



STAFF WELLBEING CHECKS

Things to consider when completing wellbeing checks remotely with staff

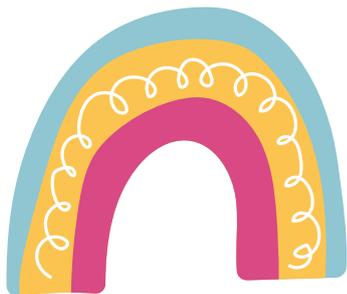


Before the call

- Take a moment to pause and check-in with yourself. Acknowledge any of your own feelings of stress or anxiety so that you can be present for your colleague. You may find it useful to do a [quick mindfulness exercise](#) to help you release tension and gain focus.
- Try to find a quiet place to make the call where you will not be disturbed. Avoid multi-tasking so that you can give your full attention to your colleague.
- Plan what you would like to cover in the conversation. Remind yourself of your colleague's personal circumstances but avoid making any assumptions about how they may be coping or feeling on this particular day.

During the call

- Use video calling rather than telephone if you can
- Try to keep the focus of the call on the individual's wellbeing rather than discussing other matters.
- Ask your colleague if there's anything they would specifically like to discuss.
- Ask open-ended questions, (e.g. "how are you feeling?", "how can I support you?").
- Listen and be empathetic to their situation. Your colleague may be experiencing a number of different emotions: fear, anger, hopelessness, sadness. Reassure them that it is ok to not be ok.
- Let your colleague share as little or as much as they want to.
- Repeat what they have said to check your understanding and to let them know they have been listened to
- Focus colleagues on three key issues: (1) what they can control, (2) having confidence in their abilities to carry out their roles, and (3) what can be achieved (rather than on what isn't possible).
- Uplift colleagues by focusing on the good they are doing for the community and the people they work with.



After the call

- Consider whether you should increase the frequency of contact.
- Follow up the call with a text or email to confirm what actions (if any) you are going to take and signpost to relevant resources and services (see below). Reinforce an open-door policy
- If the call has given you concern about your colleagues' wellbeing, seek advice from your manager or HRBP
- Seek support from your manager or colleague for your own wellbeing if needed
- Seek regular feedback from colleagues on how useful the calls are, and how they could be improved

Further support:

- [COVID-19 Advice for Staff \(intranet\)](#)
- [Evidence Based Practice Resource: Resilience for Leaders](#)
- [NHS: Coping with bereavement](#)
- [Samaritans: if you're worried about your mental health during coronavirus outbreak](#)
- [Cruse Bereavement Care: dealing with bereavement and grief](#)
- [BPS: Psychological needs of healthcare staff as a result of the Coronavirus pandemic](#)
- [Staff Networks \(intranet\)](#)



Please remember that as an HMPPS employee, free and confidential Employee Assistance support via PAM Assist is available to you 24/7 on 0800 032 9849

HMPPS Whole System Development Group

Sources: NHS, Mental Health Foundation, Retail Trust, British Psychological Society