

Report Title	COVID-19 Psychological Wellness Scorecard		
Sponsoring Executive	Raffaella Goodby, Director of People and OD		
Report Author	Bethan Downing, Deputy Director of People and OD		
Meeting	Trust Board	Date	4 th June 2020

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

This paper is provided as an update to the Psychological Interventions for Employees' paper discussed at the May 2020 Trust Board. The paper included a proposed dataset to measure the impact of interventions provided.

The scorecard metrics have been expanded to include baseline data, received from the new e-form Stress Risk Assessment in addition to the number of interventions by area and changes to the baseline data following interventions.

The paper describes a small change to the training delivery model for REACT Level 1 to enable more of our 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.

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

Safety Plan		Public Health Plan	X	People Plan & Education Plan	X
Quality Plan		Research and Development		Estates Plan	
Financial Plan		Digital Plan		Other <i>[specify in the paper]</i>	

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

Trust Board May 2020

4. Recommendation(s)

The Trust Board is asked to:

- a. **AGREE** the psychological scorecard metrics
- b. **DISCUSS** and **AGREE** date and forum to receive populated psychological scorecard
- c. **NOTE** the slightly altered training approach for REACT Level 1 Practitioners and ability to increase scope for peer-to-peer psychologically savvy conversations

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

Trust Risk Register	x	Risk 114 and Covid specific risk register				
Board Assurance Framework	x	SBAF 13				
Equality Impact Assessment	Is this required?	Y		N	X	If 'Y' date completed
Quality Impact Assessment	Is this required?	Y		N	X	If 'Y' date completed

SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

Report to the Trust Board: 4th June 2020

COVID-19 Psychological Wellness Scorecard

1. Introduction

- 1.1 This paper is provided as an update to the previous months' paper and Board discussion in relation to Psychological Wellness Interventions and Scorecard. The scorecard is required to provide assurance that interventions improve employee mental health and wellbeing.
- 1.2 The Board previously requested both quantitative and qualitative information to be included in the psychological wellness scorecard.
- 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.

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:
 - Stress Risk Assessment baseline scores
 - Number of interventions for areas of high levels of stress
 - Repeat 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 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, however COVID-19 has increased stress levels across the Trust and therefore it may be beneficial for all staff to complete the assessment (decision pending People and OD

Committee on 29th May 2020). The new 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.

- 2.3 The Psychological wellness scorecard will identify the teams who have higher levels of stress through their baseline 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.
- 2.4 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 is due to be launched on 1st June 2020 and available from the learning platform.

3. Summary / Conclusions

- 3.1 The paper describes the psychological scorecard metrics to indicate whether the interventions taken following completion of the initial stress risk assessment, support 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.

4. Recommendations

- 4.1 The Trust Board is asked to:
 - a. AGREE the psychological scorecard metrics
 - b. DISCUSS and AGREE date and forum to receive populated psychological scorecard
 - c. NOTE the slightly altered training approach for REACT Level 1 Practitioners and ability to increase scope for peer-to-peer psychologically savvy conversations

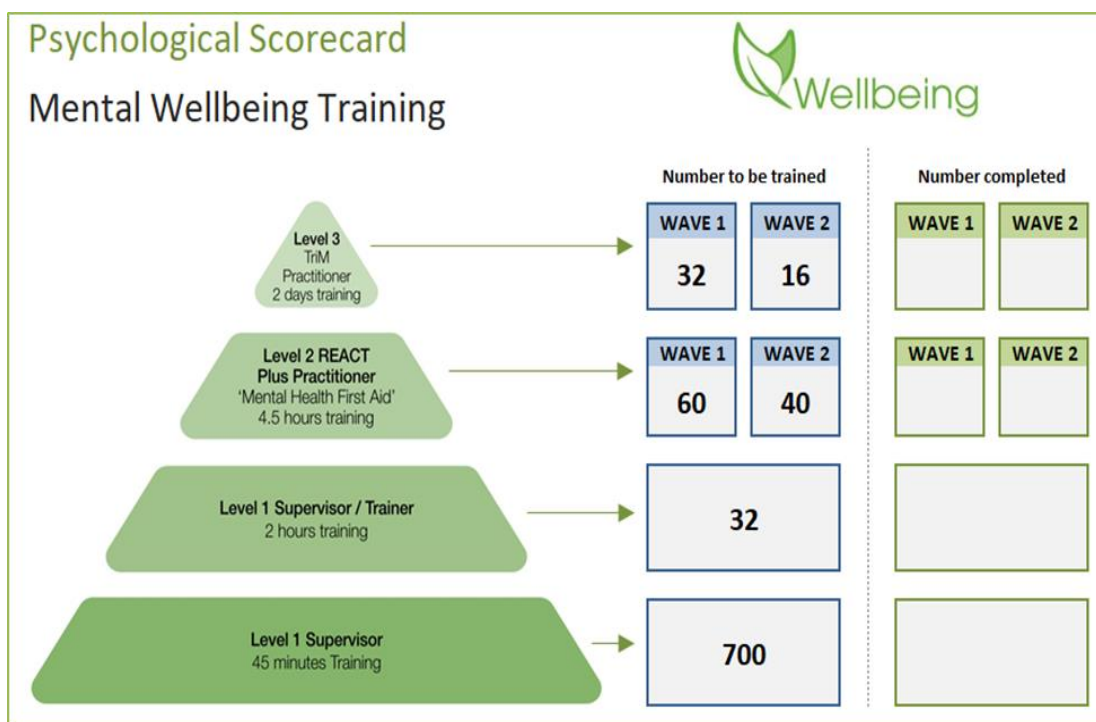
Annex A: Psychological Scorecard

Bethan Downing
Deputy Director, People and OD
21st May 2020

Annex A

Psychological Scorecard

Psychological Scorecard				Wellbeing					
Stress Risk Self-Assessment				June 2020			July 2020		
Group	Directorate	Dept	Total Number of Employees (minus exclusions)	Total Number of Employees completing SRA	Average SRA score	Number of interventions	Total Number of Employees completing SRA	Average SRA score	Number of interventions



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

91

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

%

76.47%

24

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

20.17%

4

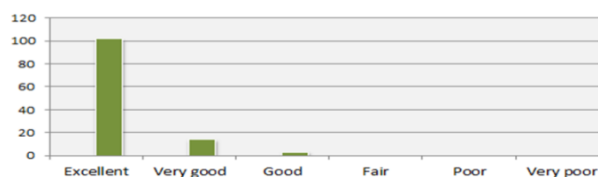
Number of employees with a **lower** post experience score

3.36%

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	102	85.71%
Very good	14	11.76%
Good	3	2.52%
Fair	0	0.00%
Poor	0	0.00%
Very poor	0	0.00%
Total	119	



Some of the feedback comments received about employees experiences of the Sanctuary



All staff are brilliant, very welcoming and have made me feel relaxed and helped me to think positively. Amazing work

Service was wonderful and staff is really welcoming. Definitely helped myself to relax and take some time for myself

It is a wonderful relaxing environment, would not change it

Keep service going in the future

Everything was amazing. Thank you

This has helped me take the next steps to go back to work

It's really uplifting, and I feel appreciated and valued as a member of staff. Relaxed, ready to face each day at work and in life.
Thank you

Feedback received on assessment form

Psychological Scorecard

Mental Wellbeing Training

