

**NHS Equality Delivery System 2022**

Leeds Community Healthcare NHS Trust – Domain 3 Inclusive leadership .

| **Domain** | **Outcome** | **Evidence** | **Owner** | **Improvement actions** |
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| ***Domain 3:***    ***Inclusive leadership*** | **3A:** **Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities** | **Both equality and health inequalities are standing agenda items and discussed in board and committee meetings** The Health Equity (Patients EDI) and Workforce (Staff EDI) Strategies are reported at the Trust Board 3 times per year.  The Workforce Strategy update is presented for discussion at the Business Committee every 6 months.  **Board members and senior leaders meet staff networks at least 3 or more times a year. All staff networks have a senior sponsor -**  The EDI Forum, which meets 3 times per year, membership includes.   * Staff network Chairs and Vice chairs together with members. * Staffside Chair and elected positions are also members of the EDI Forum   **Board members hold services to account, allocate resources, and raise issues relating to equality and health inequalities on a regular basis.**   * Performance reporting of BME representation (organisation & B8a and above) & Women in senior management roles. * The inclusion (or otherwise) of health equity data is being incorporated into a new cover report template, and where not referred to, Board and Committee members ask why it is not included.   **Board members and senior leaders demonstrate commitment to health inequalities, equality, diversity, and inclusion.**   * The Board papers/agenda, the continued leadership by the Chair and attendance by Board Members and senior leaders to the EDI Forum * Participation in the BME Reverse Mentoring programme * Board Development Session planned for March 2024 (Health Equity Strategy) and May 2024 (Focus on Race and Disability using the latest WRES/WDES data) * In the mid-year reviews both the Board and Exec members had EDI objectives included in their appraisals. | **Medical and the Workforce directorates** |  |
| ***Domain 3:***    ***Inclusive leadership*** | **3B: Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and how they will be mitigated and managed** | **Both equality and health inequalities are standing agenda items in some board and committee meetings**   * This does happen but is not explicit, this is deliberate to help move EDI (Workforce) and Health Equity into all we do. * The Health Equity (Patients EDI) and Workforce (Staff EDI) Strategies are reported at the Trust Board 3 times per year. * The Workforce Strategy update is presented for discussion at the Business Committee every 6 months. * The equity & equality impact assessment process is fully embedded, EQIA’s are required at Trust Board and Committee meetings for service or policy changes.   The Board has identified the need for an additional strategic risk around equity, to ensure equity is a core consideration in all that we do. Once added to the Board Assurance Framework, sources of assurance will be monitored via Committees and Board. | **Medical and the Workforce directorates** | Provide the process and outcomes for EQIAs at the next assessment in Nov 2025. |
| ***Domain 3:***    ***Inclusive leadership*** | **3C: Board members, system and senior leaders (Band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients** | The NHS Staff Survey results are presented to the Trust Board in March.  The WDES, WRES and Gender Pay Gap Report performance is analysed by the Trust Board at the May Board workshop each year.  The Overarching LCH EDI Improvement Plan which includes GPGR, WDES and WRES action plans are then developed following stakeholder engagement and agreed at the Trust Board meeting in October/November each year.  Performance reporting of BME representation (organisation & B8a and above) & Women in senior management roles.  Over the past 24 months the overall BME representation has improved as has BME representation at B8 and above.  The PCREF will be implemented into the Governance structure in 2024/5. | **Company Secretary**  **Medical and the Workforce directorates** | Provide links to survey results and actions to address experience and opportunity at the next peer assessment |

