

BACCN True_Colours_Wellbeing_Award_2023

PNA Implementation Strategy for the Critical Care Unit: Deployment (Wellbeing Wednesdays)

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My name is Kathy Yorke and I currently have two roles within critical care at Sheffield Teaching Hospitals (STH); one as the well-being and engagement lead and secondly working clinically as a sister on Critical Care. I am also a qualified Professional Nurse Advocate (PNA). The Well-being role has given me the platform I needed to carry on championing, deploying and promoting the PNA role within the unit.

The pandemic highlighted the need for PNA role within critical care and STH sponsored the training for the first PNA in 2021, and they set up some early support, but it was identified that more PNAs would be needed if this was to be scaled for the unit to provide the services which were being recommended by NHS England. This led to me completing my PNA training in January 2022 and developing an implementation strategy to support the objective under the guise of the Well-Being and Engagement lead secondment, which was funded by charity for 9 months from August 2022 and subsequently extended to 18 months.

By the beginning of 2023 STH Critical Care had five trained professional nurse advocates in our directorate who were all very passionate about the role and how we could apply it to support our staff. It was a challenge to implement a service that very few people had heard of and there was little understanding, very few guidelines and policies and no official protected time given to deliver. I produced an implementation strategy in February 2023, with a table of deliverables that incorporated the NHS England standards and recommendations required to perform the PNA role. It was designed so it could be scaled to suit the workforce. By producing the strategy, it provided a clear plan of what we wanted to achieve with the role, the issues and areas of concern and that required support within our care group as well as securing regular allocated PNA time from the senior leadership team, as running an ad hoc service was a temporary measure and was not sustainable.

Also by dividing the 7.5 hours allocated PNA time into different work streams, rather than a dedicated singular day, has enabled us to launch more initiatives, engage with largest staff groups and has accelerated the delivery of the service, resulting in early add value to the workforce. The scope of deliverables will evolve and adapt as the PNA role responds in an agile manner to what is identified as the immediate need.

Well-being Wednesday is one of the initiatives on the implementation strategy. My implementation strategy included the concept of creating a Well-being Wednesday to promote all the support available to staff within the Trust and to focus on monthly themes that will be inclusive and reach all the demographics of the workforce, to support and benefit the physical and mental health and well-being of our nurses. The table below illustrates these topics.

Month (Every Wednesday, between 2-4):	Topics:
May 2023	Menopause
June 2023	Men's Health
July 2023	Financial Wellbeing
August 2023	Physical Wellbeing
September 2023	Mindfulness
October 2023	Sleep
November 2023	Self-care and Personal Resilience
December 2023	Creative Wellbeing
January 2024	New Year, New You ; Healthy Diet and Seasonal Affective Disorder (SAD)
February 2024	Women's Health
March 2024	Team Building / Dynamics

The project launched in May 2023 with the first theme menopause. As a team we facilitated 2 menopause cafes across both hospital sites, a first for STH. 45 staff attended in person including some staff coming in from home on now working days. It was a mixture of managers, staff seeking support for themselves, colleagues, relatives, and friends. I put together a menopause box called "The Pink Box" which contains products that may help support staff with symptom management when at work such as neck fans, cold sprays, cold towels, and feminine hygiene products. We gave out fact sheets, symptom management hints and tips, Meno audit tools as well as having links to more specialised help in Sheffield and a NHS discount to see a private specialist.

Staff were able to talk openly about that personal journey and share experiences in a supportive safe space. We had incredible feedback following this and it's definitely promoted awareness and got conversations going by all members of the team, both male and female.

June was men's health, one of our charge nurses agreed to do a talk to champion this theme. He suffered with testicular cancer in his teens and openly struggles with his own mental health over the years. He gave a very personal and inspiring talk to 20 of our male colleagues that attended in person or via MS teams. It led to quite an open discussion after, which felt very humbling to be part of. We provided information about various support networks and organisations both locally and nationally. Following these talks I received 4 self-referrals from male colleagues, that I have been able to support and signpost to the help that they needed.

July was financial well-being, and I invited a member of the Sheffield Teaching Hospital's wider Well-being team to come and talk to the staff about all the financial support that the trust has available, as well as the money saving offers available to NHS staff with families to support them through the summer holidays. This talk took place in person as well as via Teams, which are recorded and accessible to those who could not attend and for future reference. We gave out budget planners for staff to take away which may help them to manage their finances during this difficult economic time.

