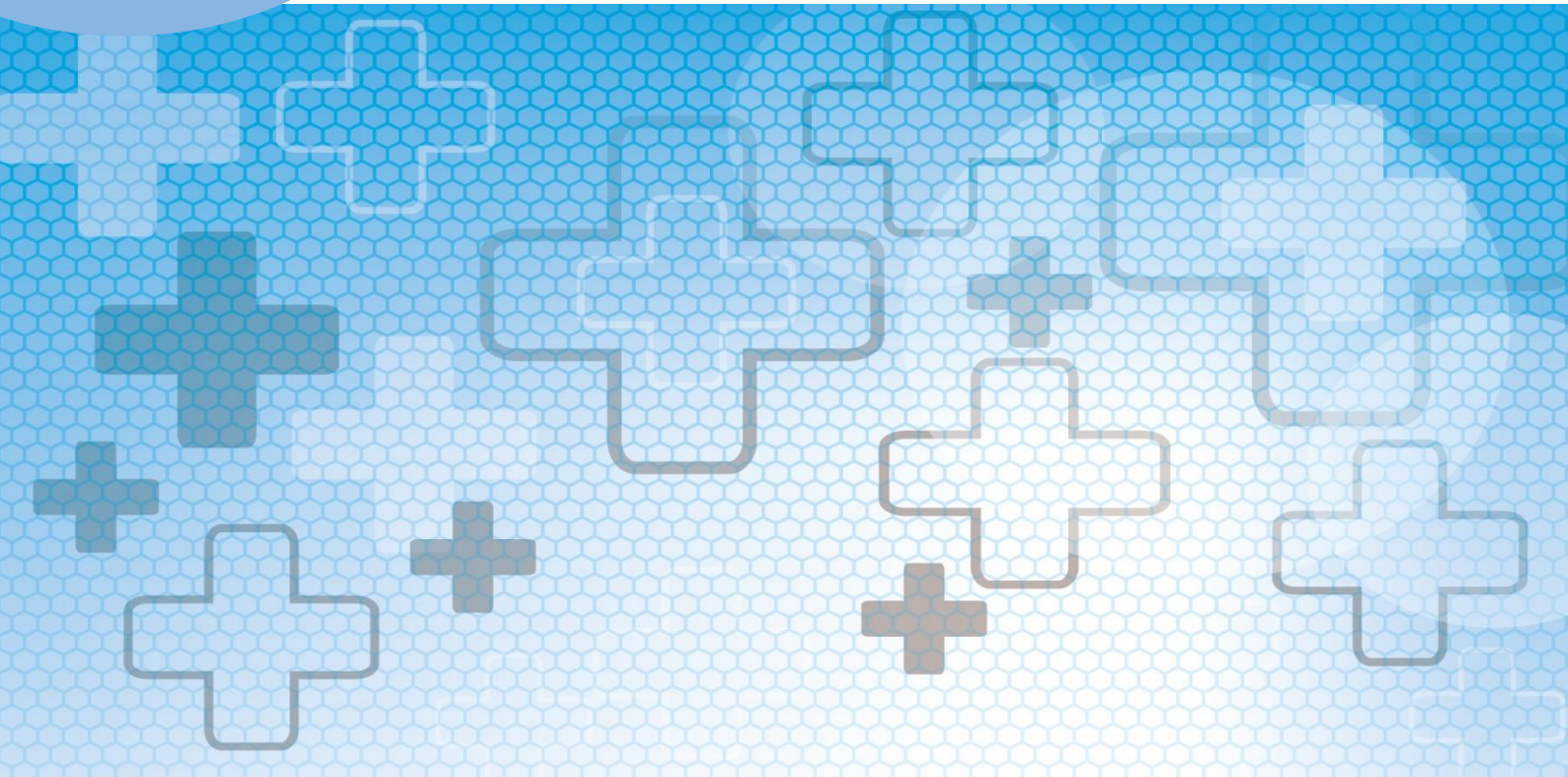


Workforce Resources



Guidance for Trust and LHB Health & Wellbeing Web Pages



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Purpose

This guidance has been produced to support Trusts and Local Health Boards (LHB) in the development and promotion of their Health & Wellbeing web pages, to ensure that all NHS Wales staff and managers have access to the same level of health & wellbeing information, resources and guidance from accredited sources.