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| **Domain** | **Outcome** | **Evidence** | **Rating** | **Owner** |
| ***Domain 2:***    ***Workforce health and well-being*** | **2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions** | **Direct Psychological Support**  **West Yorkshire Health and Care Partnership, Mental Health and Wellbeing Hub (WY Hub):**  The WY Hub is a service for all healthcare, social care and Voluntary, Community and Social Enterprise staff across West Yorkshire. It offers a range of support services for people experiencing mental health difficulties which are connected to work. These services include Wellbeing calls (to help understand you needs and where best to signpost you for support), 1:1 counselling and psychological therapies, self-help resources and information for team leaders.  The WY Hub offers short term support (typically up to 6 sessions). The service is for all staff who live or work in West Yorkshire. The services are confidential and free of charge.  **How to access support:**  **Self-Refer:** [Self Referral :: Workforce Transformation (wystaffwellbeinghub.co.uk)](https://wystaffwellbeinghub.co.uk/support-for-me/self-referral)  if you need the content in a different format that is more accessible to you or have any questions please contact us via email [wyicb-bdc.wyh.mentalwellbeinghub@nhs.net](mailto:wyicb-bdc.wyh.mentalwellbeinghub@nhs.net)  **Website**: [https://workforce.wyhpartnership.co.uk](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fworkforce.wyhpartnership.co.uk%2F&data=05%7C01%7Cjennifer.gardner11%40nhs.net%7C5bf68118e5a9432e18a108db090edc1a%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638113731656165190%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=enMRFDFh5Uozabi5SFIB2diwDsmBSpsdoynSBTtJX7s%3D&reserved=0)    **Leeds Mental Wellbeing Service (LMWS)**  **What we offer?**  Leeds Mental Wellbeing Service (LMWS) provides assessment and a range of treatments for people with common mental health problems. These may include stress, depression, anxiety, post- traumatic stress and panic. Treatments are delivered across a number of locations in the city and can take place as part of a group, online, or on a one to one basis.  **\*\*All LCH staff have access to LMWS (whether you have a Leeds GP or not). LMWS are currently updating their booking form so whilst this is being done, if you don't have a Leeds GP, select any GP surgery on the booking form and then in the address line state "LCH Employee-GP out of area"\*\***  More details on what we offer here [Leeds Community Healthcare NHS Trust - What We Offer](https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/leeds-mental-wellbeing-service/what-we-offer/)  **How to access support:**  To access treatment you can self-refer to the service online:[**Leeds Mental Wellbeing Service Self-Referrals**](https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/leeds-mental-wellbeing-service/home/)  Alternatively, please call 0113 843 4388. |  | **Workforce Directorate** |

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| **Domain** | **Outcome** | **Evidence** | **Rating** | **Owner** |
| ***Domain 2:***    ***Workforce health and well-being*** | **2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions** | **Employee Assistance Programme (EAP)**  **What we offer?**  A range of support and guidance is available from Health Assured, who are an external company, commissioned to provide support for any member of LCH staff.  In terms of psychological support, EAP provides up to 6 counselling sessions. They support staff members where the emotional difficulties experienced are connected to personal and/or professional challenges.  In addition to direct therapy support, it also offers a variety of support such as, confidential 24 hour helpline, self-help guides and top tips.  **How to access support:**   * **Free 24 Hour Confidential Helpline with BACP accredited counsellors:** **0800 030 5182** * Visit the website: [**healthassuredeap.co.uk**](https://healthassuredeap.co.uk/)   Username: **Leeds** Password: **NHS**  Click on the play/app store images below or scan the QR code with your mobile camera to download to your mobile device and sign up using the employer code **MHA110077**  **What would I do if I’m not sure if/where to access support?**  It can be daunting to reach out for support let alone figure out where is most suitable to access support from. Please read through the above info and feel free to contact the service you think is most likely to help to ask any questions. If they think another service would be more helpful on hearing more details they will advise you of this.  If you remain unsure, Jen Gardner, Clinical Psychologist for Staff Wellbeing is able to offer a one off confidential consultation to think this through with you. Please contact her on [Jennifer.Gardner11@nhs.net](mailto:Jennifer.Gardner11@nhs.net).  **NHS England Support Services**  NHS England provide a **free and confidential** text service which is available to all our NHS colleagues to give support to those who are feeling worried or overwhelmed, or who have a lot on their mind and need to talk it through. Text **SUPPORT** to **85258** for support 24/7.  Colleagues are also encouraged to use the [**self-check tool**](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcheckwellbeing.leadershipacademy.nhs.uk%2F&data=05%7C02%7Ck.lai1%40nhs.net%7C82535fd72f2242bea6b708dc1d9b6a70%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638417800536396099%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=PSSMiPT7iEGfxnxYLIn6%2BJ9Np%2BvAzM9VFQozIU%2FDo30%3D&reserved=0). The free and confidential self-check tool can provide you with further information on the range of support offers that are available and help you to identify what option is the right one for you to access.  The information you provide in the assessment will not be shared with your employer.  Please note that the self-check tool is not for emergency situations.    For advice on health problems, please visit: [NHS Website](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nhs.uk%2F&data=05%7C02%7Ck.lai1%40nhs.net%7C82535fd72f2242bea6b708dc1d9b6a70%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638417800536402874%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=NyNIT3DeepEakuCsHo7eV5q%2Fpi2BDz4KWlFfw3BeZs0%3D&reserved=0)  Urgent mental health support and advice can be found here: [Mental Health Services](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.nhs.uk%2Fnhs-services%2Fmental-health-services%2Fwhere-to-get-urgent-help-for-mental-health%2F&data=05%7C02%7Ck.lai1%40nhs.net%7C82535fd72f2242bea6b708dc1d9b6a70%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638417800536410675%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=QZ2aOhpncDyqyET9UuFdXQZ2%2BJcd9%2BCuSp7oYjcpMJ8%3D&reserved=0)  Non-urgent personal medical advice call 111.  For emergency medical advice call 999.    For more information and to view what support offers are available, please [click here](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.england.nhs.uk%2Fsupporting-our-nhs-people%2Fsupport-now%2F&data=05%7C02%7Ck.lai1%40nhs.net%7C82535fd72f2242bea6b708dc1d9b6a70%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638417800536419458%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=sMedqoBDk%2FJfJZrjsPORWHrJJgUREk%2BJUcQGT6n8Hq8%3D&reserved=0). |  | **Workforce Directorate** |

