

We Care Newsletter – November 2021

Meet the We Care Team – Programme Manager Laura Kluzniak



I was brought up in a rural community in Perthshire and left to train as a Travel Consultant in Aberdeen. I worked in this area for 5 years before broadening my horizons and travelling to; Australia, USA, ski seasons in France and New Zealand. I went offshore in 1993 and found it sufficiently financially rewarding to provide for my education at university. On graduation in 2000 I joined NHS Grampian. Originally joining Public Health as a Health Improvement Officer working in a variety of settings: Education, Community and Workplace. In 2008 I changed direction within Public Health into Project and Programme Management to oversee the implementation of the HPV vaccine in NHS Grampian. I have worked in different directorates since including: Corporate Communications, Modernisation (now PIP), Acute Nursing and Midwifery and Acute Governance. I was Project Manager in a large multi-disciplinary team involved in the establishment of the first Major Trauma Centre in Scotland from 2018 until 2020 and then moved into Acute Improvement/Transformation before joining the directorate of People and Culture in April 2021. As Programme Manager I oversee and support the We Care and Culture Matters programmes of work and find it an exciting, challenging and creative role as both are new areas of work dedicated to improving staff wellbeing and enhancing the experience for all staff at work. I am very optimistic to where these new work-streams can take us as an organisation. When not at work I like to be outside – I walk my wee dog Edgar, hill walk, cycle and ski. I have recently started sea swimming and find the benefits huge (as sometimes the waves are), it's challenging, fun and invigorating.

Project Officer - Kate Beckley

I moved to Aberdeen with my family In August of this year from Kent, England. I started my career in 2006 with Kent Community health foundation Trust as a Wellbeing Practitioner Specialist for the National Healthy Schools programme based in Kent. I loved delivering on a whole setting approach to health improvement across some of the most deprived Schools in the area. In 2017 I secured a contract with Kent County Council to work as a Project officer for the National Lottery funded Headstart project, which focused on the mental health and wellbeing of young people from a multi-dimensional approach linking communities, Schools and families to ultimately intervening before young people experience poor mental health. My most recent role back at Kent Community Health foundation trust was as a trainer and facilitator for in-house NHS staff, where I developed and delivered training to support NHS health improvements Advisers who work directly with clients around health topics, including wellbeing.

I am now thrilled to be working with NHS Grampian as part of the We Care team to support staff with a variety of health and wellbeing opportunities. Three things about me are My teeni tiny yorkshire terrier's name is Daffodil, I can always be found wearing wellies..... rain or shine and beautiful smelling candles is my down fall and I have way too many!



Administrator – India-Natasha Govil



Hello my name is India-Natasha Govil and despite my name I was actually born and bred in Aberdeen! Growing up I was always doing something creative and though my goal was to work in Sound Engineering my path steered me in the opposite direction; Initially working in Business Travel for the Oil and Gas Sector and then in Management. I began my career with NHS Grampian in the HR Service Centre before starting with the We Care Team as Administrator in August.

Since starting I've enjoyed every minute of the role I play in this team. As the administrator within our team and the culture we are trying to build, my thoughts and opinions are as important as anyone else's and I want to continue to show how important it is to consider the opinions and suggestions of those who work within administrative roles and what they may have to say.

I've taken lead on different areas within We Care, mainly being our Social Media presence and training in Web Development. Within the team's first week we were granted authorisation and launched our social media platforms. We want to use this as another means of communicating with all Health and Social Care Staff about the work being done to continue to support staff wellbeing. I'm glad to be in a position where I'm getting to take on more opportunities and put my creative skills to good use through the infographics used in reporting or the Newsletter, or graphics and videos for social media posts. I'm thrilled to be part of a team where we inherently have the drive and determination to help improve staff wellbeing and can't wait to see what we can achieve across the partnerships going forward.

