**Health and wellbeing conversations – managers guide**

**Introduction**

Wellbeing conversations are intended to consider the whole wellbeing of an individual (physical, mental, emotional, social, financial, lifestyle, safety) and identify areas where the individual may need support and signpost them to that support. This might mean that, at times, line managers are approached by their colleagues to talk about subjects that may feel outside of their comfort zone or areas of knowledge.

This guidance offers suggestions on considerate questions that can be used by line managers who are approaching conversations on specific topics and who need additional support in holding the conversation.

Wellbeing conversations should be offered to all staff, but individuals can decline if they wish. Staff members should be given a template to help them reflect on their own wellbeing in advance of meeting – this template is for their personal use and does not need to be placed in their personal file.

**Questions for the individual to consider**

* What is having an impact of your health and wellbeing at the moment?
* How are things going, both inside and outside of work?
* When it comes to your wellbeing, what’s the most important thing to you right now?
* How do you look after yourself and what do you find helpful/unhelpful?

**Additional questions for a manager to consider asking**

* Do you have any caring responsibilities outside of work? How is this impacting on your wellbeing at the minute?
* How can I support you?
* Are there any reasonable adjustments we could discuss that may help you?
* Are there any triggers / signs that I could look out for as your manager?
* How are relationships in the team?

**Tips**

* Ensure you have adequate space and time for the conversation
* Reassure the staff member that it is confidential and that you can have follow-up conversations – you may not have all the answers today
* Try to use open questions/phrasing, such as:
  + *How are things going?*
  + *Tell me more about that…*
  + *Can you give me some examples…*
* Actively listen – don’t jump to ‘solutions’
* Work together to identify some actions
* Remember – you’re not expected to remember everything that is available, but use this guide to help you

**Financial wellbeing**

***What support is available?***

* Partnership with Northumberland Community Bank – savings and loans paid via salary deduction: <https://ncb.cuaccount.com/join/>
* Financial wellbeing info and resources (includes interactive tools from Money Advice Service): <https://www.northumbrianhsstaffwellbeing.co.uk/finance>
* Citizens Advice: <https://www.citizensadvice.org.uk/>
* National Debt Line (personalised advice about money and debt solution options): <https://www.nationaldebtline.org/>

**Mental health**

***What support is available?***

* Self-help resources on the wellbeing website: <https://www.northumbrianhsstaffwellbeing.co.uk/mental-wellbeing>
* Supporting your Mental Health & Wellbeing the Northumbria Way - A Handy Pocket Guide for our Northumbria family: [d5a70e\_636a4b3d3da14ff2b8e406b75edf79ab.pdf (northumbrianhsstaffwellbeing.co.uk)](https://www.northumbrianhsstaffwellbeing.co.uk/_files/ugd/d5a70e_636a4b3d3da14ff2b8e406b75edf79ab.pdf)
* Regional Wellbeing Hub (offering helpline, wellbeing diary, self-help resources and more): <https://nhsjoinourjourney.org.uk/what-we-are-doing/staff-wellbeing-hub/>
* Calm spaces in chapels and libraries
* Support via Occupational Health and Staff Psychology & Counselling Service
* Mediation Service if work relationship has broke

**Caring responsibilities**

***What support is available?***

* Carers’ staff network – more info on the [intranet](http://nww.northumbria.nhs.uk/home/equality-and-diversity/staff-networks-2/)
* Contact details for local carers’ organisations can be found here: <https://www.northumbrianhsstaffwellbeing.co.uk/carers>
* A range of info and resources from Carers UK – <https://www.carersuk.org/>
* Support via HR and Occupational Health
* Useful information and resources on finances - <https://www.northumbrianhsstaffwellbeing.co.uk/finance>

**Menopause**

***What support is available?***

* Menopause staff network – more info on the [intranet](http://nww.northumbria.nhs.uk/home/equality-and-diversity/staff-networks-2/)
* Helpful information on our wellbeing website: <https://www.northumbrianhsstaffwellbeing.co.uk/menopause>
* Support and reasonable adjustments in conjunction with Occupational Health

**Physical wellbeing**

***What support is available?***

* Mini health checks – one-to-one advice and support on a range of topics, including weight and physical activity. Book at <https://www.northumbrianhsstaffwellbeing.co.uk/mini-health-check> or contact [healthandwellbeing@northumbria.nhs.uk](mailto:healthandwellbeing@northumbria.nhs.uk) to arrange full team session
* Access to Trust physio gyms / discount at external gyms
* Cycle to Work / Recycle to Cycle scheme: <https://www.northumbrianhsstaffwellbeing.co.uk/cycling>
* Enable staff network and support/reasonable adjustments for disability in conjunction with Occupational Health
* Support to stop smoking: <https://www.northumbria.nhs.uk/stopsmoking/> (or via Occupational Health)
* Support with alcohol consumption: contact Occupational Health

**Underpinning it all…**

* Library Services – huge range of wellbeing-related books and guides
* HR and Occupational Health – can offer support with reasonable adjustments, flexible working, stress risk assessments and more
* Staff networks – fantastic peer support and the opportunity to help the Trust create a healthier, more compassionate workplace
* Health advocates – each team should have at least one. Contact [healthandwellbeing@northumbria.nhs.uk](mailto:healthandwellbeing@northumbria.nhs.uk) for more information
* Staff Wellbeing Team – offer range of resources, training, mini health checks, wellbeing one-to-ones, team talks and more
* The wellbeing website: [www.northumbrianhsstaffwellbeing.co.uk](http://www.northumbrianhsstaffwellbeing.co.uk)