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| **Domain** | **Outcome** | **Evidence** | **Rating** | **Owner** |
| ***Domain 2:***    ***Workforce health and well-being*** | **2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions** | **Coaching**  Coaching is available to any member of staff, who believes that coaching would help them through the changes they wish to make in their lives, and achieve the goals they wish to attain.  Staff can gain access to our Internal, local LCH based network of coaches, or alternatively if you wish to receive coaching from someone not employed by LCH, by accessing the regional based offer via the North East & Yorkshire Leadership Academy (NEYLA).  For further information about coaching, follow [this link](https://lch.oak.com/redirect/57ac454d-b2e0-4d9b-8efd-ba92aa140c74)    **BME Staff Coaching**  One to one wellbeing coaching support is also being offered to BME colleagues within the NHS Workforce. These sessions are free and confidential and are created to help you process the experiences you are facing and develop strategies and coping mechanisms to manage the situation and your health and wellbeing. You can register for the sessions via the following link: [Looking After You Too: Coaching Support for BME staff working in the NHS](https://people.nhs.uk/lookingafteryoutoo/registerbook-bame/). The sessions will take place via phone or video call at a time that suits you.  **Bereavement, Baby Loss and Grief**  **Bereavement Support**  A free signposting service to the most appropriate bereavement service locally or nationally.  Online directory available on <http://lbforum.org.uk/services/>  Training is also available from them to support professional development.  Further information can be found on:   * [http://lbforum.org.uk/news and events/covid 19 useful-bereavement links and resources/](http://lbforum.org.uk/news-and-events/covid-19-useful-bereavement-links-and-resources/) * <http://dyingmattersleeds.org/> * <https://sudden.org/covid-19-bereavement/>   They can be contacted on [info@lbforum.org.uk](mailto:info@lbforum.org.uk) 0113 2253975    **CRUSE National Bereavement Service.**  [Home - Cruse Bereavement Support](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.cruse.org.uk%2F&data=05%7C01%7Cjennifer.gardner11%40nhs.net%7C7d0bb28f87de40213e3c08db092b8b02%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638113854829634033%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7XgYItThAZS6z8cgQJ%2BZ7Fu6wGtUwpKOZlFkKKvpgKc%3D&reserved=0)  Freephone  - 08088081677  [One to One Grief Support | Cruse Bereavement Support](https://www.cruse.org.uk/get-support/one-to-one/) |  | **Workforce Directorate** |

