

Developing Wellbeing Conversations: Phases

engaging in dialogue

Purpose: to engage the other person in conversation

Process: to offer space for them to talk.

evaluating suitability

Purpose: to encourage the person to evaluate how they are. to find the most appropriate source of support

Process: ask Qs to encourage them to open up

ensuring confidentiality

Purpose: to make sure both of you understand the usual confidentiality practices

Process: check they understand that the conversation will be confidential unless you have concerns for their or others' safety

encouraging conversation

Purpose: to encourage them to talk.

Process: ask open Qs: what, when, where, who, how?

empathising actively

Purpose: to display empathy, to show care

Process: listen actively, use silence, open body language, sit still

Observe their body language

exploring

identifying ways forward

Purpose: Wellbeing conversations are not about identifying deficiencies and fixing them, so we need to be tentative with suggestions of help.

Most effective measures of support come from the individual not from others.

Process: Use open questions to help them to consider ways forward

identifying our role

Purpose: to be mindful of our own position and influence in wellbeing conversations

Purpose: to pay attention to our own responses, reactions and blindspots.

Recognise our choices are different

Offer suggestions lightly

identifying

recognising strengths

Purpose: to help the other person to identify existing personal capabilities

Process: ask Qs that make them reflect on past positives.

reviewing the conversation

Purpose: to focus on what has come out of this wellbeing conversation today

Process: Ask Qs which help them to remember what they have suggested might help

resolving to act

Purpose: to relate to making small changes to support wellbeing

Process: ask questions about possible small changes to daily life

reviewing

Developing Wellbeing Conversations: Questions

- Are you OK? I've noticed you haven't been quite yourself. Do you fancy a chat over a coffee?
- How are you?
- Can you tell me more?
- What is going on for you now?
- What is a typical day for you?
- How is your life impacting on you physically, mentally and emotionally?
- What feels different from two years ago or when you began the job, or pre Covid?
- Tell me about your average day?
- What's missing from your life at the moment?
- Can you identify any patterns to how you are feeling?
- What are you most worried about?

exploring questions

- What has helped you before when you have hit difficult times?
- Who do you feel it is helpful to spend time with?
- What one thing would make work easier? What one thing would make home easier?
- How might you reorganise part of your week to accommodate one change?
- What outlets do you have for stress/anger/sadness?
- Where do you feel happiest?
- If you had a week off with no other commitments or people about what would you do?
- Which of these things might you want to do?
- How would that be useful for you?
- What barriers might there be for you?
- How might you overcome those?

Identifying questions

- What do you do that still makes you proud?
- When did you last feel relaxed or at ease?
- When did you last smile?
- For what are you grateful?
- What has helped you during this conversation?
- How can you build in more of this?
- Where else can you get that?
- What one thing might you remove from your life at the moment to improve it?
- What one thing might you build into your life to improve it at the moment?
- What else might you want to change?
- How do you think you would feel if you achieved that?

reviewing questions

Developing Wellbeing Conversations: Looking after ourselves

psychological

Mindset: the way we think about things: Notice what we think/ how we think and reframe it. So instead of “Oh not another terrible thing!” we think: “Bad things happen, they are part of life.”

Focus on the present – one day at a time. Anxieties come from worrying about the past or fretting over the future. Just deal with today, in small steps.

Remove the negatives: news, social media, doom scrolling. If the news was a drug it would never have been licensed. Ration your access, set time aside for finding out what’s going on from a reputable source.

Switching off from work: not checking emails away from work, saying no without feeling guilty.

Treating others as we would wish to be treated
– avoiding assumptions, behaving with kindness.

Connecting with others
– telephones, texts, zoom, letters etc. Focus on those who make you feel better, not those who further stress you. Find the balance between too much and too little social contact.

Doing things for others
– part of bigger picture, helping others. One good deed not only helps others but makes us feel worthwhile. Text neighbours, write letters for charity, connect with children if you don’t have any, but only when you can.

relational

Rest – breaks, switch off from the world, technology, escape from reality through reading or TV dramas or music.

Physical health – diet and exercise, limit alcohol and stimulants. We feel better without them, physically even if we believe they are a psychological support.

Sleep hygiene – adopting healthier sleep habits – regular bedtime and rising time, avoidance of stimulants, tech free bedtimes.

physical

Get into nature – trees, greenery, animals have been shown to lift our spirits, slow our heart rate and make us feel part of something bigger.

Self care – bath, nails, creativity etc do regularly – make time for self. Protect that time.

Routines – timetable chores and treats, regularity helps. Section off time to do household chores, batch cook for the week, be strict about curfews for emails

practical

Developing Wellbeing Conversations: Further support

<https://people.nhs.uk/help/>
website with a range of support options for mental, emotional financial, cultural and other support services

NHS employers website with access to a range of wellbeing apps and resources.

<https://www.nhsemployers.org/covid19/health-safety-and-wellbeing/support-available-for-nhs-staff>

Cut and paste for a pdf of support options including free apps:

[nhsemployers.org/-/media/Employers/Documents/Retain-and-improve/Health-and-wellbeing/NHSSupportingOurPeople12.pdf?la=en&hash=D49FAA8660A94E578AC08B10553D61DEFC297EEE](https://www.nhsemployers.org/media/Employers/Documents/Retain-and-improve/Health-and-wellbeing/NHSSupportingOurPeople12.pdf?la=en&hash=D49FAA8660A94E578AC08B10553D61DEFC297EEE)

Self access

The Samaritans

Call: 116 123

Email: jo@samaritans.org

Call: 0800 069 6222 – specific service for NHS and social care workers in England (7am-11pm)

Text: FRONTLINE to 85258. NHS staff

Call: 0300 303 4434 confidential bereavement support line Hospice UK (8am – 8pm)

Helplines

Your GP - for a range of support

Occupational Health - for work related health issues

Your professional association representative

<https://www.practitionerhealth.nhs.uk/covid-19-workforce-wellbeing>

Local