

Clinical Psychology Staff Wellbeing

SERVICE REFERRAL CRITERIA

Service Overview

The service is available to all staff across the Trust – who are experiencing emotional distress or mental health difficulties related to their work, eg, work-related stress, burnout or traumatic experiences due to events that have happened at work.

The Service provides three strands of service; 1:1 service for individual staff, support for staff groups and support to line managers, ward leads, etc.

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1:1 Service for Individual Staff

All referrals for 1:1 support will be screened at the Service's weekly referral meeting against Service referral criteria; those accepted by the service will be offered an initial assessment appointment. During the initial assessment a plan will be agreed with the staff member; this may include psychological support from the Clinical Psychology Service, or where the staff member's needs would be best met from a different service, signposting or referral on.

Support from the Clinical Psychology Service can include; assessment, formulation, intervention and support to develop coping strategies to resolve or manage current difficulties. (Formulation enables a shared understanding of the issue; considering how the problem developed, what made the person vulnerable to the difficulty, what triggers it, what keeps it going, what support and coping strategies they already have in place; all of which helps to inform the process and methods needed to reach their goal.)



2

Staff Groups

Support for staff groups is available in a number of ways:

- Psycho-education workshops on topics such as anxiety management, sleep difficulties, stress management, etc.

If you have other areas in which staff groups could be supported, eg, through reflective practice sessions, or supporting your staff to support each other, etc., then please do get in touch to discuss developing these further.

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Line Managers

Consultation is available to line managers, ward leads etc., in relation to the psychological wellbeing of themselves and their staff, eg, how to support staff with mental health issues to stay in work, etc.

The Service sits alongside the Occupational Health Service at SFHT but is not part of that service. To create an effective and efficient service for staff the service uses the established Occupational Health information system (OPAS G2) to record consultation records. This allows the service to keep colleague's records in one place. As part of this arrangement access to Clinical Psychology records is limited to the Clinical Psychology team ONLY and no other members of the OH team can access these. The information shared within sessions is confidential; although where there is a risk to self or others, this information cannot be kept confidential and appropriate steps will be followed to manage this in collaboration with the staff member wherever possible.

Sessions are offered either in-person, via Microsoft Teams or a hybrid of Microsoft Teams and in-person for group sessions. In-person sessions are available at King's Mill and Newark Hospital.

Whilst the service will endeavour to respond to referrals rapidly, it is not a crisis service. Where staff are in immediate crisis, please contact the Crisis Access Line (24/7) on 0808 196 3779. For line manager's wishing to access immediate advice to support a staff member in crisis, telephone vivup (24/7) on 03303 800658.

The service is available to all staff, although it is not appropriate in all circumstances – please read the eligibility criteria and complete the Service's referral form. If you are unsure, contact: sfh-tr.clinical-psychologists@nhs.net to discuss in more detail.

Inclusion Criteria

Issue or concern is work related or is impacting on performance at work:

- **Traumatic work related incident or response**
- **Work-related stress or burnout**

Available to staff who are in work or who are absent from work in relation to the inclusion criteria detailed here.

For staff who leave the Trust but who have already engaged with the service, this continues to be accessible for a period of up to 4 weeks after their leave date.

Exclusion Criteria

Staff member is already in receipt of, or waiting for psychological therapy, counselling or mental health services elsewhere (eg, Vivup, NHS, private therapy, current Crisis Service or local mental health team involvement, etc). Please check with the staff member before making a referral.

Staff member is reporting active suicidal ideation or planning and/or deliberate self harm – please see crisis contact numbers highlighted above.

Where the primary issue is anxiety, depression or a life stressor such as a relationship breakdown, infertility, bereavement and loss in the first instance a referral to Vivup should be made.

Where the primary issue is conflict between colleagues consider referral for Mediation via OD.

Where the issues relates to a recent (within the last 2 weeks) traumatic incident at work, please follow the TRiM pathway in the first instance.

HOW TO MAKE A REFERRAL



1:1 Service for Individual Staff

FOR LINE MANAGERS:

When making a referral to the service, please consider whether the need would best be met by support for an individual member of staff or if there is a wider need for support or reflection amongst your whole team, or staff group.

Provision must be made to enable staff to attend appointments during work time, either on site or via a Microsoft Teams call.

FOR INDIVIDUAL STAFF MEMBERS:

- Please ensure you have discussed the referral with the staff member and have their agreement.
- Email a completed referral form with up to date contact details (email address and telephone number) for the staff member along with a summary of the circumstances / need to sfh-tr.clinical-psychologists@nhs.net.

Individual staff members are also able to self refer to the service by emailing their contact details and a brief summary of their circumstances.

Please note: For all referrals, use of an nhs.net email address is preferable. If a personal email address is used (eg, Hotmail, Yahoo, etc), then emails will be encrypted, which will require the staff member to set up an egress account to open the emails (instructions on how to do this are provided along with the email).

FOR STAFF GROUPS:

For staff groups, teams or departments:

- Send a brief outline of the key concerns and requirements, along with a named person to liaise with to organise a preliminary meeting.

LINE MANAGERS:

Email a brief summary of the key concerns and issues to be addressed.

Email all referrals to: sfh-tr.clinical-psychologists@nhs.net