

Managers' Briefing Document No 3

Regroup Reflect Recharge

Your Response

This briefing document is once again designed to help you brief your staff and teams – not to be handed out, but as before, it's a briefing guide for you.

The Feedback Themes

As a reminder, you shared with us the 5 key themes to help you and your teams to regroup-reflect-recharge:

- **Agile / flexible working practices protocols, support and guidance** – emphasising choice, work / life balance, flexibility and flexible options, e.g. buying and selling leave, establishing new ways of working, MS Teams training, protocols and meeting etiquette.
- **Health & wellbeing focus & support** – mindfulness / relaxation, health and wellbeing sessions (psychologist led), physical self-care, walking groups, inter-departmental sporting events, Trust choir, being kind to ourselves, post shift debriefs.
- **Move away from the perceived 'always on' culture / ensure protected time / rest breaks** – dedicated time for training and development, reduce / shorten meetings, reduce emails, reduce MS Teams meetings.
- **Staff engagement & away days** – Fun, team building, virtual staff night quizzes and disco nights, team ramble, future direction & pace setting, ways of working, communicating, involving & engaging staff in managing pressures (acuity, staffing, vacancies), practical steps from survive 'fight fire' to where we want to be, walking & talking 121s.
- **Estates & facilities review** – 'It's the small things' e.g. tea, coffee, water, juice & biscuits, arranging a space to take breaks together, on site shop, weekend café service, showers, changing rooms, staff rooms, clarity re. future place of work & timeframes - office versus home working versus hybrid.

Quick wins actions underway

We have started to review your feedback and here is a flavour of the actions that we are progressing:

- **Detailed themes by directorate** have been shared with Executive Directors and Associate Directors Managers for onward cascade to line managers to share with their teams as part of implementing the directorate staff survey and people plans.
- **Flexible working policy reviewed with staff-side at Trust Partnership Working Group on 10th May 2021** – Whilst the revised policy progresses through the policy approval routes, in the meantime, the Trust is committed to [Making the future of flexible working work for our NHS staff](#) and you can see the existing policy by [clicking here](#), alongside our Agile Working Policy [here](#).

Outstanding
Our journey continues...



- **Health & wellbeing workshops** – In addition to the staff support & counselling May workshops [here](#), including **Rest well to live well: 7 types of rest**, the team are offering a workshop called '**Weathering the Storm**' that enables individuals to go through their own personal Regroup-Reflect-Recharge journey. Please contact the [staff support counselling team](#) for further details to arrange your session.
 - **Remember - you can't pour from an empty cup - top up your wellbeing**
- Previous communications have highlighted the importance of staff being supported to take **rest breaks and regular annual leave, including the additional thank you wellbeing days** in order to help maintain their health and wellbeing and to have proper rest and recuperation - If you are having any service needs challenges in accommodating this for your teams, please link in with your manager and AD.
- **Listening into Action sessions took place in May – 'MS teams - Looking After Each Other: Mutual Expectations'**.
- Our **Connects leadership programme** starting in June 2021 will help our leaders to be equipped with the skills in engaging our staff through difficult times as part of COVID-19 regroup, reflect & recharge activity.
- There is some practical guidance and tips for **health and wellbeing conversations** [here](#), alongside our Trust **RESPOND** model including training which is available via LMS. **RESPOND** is our 7-step model for holding a health and wellbeing conversation, which was developed in partnership with UHNM. Other health and wellbeing resources include an NHS Employers / HSE **talking toolkit** to reduce work stress ([click here](#) and [here](#)), alongside [Uplifting resources chosen by NHS staff](#).
- Our Recruitment, Communications & Clinical teams have recently collaborated on a **Band 5 Registered RMN Nurses promotional campaign**, which is an example of involving our staff in addressing our staffing pressures.
- We have a '**Planning for our Future Service and People Needs**' event scheduled for 26th May.

What will happen next?

Executive Directors and Associate Directors will continue to work with you to review your teams' Regroup-Reflect-Recharge ideas as part of defining and implementing the local directorate staff survey and people plans.



'Supporting each other and acting with kindness is the backbone of our outstanding organisation. We all know that we must now focus on how to maintain our excellent services whilst looking after our staff wellbeing. Understanding your thoughts and ideas is important for our next steps. So, thank you for getting involved with this campaign and watch this space for our next steps'

Shajeda Ahmed (Pronouns: She/Her*)

শাজেদা আহমেদ

Director of People, OD & Inclusion (North Staffordshire Combined Health Care NHS Trust)

Outstanding
Our journey continues...

