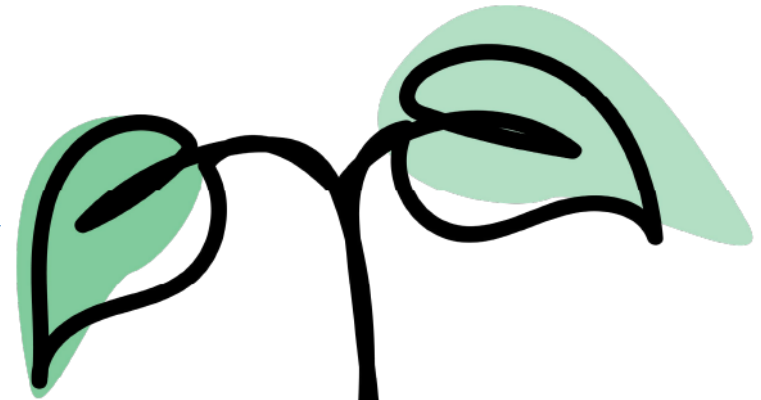


Looking After Your Team's Health and Wellbeing Guide.

Supporting our Primary
Care Colleagues.



Why Was This Guide Created?

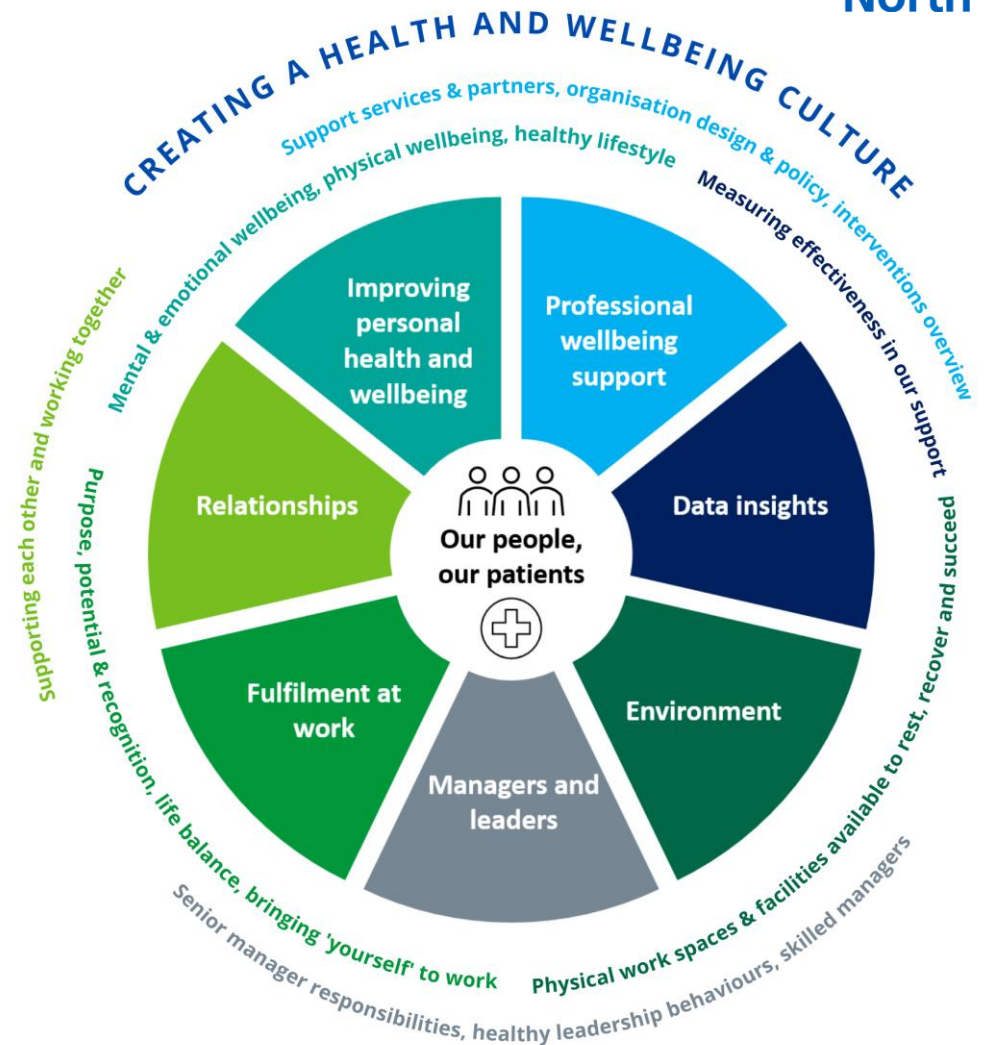
“Health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity.” (World Health Organisation 2021)