In August the theme was physical well-being and one of our staff physios from the Occupational Health team for the Trust presented. This was an in-person meeting but also recorded so that those staff who missed it due to work schedules would still be able to access it at a time convenient to them. Joe, the staff physio, delivered a great presentation on physio support available to staff as well as some innovative ways to increase our core strength, which is so important when performing such a physically demanding job. Later in the month we also facilitated a lunchtime walk to The Secret Garden located at the Northern General Hospital at Sheffield Teaching Hospitals.

September was mindfulness and a member of the Trust well-being team delivered a talk about the free apps available to NHS staff. The staff on this found it incredibly helpful in navigating what would work best for them. Then a member of the chaplaincy service came to do some deep talk sessions. This was incredibly powerful, and staff really engaged in this activity. The feedback was overwhelmingly positive, and they had really appreciated being able to do this in the middle of a challenging day providing a safe space to talk and take some much-needed time out.

October was sleep and one of the members of the PNA team produced a self-help guide for staff to use to promote the importance of good sleep hygiene, particularly for shift workers, and the impact it has on our own well-being. Staff were also given access to a free sleep school platform to obtain further support and advice.

November was self-care and personal resilience; two of the PNA's within our team produced an newsletter that was sent out to all the staff within our directorate, providing an insight into the importance of being aware of our own personal resilience along with advice and support in building resilience levels back up. Also, a holistic therapist visited both hospital sites and provided back, shoulder, neck and head massage massages to the staff.

December was creative well-being, and we extended this theme around Christmas crafts. Staff were able to partake in making a gift bag or Christmas tree decoration. The standout feedback was "30 minutes away from the clinical area having fun with colleagues was fantastic and very welcomed!"

January was New Year, New You Healthy Diet and Seasonal Affective Disorder (SAD) where we got a member of the trust well-being team to deliver a fantastic presentation promoting awareness and providing signposting tools for members of our team.

February, we championed Women's Health, sharing the Coppafeel breast cancer awareness charity resources with our staff. Members of the PNA team did walk rounds, attending units and giving out information, as well as displaying it in the communal areas such as the changing areas and coffee room. We also promoted the Trusts women's staff network and managed to recruit a few more members.

March was team building and out of the directorate, 15 of us have recently completed TRiM training, so we will deliver a mock TRiM session so that all the staff can see what would be involved in the process. £100 has been allocated to all three units from the True Colours Award to support a team building events.

The Well-Being Wednesday project continues to grow with momentum and generate enthusiasm from all our staff and will continue in 24/25, with new themes plans such as stress awareness, freedom to speak up, spiritual Wellness, and neurodiversity. We have coordinated with the Trust well-being team to champion these themes alongside their awareness month so that they can be rolled out trust wide. The table below shows the agenda for this year.

Month (Every Wednesday, between 2-4):	Topics:
April 2024	Stress Awareness
May 2024	Mental Health Awareness
June 2024	Men's Health
July 2024	Financial Wellbeing
August 2024	Work life Balance
September 2024	Freedom to Speak up
October 2024	Menopause
November 2024	Sleep, Selfcare and Resilience
December 2024	Christmas Crafts
January 2025	New Year, New You and Physical Wellbeing
February 2025	Spiritual Wellness
March 2025	Neurodiversity

The True Colours Award money has enabled the PNA Team and Well-Being Champions to really get the Well-Being Wednesday project off the ground, supporting cost resources such as the “The Pink Box”, and external resources such as the holistic therapist and a breath work facilitator, provides bespoke resources to support our restorative clinical supervision sessions with grounding meditation, 30-minute workshops and daily relaxation practices. Allocating money towards team building events for all three critical care units to participate in means that it is distributed amongst all staff. It has also enabled us to repurpose a room and create a much-needed well-being room for staff to use providing a safe space at work and for RCS sessions, along with providing a library of resources for staff to access as well as consumables such as gratitude journals. Some money has been allocated for treats for staff including Costa Coffee vouchers, in-house Christmas social lunch, advent calendar boxes, Carol Concert and Easter treats. Future events include afternoon tea, well-being walks, visit from the ice cream van and international food festival.

This award has enabled our staff to be aware of their own well-being, access signposting to support they may need to keep them healthy and much needed rewards and treats. They feel valued and supported to do the job they love, promoting great teamwork and patient care. It has also given our team the validation and recognition we needed for all the hard work we have done in ensuring that the professional nurse advocate role is a success in critical care. The net result for the unit is a significant decrease in sickness and attrition, which equates to an improvement in well-being.