This guidance has been devised to ensure that health & wellbeing web pages reflect the standards within the NHS Wales Staff Health & Wellbeing Charter, the Welsh Government Corporate Health Standard and Champions for Health.

Health & Wellbeing web pages are an essential part of communication with staff and managers and one of the core assessment criteria in the Corporate Health Standard. They should provide a one stop access point to health & wellbeing information and initiatives for staff and managers and channel queries to appropriate information by linking to existing information, networks and websites.

Trust and LHB health & wellbeing web pages will support the NHS Wales Health & Wellbeing Steering Group, to advocate, promote and embed best practice in health and wellbeing, across all Trusts and Health Boards.

This guidance will support organisations to achieve the above and sets out guidance on a suggested minimum requirement for content and information. **It does not aim to prevent or deter organisations from building and developing their own and wider information and resources.**


Background

Working Differently, Working Together acknowledges the importance of a healthy and valued workforce and that to promote a culture of care for patients, carers and the public we must also create a culture of care for staff.

To support Trusts and LHBs to address issues of health & wellbeing for staff, the WDWT Health & Wellbeing Project has developed a Charter which all NHS organisations have agreed to adopt. The Charter sets out how NHS Wales employers will achieve better staff health & wellbeing, identifies a number of outcomes and that all NHS organisations will achieve and maintain recognition at Gold Criteria of the Corporate Health Standard. The Charter identifies that;

‘Each NHS Organisation will promote Health and Wellbeing’

Trusts and LHB are committed to the achievement and maintenance of the Gold Criteria of the Corporate Health Standard and many organisations have held the Standard for a number of years.



Champions for Health is a Public Health Wales initiative to encourage NHS Wales staff to become more effective role models and advocates of public health messages by supporting staff to make positive changes to their health and wellbeing. It provides an on line health improvement system, which is designed to support staff to improve their personal health via an online information system, a personalised communication schedule to support people to make changes and marketing materials to support managers to put the scheme in place.

The following guidance has been designed to support organisations to promote health & wellbeing to their staff and managers to meet the requirements of the NHS Wales Staff Health & Wellbeing Charter, the Welsh Government Corporate Health Standard and Champions for Health.

Principle for developing health & wellbeing web pages

- All Trusts and LHBs should develop health & wellbeing web pages to communicate, inform and promote health & wellbeing related policies, information, resource, initiatives and guidance to staff and managers.
- Mechanisms need to be in place to ensure that health & wellbeing web pages are developed and maintained and to ensure that all links and information are live and up to date.
- Organisations must ensure that all staff have access to the health & wellbeing web pages and that the information, resources and initiatives they contain are regularly promoted to staff. This could be achieved via a regular e-bulletin, newsletter and induction.
- Staff participation and engagement in health & wellbeing is important to successful outcomes and therefore organisations should consider how staff engagement could be incorporated into the web pages e.g. via communities of practice, question boards, advertising of classes etc.
- Organisations should put in place mechanisms to regularly monitor usage of their health & wellbeing pages to ensure that the content of the pages remains relevant and pertinent to its users. Mechanisms should also be put in place to engage with users of the information to test whether the content is fit for purpose.
- The NHS Wales Health & Wellbeing Steering Group should enable and ensure organisations are regularly sharing good examples of health & wellbeing information, resources and guidance so that staff in each organisation have access to similar resources via their web pages.

Recommended content of health & wellbeing web pages

Whilst it is recognised that NHS Wales organisations have already developed health & wellbeing web pages, an initial review and comparison of the content has indicated a wide variance in content and examples of good practice; the following guidance sets out a recommended minimum content of the pages to ensure a consistency of access to information, guidance and resources for all staff and managers across NHS Wales.