How to get the best from home working

Working from home has now become a regular part of the working lives of many of us. There are many positives to working from home; however, there are also some challenges. For those challenging times, we hope that you will find the following tips useful taken from a [recent article in the psychologist magazine](#):

- 1) **Clear Boundaries between work and off-work** - Have a proper start and finish time, develop a disciplined way of managing the day and don't forget to include breaks and exercise time
- 2) **Block out time and remove distractions** – working from home can often feel harder to chunk your time or set aside uninterrupted time for important tasks. If you want to limit any distractions you can let your colleagues/family know in advance that you plan to work off-line for a period of time, book time in your outlook calendar, set your teams to "busy" or "do not disturb" or mute your email notifications for a period of time.
- 3) **Consider your personality** – Not all working from home tips will be helpful to you. Try to identify what makes you happy when working from home and what you miss compared to working on-site. Be mindful of other colleagues personalities too – not everyone will want to join a daily virtual coffee break but for others this might be the highlight of their day. Try out some team building tasks that most staff can relate to and that allow staff to be more sociable if they wish. For example, having a team group chat and sending a message at lunch to check in, share plans for the evening. Having a Monday morning catch-up or Friday lunch check-in helps open communication for the week.
- 4) **Work in short bursts** - Where possible, structure your work time into short bursts of activity broken up by rest periods. For example, do half an hour of intense deep work, then have a ten-minute break. Then go back to work, checking emails/diaries/papers for another half an hour. This will ensure you are taking regular screen breaks and is good DSE practice.

Equipment Forms Available

Staff Homeworking Equipment Support Request

NPC2/WEBREQ
IT Equipment Request Form

For Managers

Leading a remote team differs greatly from leading a team in the office. It requires a different mind-set – a distinct way of thinking about how you organise the work and how you manage all relationship issues that may arise. Here are some things you should consider for your teams' wellbeing:

- 1) **Technology and Equipment**- Make sure that everybody working from home has the technology and equipment they need, that they know how to use it and how to request more. This includes arranging training for new software and providing stationary.
- 2) **Check In** - This can be daily or weekly – whatever works for your team. However, ensure that this is regular and scheduled, where possible and gives all staff the opportunity to share how they are feeling. Find the balance between acknowledging people's worries and providing a positive and hopeful message for the future. Your team don't expect you to have all the answers but they do expect you to acknowledge and raise their concerns.
- 3) **Set a Structure** - Establish a clear start and finish for the working day at home, e.g. you might want to announce when you have logged on with a simple morning message. This lets people know that they can contact you. Similarly, at the end of the working day, let people know you are 'going home' or logging off. This will also give them permission to 'go home'. Try to fit in with flexible working as best you can.
- 4) **Give positive feedback** - Do your best to create a culture of appreciation. When working remotely we can often forget to give praise. Celebrating a piece of work and giving the recognition your staff deserve can help boost morale and provide an opportunity for discussion on future pieces of work.
- 5) **Encourage sociability** - Finally, build in some social interaction. Encourage opportunities for informal chitchat, e.g. arranging 15-minute online coffee breaks where the only rule is 'no talking about work' or organise some quizzes online (a good idea with Christmas coming up...).

Many thanks to Dianne Drysdale, the cell lead for Remote & Hybrid Working cell, for providing the following information.

Stress is the feeling of being under too much mental or emotional pressure it is your body's reaction to help you deal with pressure or threats. Small amounts of stress can be useful to take action and get tasks completed but too much stress can negatively affect your mood, your body and relationships.

What makes us stressed?

- Work pressure
- Arguments with family & friends
- New parent / carer
- Bereavement
- Money problems
- Day to day life
- Busy schedule
- Job loss
- Big life events
- Divorce or relationship breakdown
- Exam stress
- Competing demands
- Trouble sleeping
- Changing school
- New job
- Moving house

What are the signs of stress?

- Anxious
- Depressed
- Sweating
- Headaches
- How you may feel...
- Frustrated
- Aches & pains
- How your body may react...
- Shallow breathing
- Angry
- Sad
- Irritable
- Nausea
- Heart palpitations
- Digestive problems

Ways to cope with stress

- Try to build supportive relationships
- Recognise stress & identify causes
- Think about where you can make changes

Mental Health Foundation

For further information on stress awareness day and tools to help you manage stress try the links below and check out our stress awareness training at [Stress Awareness | Turas | Learn \(nhs.scot\)](https://mentalhealth-uk.org/help-and-information/health-and-wellbeing/)
<https://mentalhealth-uk.org/help-and-information/health-and-wellbeing/>
<https://www.rethink.org/advice-and-information/living-with-mental-illness/wellbeing-physical-health/stress-how-to-cope/>
<https://nationaltoday.com/national-stress-awareness-day/>

Many thanks to Euan McCormack, the stress awareness trainer for providing the following information.