When NHS England refreshed the [Health and Wellbeing Framework](#) in 2021, one of the things people said, was that they would really like a guide that supported them to grow wellbeing in their team.

There are lots of initiatives that support organisational or sector wellbeing, but people recognised that they spend most of their time with their immediate team and the wellbeing of that group of people was crucial to them.

Inspired by the NHS Health and Wellbeing Framework and the *Healthy Leadership Framework*, this guide has been co-designed with colleagues across health, social care and voluntary sectors to support teams across a range of organisations on a journey to grow their team wellbeing culture.

[Watch this video explaining why this guide was created](#)



Aim of The Guide

This guide is for use by all teams working in health and care, inclusive of all team forms and functions, across healthcare, primary care, social care and voluntary sectors, creating a culture change approach.

Data suggests that for almost 70% of people, their manager has more impact on their mental health than their therapist or doctor – and it's equal to the impact of their partner (Forbes, 2023).

The guide will...

...provide **inspiration and guidance** to begin creating your local culture of wellbeing in a simple, practical & engaging way

...improve your team's health and wellbeing over time, through a **flexible, continual, and collaborative 'journey'**

...empower you and your team to explore and improve your health and wellbeing in an inclusive and holistic way

...share **best practice resources all in one place**, whilst also signposting you to wider resources and tools over time as we learn together from your experiences.

For more information & guidance click on this link ➡ [Introduction & Getting Started](#)



Wellbeing Conversations

- Regular, supportive, coaching-style one to one conversations that focus on the wellbeing of your colleague.
- Considers the whole wellbeing of an individual in the conversation (e.g. physical, mental, emotional, social, financial, lifestyle, safety).
- The aim is to create cultures where people feel heard and valued, and in which diversity is respected.

They are:

- Caring and compassionate
- Employee led
- Supportive
- On-going and dynamic
- Inclusive.

They are NOT:

- Therapeutic interventions
- Judgemental or performance related
- A formal mental health assessment

For more information on Wellbeing conversation click on this link ➡ [Wellbeing conversations](#)



What Does The Guide Include?

Within the guide, Teams will explore:



How to identify your team's wellbeing goal(s) – with action plan template



Collaborative and supportive relationships that promote social wellbeing



Creating a safe and inclusive space to talk about wellbeing



Finding meaning in the work you do and bringing your whole self to work



Looking after your emotional, physical, mental health



Knowing where to go when you need wellbeing support



Ensuring you have a safe working environment



How to revisit and review your team's wellbeing culture and goals



The inspiration library – more resources and ideas

The Facilitators Guide

The first step is picking up this guide and being interested in your team's wellbeing!

Secondly - recognise that this is your team's journey, and the journey you take will be the right one for you.

Advice includes:

- Preparing yourself to lead the activity
- Preparing your team [action plan template](#)
- Doing the activity
- Embedding and sustaining the outcomes from the activities

Anyone can facilitate an activity, so to help with preparation, please see this [Facilitators Guide](#)



Use the [traffic light tool](#) to understand your team's current culture wellbeing culture and where to focus your efforts.



This [action plan template](#) will help you organise any actions your team have suggested and identify action owners.





Identify your team's wellbeing goals

This is where you can find help to support you in understanding your team's wellbeing needs.

The Section Covers:

- ❖ reviewing team wellbeing (to encourage team members to share how they feel)
- ❖ identifying individual wellbeing goals (to encourage team members to actively work on their wellbeing)
- ❖ using data to check how things are going (to encourage team members to identify measures of success).
- ❖ identifying team wellbeing goals (to encourage team members to actively work on wellbeing as a team)
- ❖ having structured health and wellbeing conversations (to enable team members to develop a personalised wellbeing plan)

Quick Wins Activities

- Wellbeing conversations scheduled throughout the year.
- Showcase compliments and good feedback.

