

FACILITIES & ESTATES TIMEOUT FOR WELLBEING

AN OVERVIEW OF THE 6-MONTH PILOT PROJECT

Between 21st October 2022 & 28th March 2023

Project Team: Chantal Wood | Douglas Andrew | Lucy Murray | Emma Condon | Sarah Morgan

Report completed by: Emma Condon (Project Co-Ordinator) | Sarah Morgan (Assistant Psychologist)

Background Context:

Facilities & Estates (F&E) have circa 2,500 staff within its sector, many of whom are entry level or support staff.

Some Facilities & Estates services within the Sector appear to have absence levels higher than the 4% national target. Absence rates coupled with staff in the sector feeling the effects of cost of living rises most acutely. The nuances of intersectionality are important, especially within this Sector.

F&E staff have been reported to be less likely to partake in wellbeing offerings for a range of reasons, such as: increased barriers to accessing these services and initiatives. NHS Grampian aim to ensure all our staff to feel that they are valued and that their health and wellbeing is important. NHS Grampian want to empower staff to learn about how they can improve their health and make positive decisions.

Staff from Facilities & Estates came up with the idea, and project support and finance was agreed via We Care. At the outset, an aim was established, as well as primary drivers that would need to be considered in order to deliver on the aim - see Figure 1.

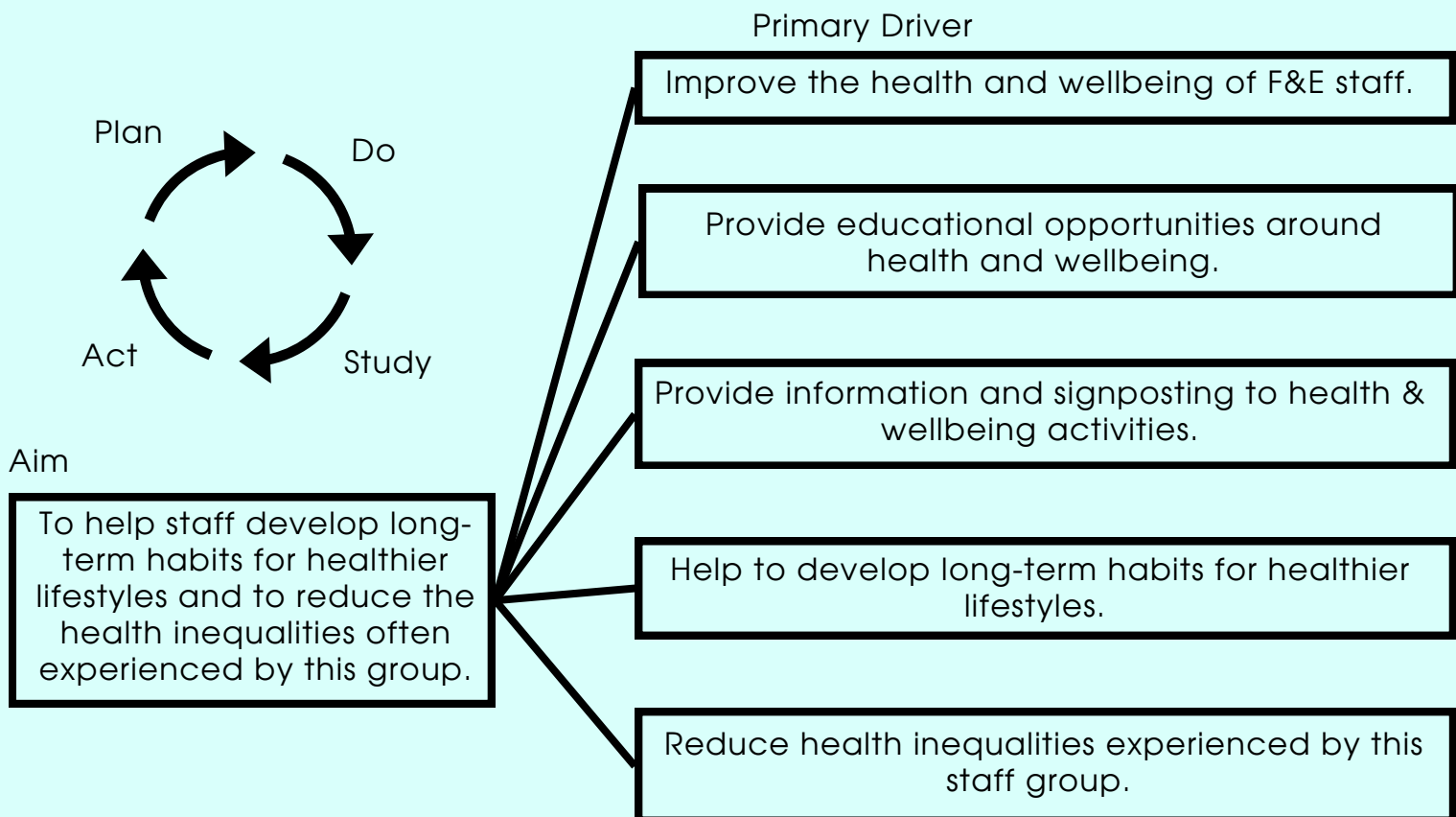


Figure 1. Driver diagram showing the considerations required to meet the TOFW aim.