Book Blethers – NHS G Libraries

To celebrate Book Week Scotland 15th-21st November NHS Grampian Libraries are hosting 'Book Blethers'.

How does it work?

- Sign up below and let us know a little about the kind of books you like reading.
- We will 'match' you with a colleague and send each of you the other's email address.
- You and your matched colleague then work out a mutually agreed time to have a virtual Book Break over MS Teams during Book Week Scotland (w/b 15th Nov).

If you would like to participate in 'Book Blethers' please contact cornhill.library@nhs.scot or use this [form](#).

Monthly book blethers are also held on teams and take place on the first Thursday of the month at 1pm. To receive a MS teams invite contact cornhill.library@nhs.scot.



...because you care

What's On

November

- [4th 8am - 8:30am Guided Journaling](#)
- [9th 10am - 11:30am Stress Awareness](#)
- [11th 8am - 8:30am Guided Journaling](#)
- [16th 10am - 11am Listening Ear](#)
- [16th 10am - 11:30am Relaxation Workshop](#)
- [16th 6pm – 6:30pm Guided Journaling](#)
- [17th 10:30am – 11:30am Spaces for Listening](#)
- [18th 8am - 8:30am Guided Journaling](#)
- [18th 3pm – 4pm Spaces for Listening](#)
- [22nd 4pm – 5pm Darker Days: How to protect your sleep this winter](#)
- [23rd 8am - 8:30am Guided Journaling](#)
- [23rd 9:30am - 12:30am Understanding, developing and maintaining your personal resilience](#)
- [24th 12pm – 1pm Resilience: What is it, how does it help my life and work and how can have more of it?](#)
- [24th 2pm – 3pm Resilience: What is it, how does it help my life and work and how can have more of it?](#)
- [24th 2pm – 3pm Spaces for Listening](#)
- [25th 8am - 8:30am Guided Journaling](#)
- [25th 10am - 11:30am Mental Health Awareness](#)
- [30th 2pm – 3:30pm Psychological First Aid in practice](#)

December

- [1st 9am - 12:30am Understanding, developing and maintaining your personal resilience](#)
- [1st 12pm – 1:15pm Anxiety – what is it, and how we can manage it](#)
- [1st 12:30 – 1pm Guided Journaling](#)
- [2nd 8am - 8:30am Guided Journaling](#)
- [2nd 12:30 – 1:30pm Reflective Practice in the workplace](#)
- [7th 9:30am - 12:30am Understanding, developing and maintaining your personal resilience](#)
- [7th 10am - 11:30am Stress Awareness](#)
- [7th 4pm – 5pm The science of anxiety, worry, and SAD \(Seasonal Affective Disorder\)](#)
- [8th 2pm - 3pm Support in difficult times for unpaid carers and employers of personal assistants: a chance to learn more](#)
- [8th 4pm - 5pm Support in difficult times for unpaid carers and employers of personal assistants: a chance to learn more](#)
- [9th 8am - 8:30am Guided Journaling](#)
- [9th 12:30 – 1:15pm Reboot 70](#)
- [9th 4pm – 5pm Spaces for Listening](#)
- [9th 1pm - 4pm Recovery in Mental Health](#)
- [10th 12 – 12:30pm Guided Journaling](#)
- [13th 7:30am - 8am Guided Journaling](#)
- [14th 10am - 11:30am Relaxation Workshop](#)
- [14th 10am - 11am Listening Ear](#)
- [15th 8am – 9am Spaces for Listening](#)
- [16th 8am - 8:30am Guided Journaling](#)
- [16th 12:30 – 1:15pm Reboot 70](#)
- [20th 4pm – 5pm Spaces for Listening](#)
- [22nd 4:30pm – 5pm Guided Journaling](#)
- [23rd 8am - 8:30am Guided Journaling](#)
- [30th 8am - 8:30am Guided Journaling](#)

To book a space on a "spaces for listening" session please contact Fiona Soutar at Fiona.soutar@nhs.scot

To register for any of the other sessions please click the name and you will be taken to our [We Care Turas page](#) or the [National Wellbeing Hub event page](#). To register for Turas please click [this page](#).

