



# Communications brief

**#OurNHSpeople wellbeing support**

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## 1 Background

The People Directorate health and wellbeing team's NHS response to the outbreak of coronavirus is designed to protect and preserve the mental and physical safety, individual and collective psychological resilience, leadership and decision-making capacity of our NHS people.

We want to make sure that our NHS people get the support they need consistently from their employers, and that our **teams** and **people managers** feel prepared and can provide active support for their teams and each other.

The People Directorate have worked in partnership with leading experts to ensure a timely, quality and risk assessed approach that is driven by the need to support our staff to keep well both during and beyond the current emergency.

Membership of the expert reference group that has advised on the COVID-19 Health and Wellbeing staff response can be seen [here](#).

## 2 Key messages

- #OurNHSPeople are doing extraordinary things and are facing an extraordinary challenge, and so need an extraordinary level of support
- This is why the NHS nationally and locally has developed a range of support for all of our NHS people, who continue to work tirelessly, whether at the front line or in supporting services
- The offer from NHS England and NHS Improvement is designed to complement, enhance and reinforce what is provided by local NHS employers, so all staff and people managers can access the consistent, high quality support they need to deal with the challenge they face
- Staff will immediately be able to access help through a helpline, and text service at all times of the day from trained professionals in a number of areas, from coaching and bereavement care to mental health and welfare support
- This package of support is based on world class research, and we're working with key national partners including Samaritans, Hospice UK, Citizens Advice, Silver Cloud, NHS Practitioner Health, Sandhurst Military Academy and NHS Leadership Academy
- This is only the start, there is a pipeline of support in place and we'll keep people up to date on further offers for our NHS staff in weeks ahead

### 3 Communications copy

#### Bulletins

Our NHS people are doing extraordinary things in the face of an extraordinary challenge, and so need an extraordinary level of support.

This is why the NHS nationally and locally has developed a range of wellbeing support to care for and protect all of our NHS people, whether at the front line or in supporting services.

So, from today, all our people will have access to a range of support (#OurNHSPeople Wellbeing Support) through one point of contact:

- a free wellbeing support helpline **0300 131 7000**, available from 7.00 am – 11.00 pm seven days a week, providing confidential listening from trained professionals and specialist advice - including coaching, bereavement care, mental health and financial help
- a 24/7 text alternative to the above helpline - simply text **FRONTLINE** to 85258
- [online](#) peer to peer, team and personal resilience support, including through [Silver Cloud](#), and free mindfulness apps including [Unmind](#), [Headspace](#) [Sleepio](#) and [Daylight](#)

**We encourage NHS teams to take immediate advantage of these services.** They can be used in addition to the support available from your own NHS organisations and will develop further in coming days and weeks in line with user feedback ([nhsi.wellbeingc19@nhs.net](mailto:nhsi.wellbeingc19@nhs.net))

#### Draft tweets

@NHSEngland have launched wellbeing support for all #OurNHSPeople as they tackle #COVID19. Learn about the dedicated telephone, text and online support which is available to all staff. <https://people.nhs.uk/> 📞 📱 💻

All #OurNHSPeople, wherever they work, can now access a wealth of free support all in one place. Find out about the support available from coaching to bereavement care <https://people.nhs.uk/>

## 4 Summary of current offers

[Online](#) peer to peer, team and personal resilience support

### **#OurNHSPeople wellbeing support line 0300 131 7000**

Available from 7.00 am – 11.00 pm seven days a week, providing confidential listening from trained professionals and specialist advice - including coaching, bereavement care, mental health and financial help

**24/7 text support - text [frontline](#) to 85258.**

In partnership with [NHS Practitioner Health](#) and [Shout](#).

### **Free access to mental health and wellbeing apps**

[Unmind](#), [Headspace](#) along with [Sleepio](#) and [Daylight](#) for all NHS staff until the end of the year.

## 5 What's on this week

Do you have a role in workforce, occupational health, organisational development, leadership, trade union support or other area that is supporting the wellbeing of our NHS people during and following the Covid-19 response?

You are very welcome to join NHS England and NHS Improvement's weekly virtual expert sessions. The sessions will be held every Wednesday between 4.00 pm and 5.00 pm.

The first session is on Wednesday, 8 April, featuring: **Sonya Wallbank**, National Clinical Lead, Health and Wellbeing Offer; **Professor Neil Greenberg**, Professor of Defence Mental Health, King's College London; and **Michael West**, Visiting Fellow, **The King's Fund** in conversation with **Helen Bevan**, NHS Horizons.

Everyone is welcome to join to find out about:

- The range of wellbeing support activities that are available to all our NHS people
- Compassionate leadership in a crisis
- The dos and don'ts of wellbeing support during this critical time.

Joining information is available here: <http://horizonsnhs.com/caring4nhspeople/>

Everyone is welcome, so please do feel free to share this invitation with anyone who may find it useful.



**The health and wellbeing of Our NHS People  
during the Covid-19 response**



**Join our weekly virtual expert sessions every Wednesday at 4pm!**

For people who have a role in workforce, occupational health, OD, leadership, trade union support or other area that is supporting the wellbeing of our NHS people during and following the Covid-19 response.

**The first session will be held on: Wednesday 8th April 4pm to 5pm**

### Featuring:



Dr Sonya Wallbank,  
National Clinical Lead,  
Health & Wellbeing Offer



Professor Michael West,  
Visiting Fellow, King's Fund



Professor Neil Greenberg,  
Professor of Defence Mental  
Health, Kings College London



Dr Helen Bevan  
NHS Horizons

### In conversation with:

**Joining details: [horizonsnhs.com/caring4nhspeople](http://horizonsnhs.com/caring4nhspeople)**

**#Caring4NHSpeople #OurNHSpeople**

### During this expert session, we will:

- Explain the range of wellbeing support activities that are on offer to all our NHS people
- Set out the dos and don'ts of wellbeing support during this critical time
- Consider the need for compassionate leadership in a crisis

Led by NHS England & Improvement