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| ***Domain 2:***    ***Workforce health and well-being*** | **2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions** | **Carers Leeds**  [Support to bereaved carers – Carers Leed](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.carersleeds.org.uk%2Four-support-service%2Fsupport-to-bereaved-carers%2F&data=05%7C01%7Cjennifer.gardner11%40nhs.net%7C7d0bb28f87de40213e3c08db092b8b02%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638113854829790267%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=wqsYJ3cRl11nF78C252tRlKKsYgx4A4zxfm8je0Wj4k%3D&reserved=0)s  **Sue Ryder**  [Online Bereavement Counselling Service | Sue Ryder](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sueryder.org%2Fonline-bereavement-counselling&data=05%7C01%7Cjennifer.gardner11%40nhs.net%7C7d0bb28f87de40213e3c08db092b8b02%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638113854829790267%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=ba9QJqX2QlerlqbOmZ4RRljkJXvzDzULx29hNvO3ikM%3D&reserved=0)  [Home - Cruse Bereavement Support](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.cruse.org.uk%2F&data=05%7C01%7Cjennifer.gardner11%40nhs.net%7C7d0bb28f87de40213e3c08db092b8b02%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638113854829634033%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=7XgYItThAZS6z8cgQJ%2BZ7Fu6wGtUwpKOZlFkKKvpgKc%3D&reserved=0)  If they have had support from one of the hospices they can access their bereavement support.  **Baby Loss & Miscarriage Support**  Free monthly baby loss support groups. Run by Kara Davey, Clinical Psychologist. <http://supportingthesilentstruggle.co.uk/monthly-support-group>  Offering guidance and support for those who are worried about miscarriage, attempting to get pregnant following miscarriage and baby loss.  [The Miscarriage Association:Pregnancy Loss Information & Support](https://www.miscarriageassociation.org.uk/)  Every year, there is a baby loss awareness week 8th-19th October. The website below holds a lot of resources and signposts to services which help.[Support for you – Baby Loss Awareness Week (babyloss-awareness.org)](https://babyloss-awareness.org/support/)  **Petals**  Petals provide a free counselling service to support women, men and couples through the devastation of baby loss. They support their clients through all types of baby loss including miscarriage, termination for medical reasons, stillbirth and neonatal death as well as providing vital support to parents navigating pregnancy after loss.  Free counselling services  [ABOUT BABY LOSS | Petals Charity](https://petalscharity.org/about-baby-loss/)  [Petals Charity | The Baby Loss Counselling Charity](https://petalscharity.org/)  **Child Bereavement UK**  **Email:** [helpline@childbereavementuk.org](mailto:helpline@childbereavementuk.org) **Telephone:** [0800 02 888 40](tel:08000288840) **Live Chat:** via website [Child Bereavement UK](https://www.childbereavementuk.org/)  **Sands**  Sands Support Chat service is **available Monday to Friday, 9am to 9pm**on their website.  They also offer the **Sands National Helpline** which provides a safe, confidential place for anyone who has been affected by the death of a baby. Whether your baby died long ago or recently, we are here for you.  The telephone helpline is free to call from landlines and mobiles on **0808 164 3332**.  The team are available to speak to from **10am to 3pm Monday to Friday**and **6pm to 9pm Tuesday, Wednesday and Thursday**evenings.  The helpline team can also be contacted at [helpline@sands.org.uk](mailto:helpline@sands.org.uk) . for more information on what's available, please visit the website: [How we offer support | Sands - Saving babies' lives. Supporting bereaved families.](https://www.sands.org.uk/support-you/how-we-offer-support?gclid=EAIaIQobChMIpIeMnM_R_wIVj_jtCh34kgDzEAAYAyAAEgIZQPD_BwE)  **Tommy's**  Information and support groups  [Baby loss information and support | Tommy's (tommys.org)](https://www.tommys.org/baby-loss-support)  Tailored support for Health Professions |  | **Workforce Directorate** |