More Lengthy Activities

- Use data available to identify themes.
- Peer to peer wellbeing conversations.
- Capture and track your team's progress.

For more information on identifying your team goals, click on this link ➡ [Identifying Your Team's Wellbeing Goals](#)



Creating a safe and inclusive space to talk about wellbeing

This section will help team members to think about leadership behaviours in a team.

The Section Covers:

- ❖ recognising healthy leadership behaviours
- ❖ developing team inclusivity (to enable team members to connect and get to know one another on a deeper level)
- ❖ recognising bias (to enable team members to identify ways to foster inclusion in the team)

Quick Wins Activities

- Download the [Healthy leadership framework](#) and display it in your workplace.
- Free access to the online [Edward Jenner leadership course](#).
- Create informal opportunities to check in with the rest of the team.

More Lengthy Activities

- Develop a culture of support among the team.
- Review your healthy leadership behaviours to promote positive H&WB.
- Recognising and celebrating the team as individuals.
- Recognising bias - <https://www.youtube.com/2g88Ju6nkcq>

For more information on creating safe & inclusive space to talk, click on this link ➡ [Creating safe & inclusive spaces](#)



Looking after your emotional, physical and mental health

This section will help each team member to identify the things they can do to boost their own wellbeing.

What Section Covers

- ❖ developing a 'five ways to wellbeing' team challenge (to build team wellbeing commitments)
- ❖ staying healthy while hybrid/remote working (to identify actions that team members can take to look after their wellbeing while working hybrid/remotely)
- ❖ spotting the early warning signs and taking action (to agree how team members will recognise and support one another's wellbeing).

Quick Wins Activities

- Take a break with a colleague, lunch, short walk, or a cup of tea.
- Take part in health challenges.
- Practice doing small acts of kindness for others.
- share ideas and tips for a Wellbeing Wednesday ([Action For Happiness](#))

More Lengthy Activities

- 'Five ways to wellbeing' team challenge – connect, be active, take notice, keep learning, give
(<https://neweconomics.org/uploads/files/five-ways-to-wellbeing-1.pdf>)

For more information on looking after you emotional & physical health click on this link ➡

[Looking after your emotional & physical health](#)



Ensuring you have a safe working environment

This section will help you to review your physical workspaces and the facilities available to rest, recover and succeed.

What Section Covers

- holding a teamwork environment huddle to begin talking about the team's work environment
- conducting an environment audit to ensure the basics are in place to support wellbeing
- having a team conversation about preventing and controlling aggression and violence at work to help team members recognise and know where to go for support
- carrying out a team stress risk assessment to help team members identify ways in which to reduce stress in the team

Quick Wins Activities

- is your team up to date with any training to ensure safe working and identify workplace risks.
- be aware of organisational policies and processes that might already be in place.

More Lengthy Activities

- conduct a workplace environment audit
- find out if there are local funds/NHS Charities to apply for to enhance staff amenities and identify with team free or low-cost ideas.
- feeling safe at work from violence

For more information on ensuring a safe working environment, click on this link ➡ [A safe working environment](#)



Collaborative and supportive relationships that promote social wellbeing

This section will help team members to reflect on the ways the team works together to boost civility, respect and build compassion.

What Section Covers

- build team compassion, to encourage team members to show compassion to one another.
- celebrate difference to enable team members to appreciate difference and build inclusion.
- talk about team civility and respect to help team members recognise and enhance positive interactions with one another.
- challenge bias in the team to encourage team members to recognise and challenge bias.

Quick Wins Activities

- Does your team have a wellbeing champion?
- Celebrate or mark significant days from different cultures or communities, reflected in the diversity of your team.

More Lengthy Activities

- Build team compassion
- Celebrate difference
- Talk about team civility and respect
- Challenge bias in the team

For more information on ensuring a safe working environment, click on this link ➡ [Supportive relationships](#)



Finding meaning in the work you do and bringing your whole self to work

This section will help team members to connect with the wider purpose of the team and encourage each team member to tap into their full potential and bring their 'whole self' to work.

