Public Health Plan	<input checked="" type="checkbox"/>	People Plan & Education Plan	<input checked="" type="checkbox"/>
Quality Plan	<input type="checkbox"/>	Research & Development	<input type="checkbox"/>	Estates Plan	<input type="checkbox"/>
Financial Plan	<input type="checkbox"/>	Digital Plan	<input type="checkbox"/>	Other <i>[specify in the paper]</i>	<input type="checkbox"/>

3. Previous consideration *[where has this paper been previously discussed?]*

Public Trust Board April 2020, May 2020, People and OD Committee June 2020, CLE June 2020

4. Recommendation(s)

The Clinical Leadership Executive is asked to:

- a. **NOTE** the current performance and additions to the psychological scorecard
- b. **DISCUSS** and **NOTE** the level one training for all colleagues
- c. **NOTE** the high risk areas and **DISCUSS** the roll out of the mandated workplace stress risk assessment

5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and where shown elaborate]*

Trust Risk Register	<input type="checkbox"/>	Risk 114 and Covid register 3971 and 3976			
Board Assurance Framework	<input type="checkbox"/>	SBAF 13			
Equality Impact Assessment	Is this required?	Y	<input type="checkbox"/>	N	<input checked="" type="checkbox"/> If 'Y' date completed
Quality Impact Assessment	Is this required?	Y	<input type="checkbox"/>	N	<input checked="" type="checkbox"/> If 'Y' date completed

SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

Report to the Public Trust Board

COVID-19 Psychological Wellness Scorecard

1. Introduction

- 1.1 This paper is provided to update the Public Trust Board, previous Board and People and OD Committee discussion in relation to Psychological Wellness Interventions and the monitoring data in the scorecard. The scorecard is required to provide assurance that interventions improve employee mental health and wellbeing and it will offer mitigation and assurance against Covid recovery risk 3971 and 3976.
- 1.2 The Board previously requested both quantitative and qualitative information to be included in the psychological wellness scorecard; this version includes comments and 'mood' data, as well as the data from the stress risk assessments and training data an inputs, as well as sickness absence data.
- 1.3 The paper describes a minimally changed training approach to enable the scope of training to reach a wider audience to support peer to peer conversations which are likely to be more effective for some individuals. The previous requirements for Accredited Managers to receive training at REACT Level 1 remain and this is happening at the moment.
- 1.4 This paper describes the approach taken to identify high-risk areas for mandated individual workplace stress risk assessments and the new e-form with scoring mechanism to identify those who require additional support.

2. Psychological Wellness Scorecard

- 2.1 The psychological wellness scorecard will be available following the collection of baseline data throughout June and July 2020. The psychological support scorecard will include:
 - Workplace Stress Risk Assessment baseline scores
 - Number of interventions for areas of high levels of stress (wave one)
 - Repeat Workplace Stress Risk Assessment and adjusted scores following intervention each month to assess whether intervention demonstrated improvement against the baseline scores

- Qualitative feedback on interventions
 - Psychological Support Training Data
- 2.2 The introduction of a new Workplace Stress Risk Assessment e-form is planned for roll-out during June 2020 to employees who work in areas considered to have high levels of stress. At the time of writing this report, nearly 200 colleagues have completed the assessment and improvements to the process are already being made, based on learning.
- 2.3 However, we are cognisant that COVID-19 has increased stress levels across the Trust and therefore the assessment is available for all staff as well as being mandated for those who work in areas perceived to have higher levels of stress. The new Workplace Stress Risk Assessment e-form has been created using the Health and Safety Executive (HSE) Stress Risk Assessment guidance. When an employee completes the form, they rate how they feel against each of the questions, when completed the e-form generates an overall score. The stress risk assessment scores for teams will be amalgamated to give a team stress score, which will provide baseline data for areas to identify and support the areas of the Trust that require more targeted and focused intervention. The Stress Risk assessment can be found on the Connect Page using the Green Button, it an easy short assessment to complete. Board members are encouraged to try the tool out.
- 2.4 The top 30 areas will be asked to complete stress risk assessments, these were previously identified by groups as the areas requiring first wave mental health first aiders (REACT Practitioner).
- 2.5 The Psychological wellness scorecard will identify the teams who have higher levels of stress through their baseline Workplace Stress Risk Assessment score. The scorecard will also include the number of interventions each team has received. In addition to the number of interventions, the e-form Stress Risk Assessment will be re-taken for all employees who score 50% or below, to confirm that interventions are impacting positively and improving the baseline score.

