

PROVIDING SUPPORT FOR STAFF HEALTH AND WELL-BEING

The following competences are primarily for managers, leaders, and senior members of staff working in inpatient settings. These organisational competences are to ensure a safe and productive ward culture and environment for inpatient staff, patients, and their family and carers.

Knowledge

An ability to draw on knowledge that inpatient settings have one of the highest rates of staff sickness, stress, and burnout, and as a consequence, poorer levels of staff well-being

An ability to draw on knowledge that staff well-being interventions should be delivered in an organisational context where there is:

the provision of a (physically, emotionally, relationally) safe working environment

adequate numbers of staff who are appropriately trained

investment in staff (for example, the provision of regular training and developmental opportunities)

a culture of learning, development, and support

an ability to draw on knowledge that if staff interventions are not delivered in such a context they may be received as unhelpful or invalidating

Application

An ability to cultivate an organisational culture that prioritises staff well-being by:

providing a healthy working environment where staff are safe, treated with dignity and respect, and are valued (in line with the NHS constitution)

having a leadership and management structure that prioritises staff well-being and puts it at the heart of service delivery

offering collaboratively developed staff well-being interventions (at both an individual and organisational level) that meet the needs of a diverse staff group, including initiatives such as:

reflective practice

talking therapies and counselling

exercise and fitness activities

social networking opportunities and social activities

sessions specifically tailored for minoritised staff groups (for example, ethnic minority or LGBTQ+ networks)

An ability to ensure that staff well-being is an ongoing priority of the organisation, and that well-being strategies are regularly assessed/reviewed

An ability to elicit and respond to feedback from staff about well-being interventions and ensure they are meeting their needs