



Belfast Health and
Social Care Trust

Here4U

Support Services for Staff

While working in the health and social services can be very rewarding and fulfilling, there may be times when pressures and strains can take their toll on us. These may result from, for example, work pressure, issues at home, financial concerns, ethical dilemmas, relationship problems, ill health, bereavement, traumatic situations, management issues and faith dilemmas.

It is important at such times to know you are not alone. Some people can cope with many situations/issues by themselves. Often people find help and support from colleagues in their ward or service area, friends and family; however, there may be times when you require more formal help or advice. There is also a lot of help and support available in our local communities that we can utilise, eg. GP and health services, Faith groups, voluntary sector groups such as Citizens Advice Bureau, Cruse Bereavement Care, Lifeline, Samaritans, etc.

**At all times -
look after yourself!
look after each other!**

This booklet has been prepared by an informal group called Here4U. The group comprises representatives from various services across the Belfast Trust.

The booklet, while not exhaustive, lists a wide number of services within the Belfast Trust area that are available to support staff. All of these services are Here4U! Various health and wellbeing activities and events are also offered free to Trust staff throughout the year. Further information can be accessed on the Trust intranet (Hub).

<http://intranet.belfasttrust.local/Pages/Corporate%20Information/Here4U.aspx>

You can also email: Here4u@belfasttrust.hscni.net

Bereavement

Heather Russell, Trust Bereavement Co-ordinator, works in the Belfast Trust and regionally, developing and delivering training, including bereavement care. Heather works in collaboration with many external voluntary and statutory services that are involved at end of life or support bereavement and will provide information to staff who require it. The Trust intranet site contains a Bereavement section for staff, providing information on grief and bereavement, training, policies and booklets available to staff. This can be found under B in the A-Z. Each year there is a service of remembrance and thanksgiving for Trust staff who have died in the previous year. Heather can be contacted at:

1st Floor, Bostock House, Royal Group of Hospitals
Grosvenor Road, Belfast, BT12 6BA
Tel: 9063 3904 Mob: 07920 186935
heather.russell@belfasttrust.hscni.net

[Guidance for Managers when dealing with staff bereavement or terminal illness](#) - This information guide is designed to provide practical advice to enable managers to sensitively support staff following bereavement, including the death of a colleague in service or when supporting those staff with a diagnosis of terminal illness. For further information see -
http://intranet.belfasttrust.local/directorates/hr/documents/guidance_for_managers_when_dealing_with_staff_bereavement_or_terminal_illness.pdf

www.nidirect.gov.uk is the official government website for Northern Ireland and has a very helpful death and bereavement section which includes wills and probate; what to do after a death; and benefits, property and money. The bereavement section is within 'government, citizens and rights'.

Carer Support Service

Information and advice for staff who have a caring role for an adult or child who is ill, frail or disabled. Contact:

Margaret McDonald, Carers Co-ordinator
Glen Villa, Knockbracken Health Care Park
Saintfield Road, Belfast, BT8 8BH
Tel: 9504 6702
margaret.mcdonald@belfasttrust.hscni.net
or Lynne Calvert, Carers Co-ordinator
Grove Well-being Centre, 120 York Road, Belfast, BT15 3HF
Tel: 9504 6108 lynne.calvert@belfasttrust.hscni.net



Chaplaincy

Whether people have a religious faith or none, they might want to talk with a member of the chaplaincy team. The chaplains are here to offer spiritual, religious and pastoral help and support to all who need and request it (patients/family/staff).

Chaplains are part of the wider healthcare team. The service we offer is confidential and non-judgmental and is available to everyone, irrespective of faith or background. Chaplains regularly visit the hospital wards. At other times contact your local Switchboard who will have the chaplaincy contact details. The Acute sites have chaplains on-call 24/7. Most sites also have facilities for prayer and reflection. For further information contact a chaplain known to you or the Trust Lead Chaplain:

Rev Derek Johnston, 1st Floor, East Wing, RVH
Tel: 9063 2045
derek.johnston@belfasttrust.hscni.net
or see the Hub

<http://intranet.belfasttrust.local/directorates/nue/Pages/Chaplaincy%20Service/About-the-Chaplaincy-Service.aspx>

Psychological Services

Psychological Services within the Belfast Trust offer ongoing support services to staff across the Trust. In addition to the specialist Occupational Health Psychological Services at McKinney House, all Clinical Psychologists working within specialist teams or clinical services are available to help staff manage the stresses and challenges of their everyday work.

