

Training and Education

Bespoke sessions can be developed for staff including introduction to spiritual care, assessing spiritual needs, bereavement and loss, helpful approaches to spiritual care, and emotional resilience.

Spiritual Care Areas and Facilities

Spiritual care is about nurturing the spirit which is an important ingredient in building resilience. Each of the acute sites offer sanctuaries and wellbeing areas where staff are always welcome to drop in and spend time whether for peace and quiet, prayer, reflection and contemplation, reading or rest.

Who provides staff care

Services are delivered by the Spiritual Care & Wellbeing Team who contribute a wealth of experience, skills, and knowledge e.g. registration and accreditation with UK Board of Healthcare Chaplains (UKBHC), Nursing & Midwifery Council (NMC), British Association of Counselling & Psychotherapy (BACP), and International Critical Incident Stress Foundation (ICISF).

Making a referral

Self-referrals as well as management referrals, with staff consent, can be made to the service. If you would like to make a referral, have a confidential enquiry or wish to learn more about any of the staff care services this can be done through the 24hr helpline on 01698 752000 or email staffcare@lanarkshire.scot.nhs.uk

Here... for you!

Contact Staff Care & Wellbeing

- ❖ **telephone**
24 hour helpline: 01698 752000
- ❖ **email**
staffcare@lanarkshire.scot.nhs.uk
- ❖ **twitter**
[@StaffCareNHSL](https://twitter.com/StaffCareNHSL)

Other useful contacts

- ❖ **Breathing Space**
0800 83 85 87
- ❖ **Cruse Bereavement Counselling**
0808 808 1677
- ❖ **Samaritans**
116 123
- ❖ **Lanarkshire Mind Matters**
www.lanarkshiremindmatters.scot.nhs.uk
- ❖ **National Wellbeing Hub**
www.nationalwellbeinghub.scot
0800 111 4191

If you have any comments, suggestions or concerns about this service please email: staffcare@lanarkshire.scot.nhs.uk

Pub. date: Apr 2021; Review date: Apr 2023

Issue No: 01; Dept: Spiritual Care
MLT.SC&WEL.20_16500.L
21_03911



Staff Care & Wellbeing

24hr helpline 01698 752000

"The 24hr staff helpline was my lifeline in helping me get the right support."

"I feel cared for! This is psychologically huge."

"Peer Support really helped to have someone independent to talk to when I was having a bad day."



Spiritual Wellbeing enhances and integrates all dimensions of health including physical, mental, emotional and social. Spirituality is about more than just our beliefs or faith. It's about who we are as individuals and the practice of kindness, empathy, tolerance in daily life; the essence and significance behind compassion, honesty, sympathy, respect and forgiveness. It's about knowing, and experiencing deeper meaning and connection behind apparently random events such as illness and an awareness of human vulnerability. (NHS Inform, 2020).

STAFF CARE & WELLBEING

All people share deep needs and concerns around the meaning of life and hope in times of difficulty and we can all experience stress and anxiety in both our personal and professional lives. Healthcare staff are no different. Some people struggle with work/life balance whilst others struggle with questions of meaning and purpose such as, 'why is this happening?', 'is there a point to what I do?', 'how can I cope?'.

The Staff Care & Wellbeing service seeks to build resilience and enhance wellbeing through: provision of regular wellbeing focused classes and events; promoting wellbeing information; 1:1 active listening; peer support; group support; and a variety of training courses.

Staff Care & Wellbeing can provide support that is tailored to meet the needs of individuals and staff groups; a confidential and safe space to share and reflect on experiences, identify sources of strength, and build resilience. Services are accessible to all staff within NHS Lanarkshire and North and South Lanarkshire Health & Social Care Partnerships.

INDIVIDUAL SUPPORT

24 hour Helpline

The 24hr helpline provides access for staff to speak to experienced listeners trained in a variety of techniques to support colleagues dealing with difficult situations. Following initial assessment, this support can be provided over the phone or an appropriate face to face meeting can be arranged.

Peer Support

Trained peer supporters in NHS Lanarkshire come from a range of disciplines and provide a confidential and non-judgemental service to colleagues. Peer support is managed by Staff Care & Wellbeing and is an early support for staff with access to early intervention and additional support and signposting.

1:1 Support

Staff also have access to one to one support with a member of the Staff Care & Wellbeing Team either face to face or by telephone.

Pastoral Supervision

Provides staff and peer supporters with an opportunity for reflection on practice in a 1:1 setting. There is flexibility around sessions which take place on a regular basis for a fixed term or ongoing whichever is required.

GROUP SUPPORT

Mindfulness

Rushing through life without noticing is commonplace but paying more attention to the present moment, to our own thoughts and feelings, and to the world around us, helps improve our mental wellbeing. Mindfulness can help us to enjoy life more and understand ourselves better. This is accessible to individuals and groups.

Value Based Reflective Practice (VBRP)

Facilitated VBRP provides staff with space to reflect on relationship between their own values, motivations and purposes and their day to day experience of practice. Can be used by staff groups for ongoing support or on a one-off or short-term basis to respond to particular issues, or service changes.

Schwartz Rounds

A multi-disciplinary forum where staff can come together regularly to discuss the emotional and social aspects of working in healthcare.

Critical Incident Stress Management (CISM)

For individuals and teams, CISM is designed to provide support for those who have experienced difficult or traumatic events.

Resilience Training

Resilience is the capacity to remain flexible in our thoughts, feelings and behaviours when faced by a life disruption, or extended periods of pressure, so that we emerge from difficulty stronger, wiser and more able. Many teams and individuals benefit from taking time out to explore new strategies.