The content guidance also contains a number of recommended links to accredited internet sites (see section on accredited web links) used by NHS Direct and it is suggested that these links are made available from organisations' health & wellbeing web pages. Links are also given to the Champions for Health web pages, where staff can find additional health information and training and can actively participate

Home page - The health & wellbeing home page should state a clear purpose and provide a one stop portal that provides links to all the health & wellbeing information, resources, policies, guidance and initiatives for staff and managers.

The **home page** should provide links to the NHS Wales Staff Health and Wellbeing Charter, Health & Wellbeing policies, Health & Safety Policies and Occupational Health Resources.

Communication & Employee Involvement – health and wellbeing web pages are one of the main methods of communicating health & wellbeing information with staff and managers. Access to the organisation's health & wellbeing pages should be clearly signposted from the Trust/LHB's homepage.

It is important to ensure effective communication and that the process is two way. This will enhance the engagement of staff and managers in the optimisation of their health & wellbeing. Organisations could consider ways in which their web pages could be developed to include additional information, generated by the staff on health and wellbeing initiatives. If organisations decide to develop these resources they will need to ensure that they have mechanisms in place to regularly review and update this information to ensure that it is current and valid.

Health & Safety – pages should include links to any all Wales and/or local Health & Safety policies and any other Health & Safety information that might be in another area of an organisation's web site. Links should also be made to any assessment tools for workplace risks and to the procedure for the reporting of incidents.

- Health and Safety Executive - www.hse.gov.uk/

Smoking & Smoking Cessation - pages should contain information on the organisation's No Smoking Policy, any smoking cessation support provided locally and on the benefits of giving up smoking.

- Champions for Health - www.championsforhealth.wales.nhs.uk/stop-smoking
- Action on Smoking and Health (ASH) - www.ash.org.uk/
- ASH Wales - www.ashwales.org.uk
- Fresh Start Wales – www.freshstartwales.co.uk/
- Stop Smoking Wales - www.stopsmokingwales.com
- Mental Health Foundation (Mental Health & Smoking) - www.mentalhealth.org.uk/help-information/mental-health-a-z/S/smoking/
- QUIT - www.quit.org.uk
- British Heart Foundation - www.nosmokingday.org.uk
- NHS Direct - www.nhsdirect.wales.nhs.uk/lifestylewellbeing/smoking/

Promotion of Good Mental Health – pages should include information on local access to Occupational Health services, counselling and any support provided by the local health & wellbeing team. This guidance and resources could include information on mental health promotion, relaxation, anxiety, stress, fatigue management, sleep, relaxation and breathing techniques and any local initiatives. Links should also be made to other organisational policies designed to support staff to achieve a good work life balance and flexible working.

Links should also be included to the organisation's Bullying & Harassment Policy and to any training associated with this subject area. A link should also be made to the organisation's sickness absence policy and policy for supported return to work.

- Mental Health Foundation (Search via A to Z) - www.mentalhealth.org.uk/
- Mind - www.mind.org.uk/information-support/
- Mental Health First Aid Wales - www.mhfa-wales.org.uk

- Royal College of Psychiatrists - www.rcpsych.ac.uk/mentalhealthinfo/workandmentalhealth.aspx
- Hafal - www.hafal.org/hafal/index.php
- Money Advice Service - www.moneyadviceservice.org.uk
- Citizens Advice - www.citizensadvice.org.uk

Musculoskeletal Disorders – pages should include information on how the organisation promotes good musculoskeletal health via its policy. Information should be available on manual handling training and risk assessments. Information and resources should also be available to support staff who are experiencing back pain. This could include links to accredited sites, links to Occupational Health and/or local Physiotherapy support and information on return to work following a period of sickness absence and rehabilitation.