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| ***Domain 2:***    ***Workforce health and well-being*** | **2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions** | **This is a list of free mental health support services specifically for health professionals.**  [**Our Frontline**](https://www.mentalhealthatwork.org.uk/ourfrontline/)  <https://www.mentalhealthatwork.org.uk/ourfrontline/> Round-the-clock one-to-one support, by call or text, from trained volunteers, plus resources, tips, and ideas to look after your mental health.  [**Frontline19**](https://www.frontline19.com/) <https://www.frontline19.com/> Free independent, confidential and UK-based nationwide service delivering psychological support to people working on the frontline. Sessions can be anything from a 20 minute debrief to ongoing weekly support.  [**Project5**https://www.project5.org/](https://www.project5.org/) Free service to health and social care workers focusing on wellbeing support for stressed workers. You can book up to 3 sessions of coaching or wellbeing support.  **Association of Christian Counsellors** <https://www.acc-uk.org/news/hidden-holding-pages/covid-19-crisis-counselling-support-service.html> Up to 8 sessions of counselling for NHS staff (clinical and support staff) working in COVID-19 hospital settings, and paramedics.  [**Psychological Support Hub**](https://www.uclan.ac.uk/schools/psychology-and-computer-science/psychological-support-hub) <https://www.uclan.ac.uk/schools/psychology-and-computer-science/psychological-support-hub> A free online Psychological Support Hub for frontline workers and their families, those connected to care homes and those in the military. Access to wellbeing support sessions, and therapy for coping with distressing events.  **National Services**  [**Practitioner Health (England & Scotland)**](https://www.practitionerhealth.nhs.uk/accessing-the-service)  <https://www.practitionerhealth.nhs.uk/accessing-the-service> Practitioner Health is a free, confidential NHS service for doctors and dentists across England (and currently also Scotland) with mental illness and addiction problems, who are working or looking to return to clinical practice.  **Doctors and Dentists**  [**British Medical Association**](https://www.bma.org.uk/advice-and-support/your-wellbeing/wellbeing-support-services/counselling-and-peer-support-for-doctors-and-medical-students) <https://www.bma.org.uk/advice-and-support/your-wellbeing/wellbeing-support-services/counselling-and-peer-support-services> Confidential 24/7 counselling and peer support services open to all doctors and medical students (regardless of BMA membership), plus their partners and dependents.  [**British Dental Association**](https://bda.org/advice/Pages/Health-Assured.aspx) <https://bda.org/advice/Pages/Health-Assured.aspx> Counselling and emotional support helpline for BDA members.  [**British Doctors & Dentists Group**](http://www.bddg.org/)  <http://www.bddg.org/> A mutual/self-help group of doctors and dentists who are recovering from chemical addiction – alcohol and/or drugs (prescription and non-prescription) – and other addictions.  **Nurses**  [**Royal College of Nursing**](https://www.rcn.org.uk/get-help/member-support-services/counselling-service)<https://www.rcn.org.uk/get-help/member-support-services/counselling-service> Telephone counselling service for members to help you deal with challenging, emotional issues you may face, whether work-related or personal.  **Free intercultural counselling sessions for nursing** The NHSE&I NEY Equality and Inclusion team are offering a time-limited pilot of intercultural counselling sessions to nurses within the North East and Yorkshire region. These sessions are targeted at nursing staff whose first language is not English. The counselling can be in their mother tongue and provided by an intercultural counsellor. Our provider will offer multiple languages.  Participants can self-refer and will undertake a virtual assessment, followed by up to 8 virtual sessions. These sessions will be held via Zoom/Phone.  Referrals can be made on their online form https://www.nafsiyat.org.uk/index.php/therapy-via-referral/ or via email: admin@nafsiyat.org.uk or call 020 7263 6947. |  | **Workforce Directorate** |

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| ***Domain 2:***    ***Workforce health and well-being*** | **2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions** | **Nurse Lifeline** Nurses, Midwives, HCAs and Students, listening line. Monday to Friday, 7pm-11pm 0808 8010455 or visit their website [Nurselifeline.org.uk](https://nurselifeline.org.uk/) or Instagram/Twitter on @nurse\_lifeline  **Intensive Care Staff**  [**Intensive Care Society**](https://www.ics.ac.uk/ICS/Wellbeing_hub/wellbeing_support.aspx) <https://www.ics.ac.uk/ICS/Wellbeing_hub/wellbeing_support.aspx> Access to 6 sessions of psychological therapy for anyone working in intensive care.  **Pharmacists**  [**Pharmacist Support**](https://pharmacistsupport.org/how-we-can-help/listening-friends/) <https://pharmacistsupport.org/how-we-can-help/listening-friends/> The Listening Friends telephone service for pharmacists (including trainees and students) is provided by trained volunteers who offer callers the opportunity to talk anonymously and in confidence to a pharmacist about any stresses they are facing in their work or home life. |  | **Workforce Directorate** |
|  |  | *2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions* | **3** | **Workforce Directorate** |