Clinical Psychologists within Psychological Services offer a range of support services including: training and supervision in how to deal with complex emotionally or behaviourally challenging work; team debriefing exercises following traumatic cases or bereavements; individual consultations, where staff find it useful to discuss their reactions and emotions on a one to one basis.

Any manager, clinician or staff member may approach the Clinical Psychologist in their team to access support services. Alternatively contact names and numbers are as follows;

Head of Psychological Services Dr Sarah Meekin 9063 6608
Children's Service
Neuro-disability Service (includes Learning Disability/Neuropsychology/
Stroke and Older Adult services)
Adult Psychological Service (includes Adult Clinical Health Psychology
and Adult Mental Health)

Health Improvement

The Health Improvement Department works with Trust staff and the general public to improve their health and wellbeing and offers training for Trust staff including:

- Top Tips for Looking After Yourself
- Living Life to the Full
- Health for Life
- Walk Leader
- Mental Health First Aid
- ASIST (Applied Suicide Intervention Skills Training)
- HIV & AIDS Awareness
- Shared Reading



The Health Improvement Department have two part time Smoking Cessation Specialists who can support staff who are motivated to stop smoking. There are also wide ranges of health literature available for staff and self help materials that aim to promote emotional wellbeing.

Looking after your mental health and wellbeing: Guidance for staff

As part of its Health and Wellbeing Action Plan the Trust is committed to supporting staff who are experiencing stress or mental ill health.

As many as 1 in 4 people will suffer from a mental health condition at some point in their lives. For further information see - <http://intranet.belfasttrust.local/directorates/medical/publichealth/Documents/808%20-%20Mental%20health%20guidance%20for%20staff.pdf>

Looking after your staff's mental health and wellbeing needs: Guidance for managers

The Trust has provided guidance and sources of information to managers to assist them in supporting the psychological wellbeing of their staff. For further information see - <http://intranet.belfasttrust.local/directorates/medical/publichealth/Documents/808%20-%20Mental%20health%20advice%20for%20managers.pdf>

Mental Health 1st Aid training is a good resource to help understand issues and better support staff (see brochure of training) - <http://intranet.belfasttrust.local/directorates/medical/publichealth/Documents%20%20Health%20Improvement/Mental%20and%20Emotional%20Health%20and%20Wellbeing%20Training%20Guide%202014.pdf>

Contact Details: Health Improvement, 2nd floor, Graham House, KHCP
Tel: 9504 6714 health.improvement@belfasttrust.hscni.net

Human Resources

The HR Department offers a wide range of services for staff. Further information is available on the Trust intranet.

Work/Life balance/flexible working policies - These are designed to provide staff with a range of flexible working arrangements to enable them to balance both home and work commitments and improve their working lives. The Trust is committed to promoting equality and to attracting and retaining highly skilled and experienced staff and these policies will assist it in meeting this objective. Policies include: Compressed Hours; Part-time Working; Flexitime; Job Sharing; Home Working; Term-time; Flexible Retirement and Employment Break policies.

Contact: The Improving Working Lives Team (HR) Tel: 9504 8554

Special Leave Policies - The Trust recognises that on occasions employees may require special leave to undertake obligations outside of their working life. Special leave with pay may be granted in respect of: Emergency Carer's; Domestic Emergency; Bereavement; Marriage/ Civil Partnership; Paternity; Parental; Adoption.

Contact: The Improving Working Lives Team (HR) Tel: 9504 8554

Domestic Abuse Support Scheme - The purpose of this scheme and associated workplace policy is to offer practical and other support to employees of Belfast Health and Social Care Trust in addressing problems arising from domestic violence and abuse sympathetically and in confidence.