- Arthritis Care <http://www.arthritiscare.org.uk/LivingwithArthritis>
- Arthritis Research UK - <http://www.arthritisresearchuk.org/arthritis-information.aspx>
- Health and Safety Executive - <http://www.hse.gov.uk/msd/index.htm>
- Chartered society of Physiotherapy - <http://www.csp.org.uk/>
- Education Programmes for Patients - www.wales.nhs.uk/sites3/home.cfm?orgid=537
- Life Coach Directory - <http://www.lifecoach-directory.org.uk/>
- Counselling and Psychotherapy - www.itsgoodtotalk.org.uk/

Alcohol & Substance Misuse – pages should include information on how the organisation informs its employees about its expectations with regards to alcohol and substance misuse. Links should be made to the Alcohol & Substance Misuse Policy and to the supportive information and resources offered by the organisation. This could include a link to Occupational Health services, health & wellbeing services including counselling and any awareness training available for staff and managers.


- Champions for Health - www.championsforhealth.wales.nhs.uk/drink-safely
- Change 4 Life - change4lifewales.org.uk/adults/alcohol/?lang=en
- Alcohol Concern - www.alcoholconcern.org.uk/home

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- DAN 247 (Wales Drug and Alcohol support line) - www.dan247.org.uk/
 - Drugs Scope - www.drugscope.org.uk
 - Mental Health Foundation - www.mentalhealth.org.uk
 - Talk to Frank - www.talktofrank.com
 - Drinkaware- www.resources.drinkaware.co.uk

Eating Well & Weight Control – pages should include information on food, healthy eating and weight control and the links between this and health & wellbeing. Information on any local courses and healthy eating events run by or in partnership with the organisation should also be added to the web pages.

- Champions for Health - www.championsforhealth.wales.nhs.uk/eat-healthily
- Champions for Health - www.championsforhealth.wales.nhs.uk/working-towards-a-healthy-weight
- AGE Cymru - www.ageuk.org.uk/cymru/
- British Dietetic Association - www.bdaweightwise.com
- The British Nutrition Foundation- www.nutrition.org.uk/
- World Cancer Research Fund (recipes) - www.wcrf-uk.org/cancer_prevention/healthy_recipes/
- British Heart Foundation - www.bhf.org.uk/heart-health/preventing-heart-disease/healthy-eating.aspx
- Change 4 Life – www.change4lifewales.org.uk
- Eatwell Plate - wales.gov.uk/topics/health/improvement/index/eatwell/?lang=en

Physical Activity & Exercise – pages should include the advice from the Chief Medical Officer’s recommendations for physical activity which includes for adults aged 16 – 64 the aim to be active daily. Information should be included regarding the frequency and levels of activity recommended e.g. that over a week, activity should add up to at least 150 minutes (2½ hours) of moderate intensity activity in bouts of 10 minutes or more or through 75 minutes of vigorous intensity activity or a combination of moderate and vigorous intensity activity.



Advice should also include the recommendation to undertake physical activity to improve muscle strength on at least two days a week and that adults should minimise the amount of time spent being sedentary (sitting) for extended periods.

The web pages should provide advice and support for staff and managers about how they can achieve the recommended 30 minutes of at least moderate intensity physical activity on at least 5 days a week and how this can help to prevent and manage over 20 chronic conditions, including coronary heart disease, stroke, type 2 diabetes, cancer, obesity, mental health problems and musculoskeletal conditions.


Additional information should include details of local facilities and physical activity opportunities such as walking groups, classes, local leisure centres and any local discounts that the organisation might have negotiated including cycle purchase schemes or car sharing.

It is also important to stress the role of active transport options that has the added value not only of improving physical activity and your health but of reducing traffic congestion, parking problems and detrimental environmental impacts as well. If the organisation has a transport plan, this should be linked from this section.