Methods

- Time Out For Wellbeing was available for all for F&E staff across NHS Grampian. It was a 6 month pilot, launched on 21/10/22 and ran until 28/03/23.
- Information on the wellbeing educational opportunities and activities, times and dates for staff were hosted on the F&E Intranet pages and the We Care website. The project was also promoted in alignment with the communication plan in place, including: word of mouth, emails, various meetings for F&E staff (Town Hall Talks, Talking Tuesdays), strategic NHSG meetings (Culture Collaborative, Partnership, We Care steering group), Health and Safety Walkabouts, and other communication streams (We Care Newsletter, Trickle, Daily Brief, Social Media and We Care Website)
- Wellbeing educational opportunities and activities were a mix of face-to-face and online options. See Figure 2.
- Opt in request forms were used, wellbeing scores and evaluation. The Timeout for Wellbeing project team welcomed ideas for wellbeing educational opportunities and activities from staff.



Figure 2. Showing the educational opportunities and health and wellbeing activities that were offered and signposted to staff in Facilities & Estates, alongside the uptake from Facilities & Estates staff.

Evaluation & Outcomes:

- 9 F&E staff signed up for a time out for wellbeing activity directly via the project, however a total of 81 F&E staff took part in the activities on offer from wider promotion. This included those who signed up for the Horseback UK course and the Reading for Pleasure event. In addition, 3 F&E staff requested a We Care resource pack, and 2 showed their interest in becoming a Wellbeing Champion. The number of F&E staff who took part in each education opportunity or activity on offer can be seen in Figure 2.
- The Time out for Wellbeing Website was viewed by a total of 424 staff during the pilot.
- Wellbeing questions were asked pre- and post-project. For the pre-wellbeing scores, 6 F&E staff took part, refer to Figure 3. For post-wellbeing scores, 2 F&E staff members responded. As such, these scores were deemed not directly comparable and so have not been included in this report. Instead, qualitative feedback has been included, outlining the F&E staff feedback from those who took part in the education opportunities and activities on offer. See Figure 4.
- Project team members invited the 9 staff who signed up for activities via the project to attend a focus group, however due to a lack of response, this was not progressed.

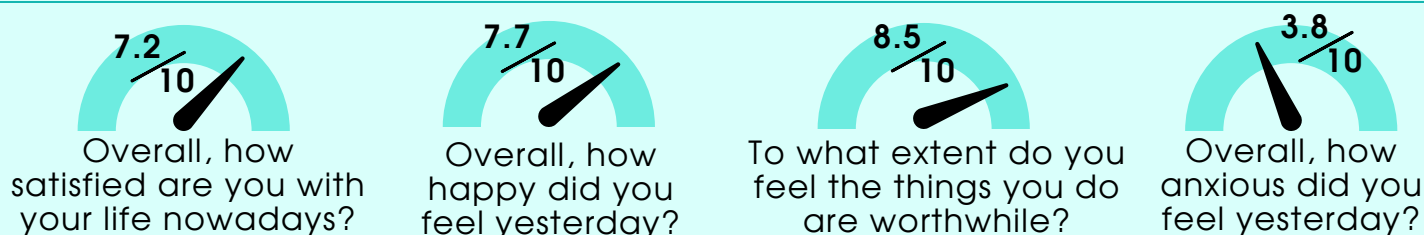


Figure 3. Pre-wellbeing average scores, taken from 6 F&E staff.

"Presentation team was great, easy to understand and engaging"

Focus on Your Finances

The impact of time and self-care have been fed back as important

Guided Journaling

"I always feel better after a walk"

Health Walk

"Would like to say a massive thanks to you and the team for delivering this course, was very interesting and a great benefit"

Horseback UK

"Very helpful and prompting me to take action sooner rather than later"

Focus on Your Finances

"It's good to get out of the office and get some fresh air"

Health Walk

"Grateful. Felt better than when they came in the door, felt relaxed after

Qi Gong"

Qi Gong

"The speakers were very inspirational and found their stories and experiences really

interesting"

Horseback UK

Figure 4. Qualitative feedback given by F&E staff who attended some of the educational opportunities and activities on offer.

Lessons Learned:

What worked well:

- Good communication, including cooperation and planning between groups.
- Establishing project team was effective.
- Good range of wellbeing opportunities, including the introduction of new activities: such as Qi Gong and the Reading for Pleasure event.
- Targeted influencing of wellbeing and culture in the F&E Sector.
- Ongoing support of F&E staff.
- Demonstration of Staff Governance standards, and Plan for the Future.
- Review of stakeholders ensured there was the right people around this work.
- Use of social media and other communication methods to showcase the resources on offer.
- Encouraging wellbeing promotion and ideas/recommendations from F&E staff directly.

What would we do better:

- Encouraging commitment to the final focus group/questionnaires at the outset of the project.
- Further understanding of:
 - what barriers were in place to prevent uptake?
 - what are staff looking for, in terms of wellbeing?
 - how valued is workplace wellbeing support to the staff involved?
 - is workplace wellbeing already integrated in other ways?
 - what wellbeing means to staff in this directorate?
 - the timescales required?
- Incorporating further wellbeing education, such as various sessions
- Look closely at how we can support managers to 'release staff' in the future
- Targeting resources towards interested members of staff (i.e. the 2 members of staff interested in becoming a Champion), with view to them enabling further promotion of the project via staff connections within their workplace.