To book a Values Based Reflective Practice Taster session or to find out more please contact Sue Rayner susan.rayner1@nhs.scot

Cycling safely in the winter months

A big thank you to everyone who made the bike Marking events at Foresterhill, Dr Grays and Royal Cornhill Hospital such a success, especially Police Scotland who facilitated the 3 events. There was great feedback on these events and well over 60 bicycles were placed on the BikeRegister database.



With the Be Bright at Night road safety Campaign by www.getabout.org.uk and Road Safety North East Scotland (RSNES) starting on the 2nd of November we wanted to share some advice from www.sustrans.org.uk:

- 1) **Keep your bike in good shape**
- 2) **Don't forget your lights**
- 3) **Be bright**
- 4) **Plan and know your route**
- 5) **Buddy up**
- 6) **Be alert**

The Grampian Cycle Partnership recently launched 'The Good Cycling Guide'. The group is a voluntary organisation that encourage, promote and support all forms of cycling across the North East. With an extraordinary uptake of cycling over the past year or so, it aims to remind cyclists of their responsibilities while riding.



Energy saving and support

The average household spends around £1,277 a year on heating and power, according to Ofgem, the industry regulator. That makes energy one of the biggest annual costs for UK families. We have put together some reminders of tips, advice, support and benefits that you may be applicable for:

- 1) Get the best energy deal for you - Run an energy comparison and pick the deal that is best for you. <http://www.energyhelpline.com/>
- 2) Cut down on energy drainers – Check out Rac and Energy Saving Trusts tips for how to cut down on fuel and energy expenses <https://www.rac.co.uk/drive/advice/how-to/fuel-saving-tips/> <https://energysavingtrust.org.uk/hub/quick-tips-to-save-energy/>
- 3) Check if you are eligible for any benefits or discounts including the Warm Home Discount Scheme, tax relief for home workers and NHS Grampian staff discounts <https://www.citizensadvice.org.uk/scotland/consumer/energy/energy-supply/get-help-paying-your-bills/grants-and-benefits-to-help-you-pay-your-energy-bills-s/> <https://www.gov.uk/tax-relief-for-employees/working-at-home> <http://nhsgintranet.grampian.scot.nhs.uk/portal/StaffDiscounts/Pages/NHSGDiscounts.aspx>
- 4) Plan for the winter months by using a budgeting tool <https://www.citizensadvice.org.uk/scotland/debt-and-money/budgeting/budgeting/work-out-your-budget/>

Scarf offers free and impartial advice on a variety of energy saving matters and helps people access financial assistance that may be available to make their home more energy efficient, helping them to lower fuel bills. Scarf advisors can give advice over the phone or via a free home visit for people who need assistance or additional support. Call now on freephone 0808 129 0888 or email heat@scarf.org.uk to speak to the team or arrange an appointment.

Eating Healthy - Confidence 2 Cook

Confidence 2 Cook is a NHS Grampian resource (including training) designed to equip those working in a community setting with the skills, knowledge and confidence to help others start to cook. It is particularly aimed to increase participant's knowledge on food and health and to help others develop their cooking skills.

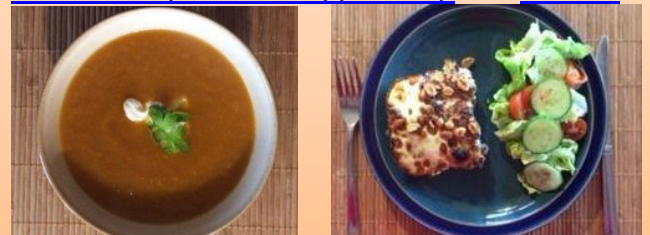
The website features over 100 recipes including two pdf recipe books. Whether you are cooking alone, with your family or bringing some sweet treats into work we hope that you can find some inspiration from the recipes available on the site: <http://confidence2cook.co.uk/>

We would love to hear from you on what dishes you have been able to create. Send us an email or tag us on social media with your fab creation. If you have any of your own recipes we would be happy to feature this in our next newsletter!

Many thanks to Julie Phillips, the cell lead for Healthy Lifestyle Support cell, for providing the following information.

Our favourites:

[Butternut Squash and Apple Soup](#) and [Bobotie](#)



Contact Us

We would love to hear your feedback and suggestions about what matters to you. You can do this via our email address gram.wecare@nhs.scot, our anonymous form at: <https://forms.office.com/r/xgrcdtqKQg> or by scanning the QR code, or by our social media and using the #GrampianWeCare

   @GrampianWeCare