What Section Covers

- encouraging team members to bring their 'whole self' to work to create a culture of appreciation
- creating a culture of appreciation (to encourage team positivity)
- tapping into your team's full potential (to make the best use of the team member's knowledge, skills & experience)
- creating a team member selfie (to enable team members to have a greater understanding of one another)

Quick Wins Activities

- Facilitate a session with your team to discover each team member's personality preferences.
- Promote recognition and appreciation in the team
- Build in regular opportunities to share successes in the team.

More Lengthy Activities

- Create a culture of appreciation
- Tapping into your team's full potential
- Create a team member 'selfie' – hidden talent, what I do well, how I learn, what makes me happy, 3 words others use to describe me.

For more information on finding meaning in work & bringing whole self to work, click on this link ➡

[Finding meaning & bringing whole self to work](#)



Knowing where to go when you need wellbeing support

This section will help team members to gain a shared understanding of the workload within the team and the services available to support team members to look after their health and wellbeing.

What Section Covers

- have a team workload conversation (to enable team members to start to talk about workload and identify ways in which they can support one another)
- find out what wellbeing services are available (to enable team members to identify where to go for wellbeing support)
- prioritise team workload (to enable team members to prioritise workload)

Quick Wins Activities

- share good wellbeing resources with the team – e.g. podcasts, apps, local events or classes.
- invite inspiring health and wellbeing champions to come and talk to the team and share their tips and ideas.

More Lengthy Activities

- find out what wellbeing support services are on offer.
- team workload conversation, re: workload prioritisations.

For more information on knowing where to go for wellbeing support, click on this link ➡ [Wellbeing Support](#)



Inspiration Library

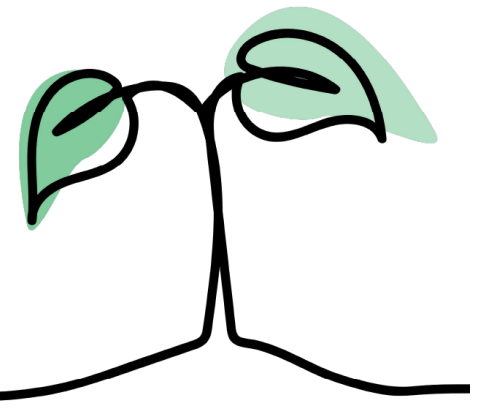
This section provides additional learning and resources to further support you and your team.

What Section Covers

This section provides additional information and learning to further support you and your team in any of the sections above, including:

- websites
- training
- blogs
- videos

For more information on the inspiration library click on this link ➡ [Inspiration Library](#)



Review and Revisit Teams Wellbeing Culture and Goals

1

Repeat the
traffic light
self-
assessment

2

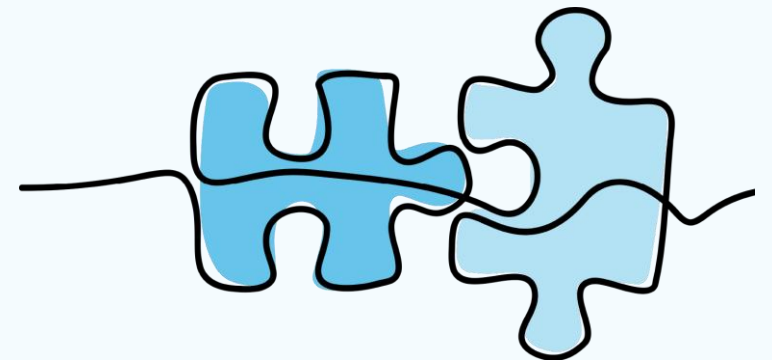
Review
your team's
wellbeing
ambition &
principles
for working
together

3

Check your
team's
wellbeing
action plan
on a regular
basis

4

Celebrate



Lancashire & South Cumbria Primary Care Training Hub Bespoke Support

We have a wealth of further resources and training opportunities which can be found on our website.

Please click on this link for details:

[Health and Wellbeing Resources – Lancashire and South Cumbria Training Hub](#)

If you need some wellbeing support, please email us on mbpcc.lscthub@nhs.net and our wellbeing team will contact you in confidence, or speak to your Practice Wellbeing Champion or Practice Manager.