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| **Domain** | **Outcome** | **Evidence** | **Rating** | **Owner** |
|  | **2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source** | **#notinadayswork**  [Zero Tolerance Approach (lch.oak.com)](https://lch.oak.com/Content/Page/Index/3506499a-5b7b-4876-9882-52639c5ea8ae?fetchLatestRevision=True&reviewComplete=False)  Dealing with people who are abusive or aggressive towards our staff and our patients, takes us away our caring responsibilities.  LCH will investigate any incidents that are reported to us, this could result in action being taken by the police.  We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.  **#NoBystanders**  Supports everyone to act when they hear or see inappropriate, discriminatory, or abusive language and behaviour. We want you to challenge unacceptable language and behaviour where you feel safe to do so and respond to prevent it happening again. Unacceptable behaviour can take many forms, ranging from microaggressions to hate crime or discrimination due to other factors such as gender identity. Our data tells us that colleagues experience these behaviours due to one or more of their protected characteristics. Our behaviour in these moments can make the difference to others’ health and wellbeing.  **Cultural Conversations**  The Cultural conversations initiative is a joint Health Equity and Workforce action that recognise that differences exist and welcome more knowledge about these differences. Increasing understanding of different cultures (also known as cultural competency) helps provide the best possible care to every community and positive employment for our diverse colleagues.  A wide range of resources and support is in place to facilitate this action.  In 2024/25 each service/team is required to undertake at least 2 cultural conversations to reflect on learning or experience around different cultures. | **2** | **Workforce Directorate** |

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| **Domain** | **Outcome** | **Evidence** | **Rating** | **Owner** |
| ***Domain 2:***    ***Workforce health and well-being*** | **2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source** | **Critical Incident Staff Support Pathway**  [Critical Incident Staff Support Pathway (CrISSP) (lch.oak.com)](https://lch.oak.com/Home/Index/665d5fe9-c602-4b30-b1ef-a6a9dcf9aa27)  LCH have peers who have been trained to offer debrief support on a 1:1 and group basis to staff across the trust. We have been offering this support for the last 6 months and have had great feedback about the helpfulness of it. Access the support available by contacting [lcht.crissp@nhs.net](mailto:lcht.crissp@nhs.net)  **Freedom to Speak Up Guardian**  Freedom to Speak Up is about encouraging a positive culture and where people feel they can speak up and their voices will be heard, and their suggestions acted upon.  [Media Library (lch.oak.com)](https://lch.oak.com/Content/Media/Index/5a11ba68-8949-4ae4-83d9-6a4b815e206b?forceApprovalStatus=False&reviewComplete=False)  **Employee Assistance Programme (EAP)**  Offers personal, confidential, free support and access to counselling services.  **Leeds Mental Wellbeing Service (LMWS)**  **Workshops**  The Leeds Mental Wellbeing Service is providing a free Managing Worry Workshop for persons with problem which comes from when we feel we no longer can manage worrying and find it affects our ability to focus on or enjoy our daily life. This can lead to issues such as low mood, poor sleep, and stress.  We are offering a 1-hour session to explore when worry starts to become a problem and learn coping skills to manage worry and reduce the effects of worrying on daily life. The session will cover:   * Cognitive behavioural therapy (CBT) self-help techniques * Understanding what worry is * Identifying two different types of worry * Tools to learn how to manage worry. * Problem solving techniques.   **LCH Staff Network**   * Race Equality Network * Disability, Neurodiversity and Long-Term Conditions Staff Network * LGBTQIA+ Staff Network * Men’s Health Forum * Health and Wellbeing Engagement Group   [Equality, Diversity and Inclusion (lch.oak.com)](https://lch.oak.com/Home/Index/eb9e4373-7a75-4841-95d8-ac76902e9578)  **Support through Schwartz Rounds – listening ears**  Part of the Wellbeing offer from LCH, they are **MONTHLY 1 hour facilitated safe and confidential spaces of reflection**, usually online via MS Teams. They can also be done in person in a group or team. Each round has a focused topic and 2-3 staff are invited and supported to share a short 5 minute story on that topic. The session is then opened up for further reflections and discussions. It's not about fixing or finding solutions but about reflecting on our experiences and feelings. Topics can be general or more specific but are always relevant to all staff in health and care.  [Bespoke Team Schwartz Rounds Offer (lch.oak.com)](https://lch.oak.com/Content/Page/Index/e036d08c-f3ad-4014-8487-20669e70b893?fetchLatestRevision=True&reviewComplete=False) | **3** | **Workforce Directorate** |

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| **Domain** | **Outcome** | **Evidence** | **Rating** | **Owner** |
| ***Domain 2:***    ***Workforce health and well-being*** | **2D: Staff recommend the organisation as a place to work and receive treatment** | Graph of performance **Graph of performance** | **2** | **Nursing and the Workforce Directorates** |
|  |  | ***Domain 2: Workforce health and well-being overall score*** | **10** |  |