

Critical Care Wellbeing Month

Part of the Restoration Rainbow

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Critical Care Restoration Rainbow

- To help restore staff morale, knowledge, standards and job satisfaction to pre-pandemic times.
- Each month had a different focus such as education, medicines management and rehabilitation.
- December 2022 was Wellbeing month. The wider MDT were also involved in the roll out and planning throughout the month (QIL's, CNE, Governance, Medical team, clinical psychology et al)

Introduction

- Trauma is a common experience of staff working in critical care and our experience of Covid-19 highlighted the need to monitor and support staff wellbeing.
- NHS England prioritised wellbeing as part of 2023-2024 operational planning to create a safe, proactive and empowering culture.

What was the aim?

- To increase awareness and the importance of staff wellbeing and promote all the activities and interventions available to our 500+ team from both NUH critical care and the Trust.
- Collect staff feedback on what more we can do to better support our teams in the future.
- End goal was to improve our wellbeing service for the team, using the feedback collected

Interventions and activities



Mindfulness sessions

These were provided by the NUH wellbeing team and enabled staff to take some time out of the clinical area to complete a number of mindfulness activities. Those clinical staff that had patients and wanted to attend a session were covered to do so. Mindfulness has been shown to help improve psychological functioning of Healthcare professionals (Kriakous et al., 2020)

Daily “check-in” to the team in each Critical care area. The Restoration Rainbow team would go out onto the units to chat with staff and have those important wellbeing conversations.

Therapy dog’s visits. We arranged several visits to the unit for staff to come and have some timeout in a quiet space. Jenson et al 2021 showed the positive effect of therapy animals on burnout in healthcare staff.



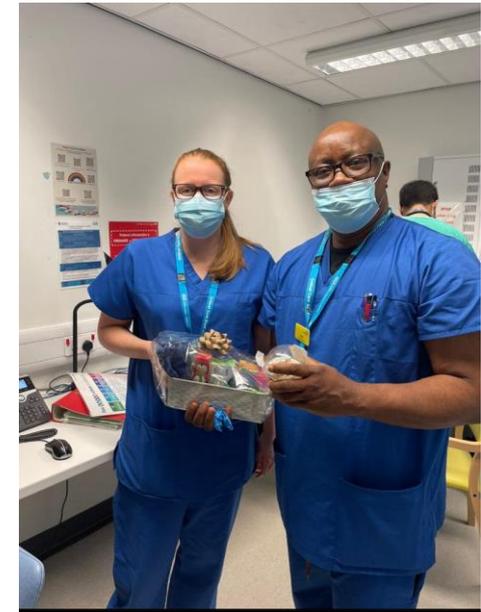
Healthy eating quiz was created as a fun activity but also highlighted the importance on our health and wellbeing (with prizes)



Weekly fruit hampers were also delivered to each area to support the message of a healthy diet.



Pamper hamper and “hugs in mugs” were awarded to staff, some as prizes from the quiz’s but mostly at random through “names in a hat” to show our appreciation for their continued hard work.



Cake days, displaying a thank you message to the team because who doesn't love cake!

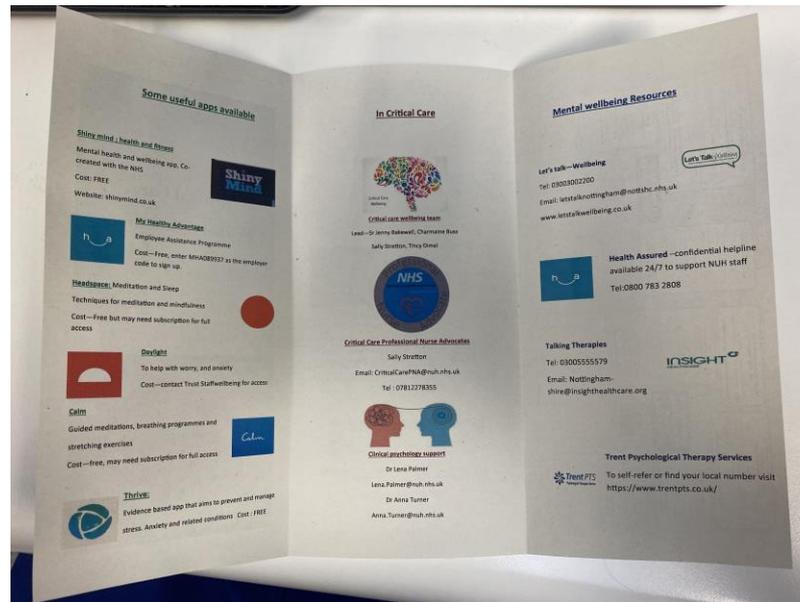
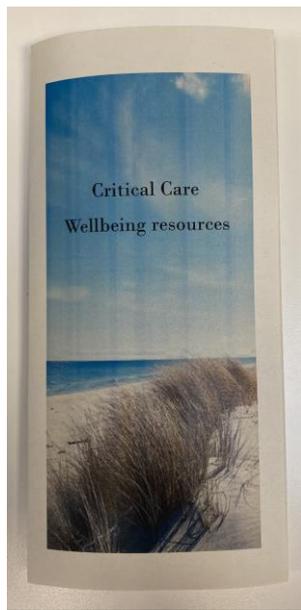
Bauble messages, blank wooden bauble shaped decorations were placed with a tree for staff to write messages from the team to the team. Spreading positive messages and thoughts which were then hung on the tree for all to see.