Contact a Domestic Abuse Support Officer by telephoning

028 9056 5369 or by e-mail: lesley.jamieson@belfasttrust.hscni.net



Disabled Employee Network

The Disabled Employee Network is a forum for disabled employees run by disabled employees. The Network meets on a bi-monthly basis and aims to take forward initiatives designed to ensure disabled staff play a full role in the Trust, promoting a positive culture and raising the profile of important disability related issues. It provides disabled staff with great networking and information gathering opportunities along with the chance to influence Trust policy and practice.

For further information or to be added to the group's email circulation lists please contact:

the DEN mailbox disability@belfasttrust.hscni.net

Or follow us on Yammer belfasttrust.hscni.net where we have a DEN group.

Regional LGBT Forum

The Trust supports this regional network which is led by the Public Health Agency. The Forum aims to provide a safe and welcoming space for lesbian, gay, bisexual and transgender staff and to provide an inclusive working environment.

For further information visit the website: www.lgbtstaff.hscni.net

Employers for Childcare



As winner of the Best Public Sector Category in the Employers for Childcare Award the Trust is delighted to offer a range of childcare initiatives as follows:

Summer Scheme – The Trust's Summer Scheme aims to provide a range of fun

activities that will stimulate and entertain children during the summer months. These activities will be appropriate to the child's age and abilities and sensitive to their cultural, ethnic and any other additional needs.

Contact: The Improving Working Lives Team (HR) 9504 8913

Childcare Vouchers – Employees may claim Tax Relief on up to £243 per month childcare fees paid to registered providers. Each parent may claim the Tax Relief and employers and employee National Insurance contributions need not be paid on this amount.

Contact: The Improving Working Lives Team (HR) 9504 8554

Staff Discount Card

Employers For Childcare is now offering a 5% discount at over 50 major high street shops, with 17,000 outlets, using just one convenient gift card! You can spend it all at once or across any number of retailers. This offer is open to all employees, not just those using Childcare Vouchers.

For further information call Employers for Childcare freephone 0800 028 3008

Approved Home Childcare

A further service offered by Employers for Childcare is the Employer Approved Home Childcare which provides reliable, quality childcare in a family's own home.

For further information go directly to the Employers for Childcare website www.employersforchildcare.org or call freephone 0800 206 1488

Maternity Information Sessions

Maternity Information Sessions are open to all female members of staff within the Trust who are pregnant or who would be interested in finding out more information on maternity related issues and regulations. Information is provided to staff on maternity leave entitlements, salaries and wages entitlements, work life balance policies, health at work during pregnancy, health promotion for expectant mothers. Maternity Information sessions are held throughout the Trust twice a year.

Contact: [The Improving Working Lives Team \(HR\) 9504 8554.](#)

Belfast Trust Travel Plan - The Travel Plan aims to increase trips by sustainable modes such as walking, cycling, car-sharing and using public transport. We have a number of schemes to support this where staff can benefit from discounted bicycle and safety equipment, as well as bus and train fares. The Carshare Scheme is also free to join and could save you around £800 per year when sharing a journey.



Contact the Travel Plan Co-ordinator [9507 8872.](#)

Learning & Development - Development support is available to help you manage and fulfil your role better, eg. 1:1 coaching, career progression qualifications, skill enhancement programmes. [Access the Hub for further information or contact the Learning and Development Team \(HR\) 9504 8219.](#)

Macmillan Support & Information Centre at Belfast City Hospital

This Trust service is committed to providing Information and Support to any one affected by cancer. We work in partnership with cancer charities to deliver high quality support and information. We provide a range of services such as counselling, Complementary therapy, group

programme and relaxation and exercise classes.

To find out how we can help you ring on 028 9063 8980 or drop in to the centre. We are open Mon - Fri 9am to 4pm except bank holidays.