- Champions for Health - www.championsforhealth.wales.nhs.uk
- NHS Direct - www.nhsdirect.wales.nhs.uk/LifestyleWellbeing/Physicalactivity/
- Sustrans - <http://www.sustrans.org.uk/wales/your-journey>
- Sustrans; free leaflets and maps - www.sustrans.org.uk/wales/national-cycle-network/free-leaflets-and-maps.
- Sport Wales – www.sports-council-wales.org.uk
- Walk4Life - <http://change4lifewales.org.uk/families/walk4life/?lang=en>
- Public Transport Information – www.traveline-cymru.info

Occupational Health and Rehabilitation - pages should include information on the Occupational Health services offered by the organisation and a link to the Occupational Health web pages, if applicable, including forms and documents relevant to the management of occupational health and sickness. Web pages should also include links to any local resources on health screening and surveillance, immunisation, wellbeing counselling, men and women’s health advice etc.

Links should be available to the Sickness Absence Policy and rehabilitation and return to work guidance and any local initiatives designed to support people to either stay in work or to return.



General Health & Wellbeing Issues – In addition to the specific health & wellbeing criteria set out above, Trust and LHB Health & Wellbeing web pages should also include information and resources to support staff to optimise their general health and wellbeing.

This could include a number of areas of good practice that many organisations have already included on their sites, covering areas such as Add to Your Life the health & wellbeing assessment for people aged over 50 in Wales, information on sexual health matters, sickness absence and rehabilitation information, direct access to Physiotherapy services, wellbeing counselling services, internal sports clubs, information for carers, links to organisation's equality & diversity information and resources, Employee Assistance Programmes etc.

Web pages should include a reference to the NHS Direct Wales, Health Information Team. The team can be contacted by staff to gain a confidential information prescription, tailored to their needs. Staff can either ring 0845 46 47 or access the service on line via the Online Enquiry Service via the NHS Direct website www.nhsdirect.wales.nhs.uk

Organisations are encouraged to access and look at other Health & Wellbeing sites which can be accessed via HOWIS <http://howis.wales.nhs.uk/fullindex.html>

Some other suggested sites are illustrated below:

- Health Challenge Wales – www.healthchallengewales.org/
- Change 4 Life – www.change4lifewales.org.uk/?lang=en
- NHS Direct - www.nhsdirect.wales.nhs.uk
- Add to your Life – www.addtoyourlife.co.uk
- Well being and support groups - www.nhsdirect.wales.nhs.uk/localservices/searchlocalservices.aspx?s=HealthWellbeingAndSupport
- Patient UK – www.patient.co.uk
- Gingerbread - www.gingerbread.org.uk/
- Cruse - www.cruse.org.uk/
- Carers UK - www.carersuk.org/
- AGE Cymru - www.ageuk.org.uk/cymru/
- Family Planning Association - www.fpa.org.uk/

- All Wales Domestic Abuse & Sexual Violence Helpline - www.allwaleshelpline.org.uk/
- The Money Advice Service – www.moneyadviceservice.org.uk/en
- The Money Advice Service in Wales (Citizens Advice) - www.citizensadvice.org.uk/index/partnerships/money_advice_service_wales.htm

Links to accredited external sites

It is important that organisations ensure that any links to external sources of information on any of the health & wellbeing topics are to accredited and reputable sites. **These could be links to the websites of national organisations and charities or could be to more local charities and schemes.**

NHS Direct has a process in place to accredit health and wellbeing related sites for use as links from its health pages. It is recommended that only those external sites that have been through the NHS Direct accreditation process and/or are used by their website, are used as direct links from organisations' health & wellbeing pages.

A number of NHS Direct accredited sites for each of the main health & wellbeing have been included within this guidance. These sites are correct and accredited as at January 2014.

Responsibilities

The NHS Wales Health & Wellbeing Steering Group will be responsible for the oversight of the promotion of health & wellbeing messages for staff and managers by encouraging all NHS Wales organisations to develop and maintain their own health and wellbeing web pages.

The Workforce & OD Directors will be responsible for ensuring that their organisation's health & wellbeing web pages are developed, maintained and are readily available for all staff and managers to access. They will also ensure that the web pages and their contents are regularly promoted to staff and managers.

Updated February 2014

Electronic copies of this document are available from:

<http://www.sharedservicespartnership.wales.nhs.uk/what-is-working-differently-working-together>