The previous paper described the REACT Level 1, REACT Level 2 and TRiM training plan. This remains in place, although there is scope to roll-out the Level 1 training to a wider group enabling peer-to-peer psychologically savvy conversations in addition to the Accredited Manager training described in the previous paper. The Level 1 training launched on 1st June 2020 and available from the learning platform. Over 300 employees have completed Level 1 training. Board members are encouraged to undertake the training by accessing it through the following link
https://player.vimeo.com/external/424012447.hd.mp4?s=4f31377a51bc8703c7133f64242c172bf3f50201&profile_id=174

- 2.6 Following feedback and learning from the launch of the tool, the POD team are working on a clinical assessment tool that will explore questions based on levels of anxiety, stress and depression. Doctor Masood Aga is developing this tool with clinical colleagues, and this will be available alongside the workplace stress risk assessment

tool. The proactive approach from the Well Being hub will then offer a holistic set of interventions to respond to the individual's need. The clinical interventions would range from mindfulness or exercise, referral in to counselling or CBT therapies, referral to the GP or urgent access to RAID through the emergency department. This tool is in development and an update can be given at the August Board.

3. Summary / Conclusions

- 3.1 The paper describes the psychological scorecard metrics to indicate whether the interventions have taken following completion of the initial workplace stress risk assessment, and whether they have generated an improved risk assessment score.
- 3.2 The Psychological Wellness Scorecard is appended (Annex 1) and provides both qualitative and quantitative data to evidence that the psychological support approach provides improvements to mental health.
- 3.3 The new workplace Stress Risk Assessment has been launched to the top 30 areas initially although anyone is able to access the stress risk assessment. The top 30 areas were agreed previously as those areas requiring first wave mental health first aiders and is appended to this paper (Annex B)
- 3.4 A clinical stress risk assessment, online tool, is being developed and will be tested over coming weeks, with feedback given at the August committee. This would be available alongside the workplace stress risk assessment, and a holistic approach taken with the employee to proactively manage their physical and mental health and well being.

4. Recommendations

- 4.1 The Trust Board is asked to:
 - a) NOTE the current performance and additions to the psychological scorecard
 - b) DISCUSS and NOTE the level one training for all colleagues and undertake the training if there is time before the Board meeting
 - c) NOTE the high risk areas and DISCUSS the roll out of the mandated workplace stress risk assessment

Annex A: Psychological Scorecard

Bethan Downing
Deputy Director, People and OD
Raffaella Goodby
Director of People and OD
25th June 2020

Psychological Scorecard

Psychological Scorecard

Wellbeing Sanctuary Feedback



Employees are asked to complete an initial and post assessment to indicate how they would rate their feelings and thoughts before and after their experience at the Sanctuary.

Employees tick one of the five options (*None of the time, Rarely, Some of the time, Often, All of the time*) for each of the statements listed below:

- I've been feeling optimistic about the future
- I've been feeling useful
- I've been feeling relaxed
- I've been dealing with problems well
- I've been thinking clearly
- I've been feeling close to other people
- I've been able to make up my own mind about things

From this a pre and post experience score is generated

Number

149

Number of employees with **improved** post experience score

%

84.18%

24

Number of employees with **unchanged** post experience score

13.56%

4

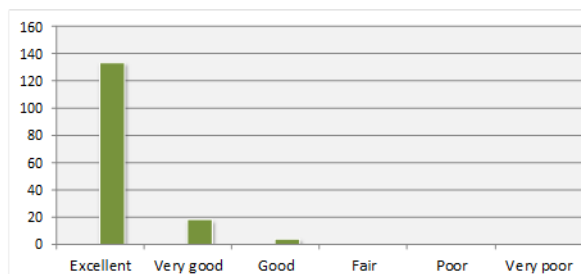
Number of employees with a **lower** post experience score

2.26%

Note: The 4 employees with a lower post experience still rated the support they received at the Wellbeing Sanctuary as either *Excellent, Very Good, Good*.

How would you rate the support you received at the Wellbeing Sanctuary?

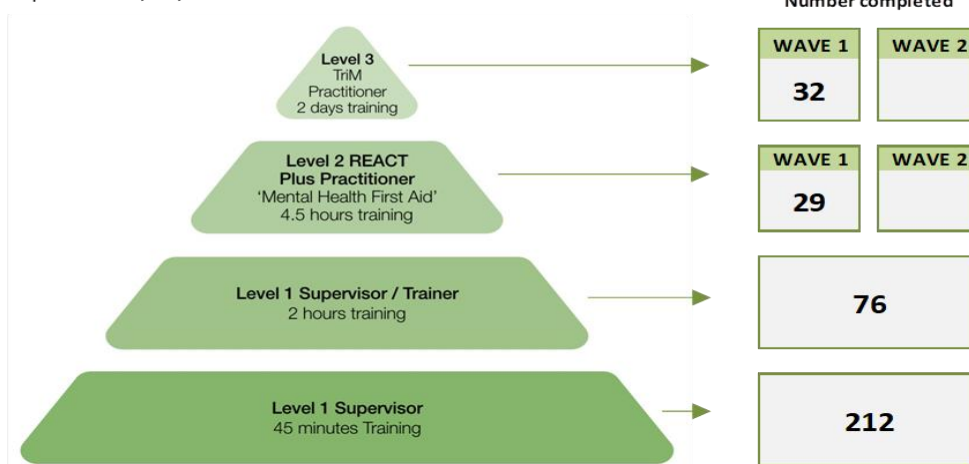
	Number	%
Excellent	134	85.90%
Very good	18	11.54%
Good	4	2.56%
Fair	0	0.00%
Poor	0	0.00%
Very poor	0	0.00%
Total	156	



Psychological Scorecard

Mental Wellbeing Training

Updated 18/06/2020



Wellbeing Sanctuary Feedback – Comments

I really enjoyed the massage and feel really calm and relaxed. The staff here are lovely and I am very grateful for the gifts.