Increased chaplaincy and clinical psychology visibility. The teams visited the units more regularly, talking with staff and highlighting the support available and how to access it.

Resource leaflet

We developed a leaflet containing all the resources and services available to staff and how to access and self refer to them as numerous leaflets posters and email can be overwhelming. This included free apps, talking therapies and the teams available to help.



Positive messages

- Two previous Critical Care long-stay patients made a video of their experience which we were able to show to staff to highlight the difference the care we deliver every day makes to our patients.
- The Senior Management team wrote a message of thanks, appreciation and support to each area which was displayed for the teams to read.

Wellbeing feedback questionnaire

Throughout the month we asked the team:

- What makes you feel valued?
- What does wellbeing mean to you?
- What would improve your wellbeing at work?



What makes you feel valued?

Many of the team stated being listened to and supported helped them to feel valued

What makes you feel valued?

- Re-established the staff forums, allowing the team to speak up.
- Complete quarterly service improvement “you said we did” feedback boards allowing the team to suggest changes.
- Continue to encourage regular 1:1 meet up’s with appraisal teams and not just waiting for the annual appraisals.
- The PNA team provide Restorative Clinical Supervision sessions, both groups and 1:1 as well as teams, offering that safe space to reflect and share.
- We also now have legacy mentors supporting the team with both clinical skills and staff wellbeing.

What does wellbeing mean to you?

The majority of the team put an emphasis on physical health and taking regular breaks whilst on shift.

What does wellbeing mean to you?

- A number of strategies have been used to enable the team to better facilitate regular breaks, using timetables and tick boxes.
- The PNA team receive all AVH (aggression, violence, harassment) Datix incidents and follow up with wellbeing check-ins with all those affected, signposting on for extra support if needed.
- We have set up the trust wellbeing team to attend the units to provide drop in clinics for staff looking at height, weight, BMI, body water & body fat content, total cholesterol level and blood pressure.

What would improve your wellbeing at work?

- Increased pay and car parking availability were recurrent within this list but, unfortunately out of our control.



What would improve your wellbeing at work?

- Comfortable rest areas, lockers and changing areas scored a high response.

What would improve your wellbeing at work?

- All staff rest areas now have reclining chairs, televisions and all necessary electrical equipment plus access to tea and coffee.
- We also have a wellbeing room in each area which is a place to relax and reflect away from the clinical area with all the available wellbeing resources.
- We have now purchased new lockers for all staff to have their own in all 3 areas.

What's next?

We are currently in the process of creating a repeat questionnaire for staff to look at the next focus of wellbeing support for the team and how we can improve the service.

Wellbeing isn't just a month but should be a focus for the whole team everyday.

Thank you



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References

Jensen, C.L. *et al.* (2021) 'The effects of facility dogs on burnout, job-related well-being, and Mental Health in Paediatric Hospital Professionals', *Journal of Clinical Nursing*, 30(9–10), pp. 1429–1441. doi:10.1111/jocn.15694.

Kriakous, S.A. *et al.* (2020) 'The effectiveness of mindfulness-based stress reduction on the psychological functioning of healthcare professionals: A systematic review', *Mindfulness*, 12(1), pp. 1–28. doi:10.1007/s12671-020-01500-9.

NHS England, 2023/24 priorities and operational planning guidance Version 1.1 2023

Questions?