Amazing advice, made me feel at ease, made me feel normal and accepted.

Fantastic experience will be back again.

Helped me a lot to calm and clear my mind

Felt amazing. Thank you for offering this services. Feel very relaxed mentally and physically

Brilliant, please can it stay for ever!!! THANK YOU!!

It's my first time doing anything like this and it has been amazing. So much better than I thought. I really appreciate all the work you are doing. Thank you so much for making me feel like there is a light.

I enjoyed the meditation and colleagues were very helpful and caring.

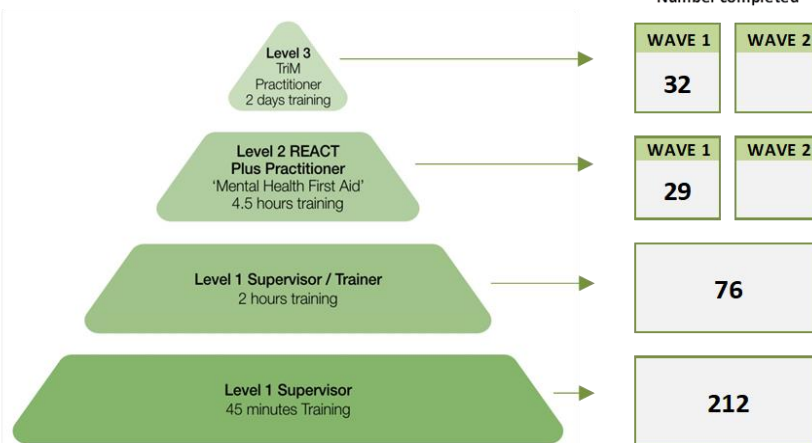
Lovely place, very relaxing. Wonderful staff!

My overall experience was a 'Wow' factor. I cannot wait to come back. Everyone is so professional and welcoming. The treatments are superb.

Psychological Scorecard

Mental Wellbeing Training

Updated 18/06/2020



Psychological Scorecard

Mental Wellbeing Training by Group

Updated 18/06/2020

	Total	Total Acc Mgr	Total	Total Acc Mgr	Total	Total Acc Mgr	Total	Total Acc Mgr
Group	Level 1 Training	Level 1 Training	Level 1 Supervisor	Level 1 Supervisor	Level 2 REACT	Level 2 REACT	Level 3 TriM	Level 3 TriM
Corporate	81	28	31	21	3	1	13	4
Imaging	1	1	0	0	0	0	0	0
Medicine & Emergency Care	40	13	0	0	8	3	10	4
Primary Care, Community and Therapies	55	23	0	0	5	0	2	0
Surgical Services	22	9	0	0	8	4	6	2
Women & Child Health	13	2	1	0	5	2	0	0
Grand Total	212	76	32	21	29	10	31	10

Annex B – Stress Risk Assessment, High Risk Areas

Group	Directorate	Area
Corporate	Operations	Hospital and Night Team
Corporate	Operations	Capacity Team
Corporate	Nursing	Ward Services
Corporate	Operations	Porters
Medicine & Emergency Care	Admitted Care	Lyndon 5
Medicine & Emergency Care	Admitted Care	Priory 5
Medicine & Emergency Care	Admitted Care	Respiratory
Medicine & Emergency Care	Emergency Care	ED (City)
Medicine & Emergency Care	Emergency Care	ED (SGH)
Medicine & Emergency Care	Emergency Care	AMAA
Medicine & Emergency Care	Emergency Care	OPAU
Medicine & Emergency Care	Emergency Care	CPAU
Medicine & Emergency Care	Emergency Care	AMU1 (City)
Medicine & Emergency Care	Emergency Care	AMU2 (City)
Medicine & Emergency Care	Emergency Care	AMUA
Medicine & Emergency Care	Emergency Care	D24 Poisons
PCCT	Ambulatory Medicine	Palliative Care
PCCT	iBeds	IMC - Leasowes
PCCT	iCares	Community Respiratory Service
Surgical Services	Theatres	Theatres, Pain, Anaesthetics, Scheduled Care Management
Surgical Services	Theatres	Theatres (City)
Surgical Services	Theatres	Theatres (SGH)
Surgical Services	Theatres	Theatres (BTC)
Surgical Services	Specialised Surgery	Newton 3
Surgical Services	Anaesthetics, Critical Care & Pain	Critical Care
Surgical Services	Anaesthetics, Critical Care & Pain	Critical Care
Women & Child Health	Acute and Community Paediatrics	School Nursing
Women & Child Health	Acute and Community Paediatrics	Lyndon Ground
Women & Child Health	Maternity and Perinatal	Maternity 1 & 2
Women & Child Health	Maternity and Perinatal	Neonates