Macmillan Support & Information Centre at Royal Victoria Hospital

This is a Trust service in partnership with Macmillan Cancer Support. If you are affected by cancer or if you work with people affected by cancer, we offer a confidential, drop-in service with access to information and support. When you're affected by cancer, having the right information and support at the right time is essential. We offer a listening ear and time to talk in a relaxed, comfortable environment and can signpost or refer you to other local services if you need their support.

To find out more contact us on 028 9063 0022 (answerphone available) or call into the centre during the following times:

Monday, Tuesday, Wednesday 10am-4pm

Thursday 10am - 1pm (except Bank Holidays)

Alternatively you may email us at cancerinfo.royal@belfasttrust.hscni.net

NICaN: NI Cancer Network www.cancerni.net www.survivorship.cancerni.net

The NICaN website includes a comprehensive section of information about cancer and a services database which includes further information on individual HPSS services and teams.

The NICaN Survivorship Website is a replacement for the 'Cancer services for patients, carers, families and friends' (also known as the Signposting Handbook). It fully supports the changing landscape of cancer with an emphasis on supporting self-management and improving the health and wellbeing of cancer patients. The website acts as a portal for the statutory, community and voluntary sectors and hospices services across Northern Ireland which may be required by cancer patients,

carers and their families and friends. The website has been carefully designed with the user in mind; it is possible to 'Search for a service' on the website using various different methods:

1. Search by postcode
2. Search by Health and Social Care Trust Area
3. Search by name of provider/key word
4. All services

Occupational Health

The Occupational Health Service provides a confidential service to staff regarding how any health problems may be affecting their ability to carry out their work or how their work is affecting their health. The service is comprised of a multi-disciplinary team of professionals including medical, nursing, physiotherapy, occupational therapy and clinical psychology staff and offers assessment, advice and support. Staff can self-refer or request referral through their line manager.

Tel: 9504 0401 Email: occupationalhealth@belfasttrust.hscni.net

Social Work

There are Social Workers in all hospitals and in the community who are willing to speak to and advise staff about Voluntary and Statutory community support services for themselves or their family.

Contact [Hospital switchboards](#) or [Community Health & Wellbeing Centres](#) for Tel nos.

StaffCare

Staffcare provides a totally confidential counselling service to Trust employees. If you are experiencing difficulty in coping with some event in your life, whether work related or personal, you can call the 24/7 Careline to talk to a trained counsellor. They can give you immediate support, provide telephone counselling, or arrange for you to meet face to face with a counsellor in a convenient and anonymous setting. It is free to Trust employees and up to 6 counselling sessions can be

provided. Talking to someone can help.

[email staffcare@belfasttrust.hscni.net](mailto:staffcare@belfasttrust.hscni.net)

Unions

There is a Trade Union side office where contact details can be passed on to the relevant Trade Union. The unions also provide a range of services for members on employment related issues, training and education, legal, welfare and other support services. Contact your local union rep for details of services and support available.

Tel: [Trade Union side office 9063 4232](#)

Other external support organisations

[Belfast Hills Partnership](#) – The Partnership is a local charity who seek to improve health by promoting the benefits of walking.

www.belfasthills.org

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[Christians against Poverty www.capuk.org](#) - For those struggling with the stress of debt, Christians against Poverty is a national charity working across the UK with local centres throughout Northern Ireland, to lift people out of poverty and debt regardless of age, gender, religion or sexual orientation. Each year they help 20,000 people find their way out of debt. They work out budgets, negotiate with creditors and can take people through insolvency procedures so there is always an answer.

[If you are struggling with debt please call free phone 0800 328 0006 or visit the CAP website www.capuk.org for more information](#)

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[Citizens Advice Bureau](#) - CAB provides totally confidential advice to Trust employees. There is a BHSCT funded CAB worker in RVH. Kathrine McFeeley can help employees with issues concerning benefits, education, health, housing, family, relationships and neighbourhood disputes. Referrals are usually made by employees themselves or by their trade union representative. Kathrine operates an 'open door' service and is available from 10am - 3pm, Monday to Thursday; if

appropriate she will signpost Trust employees to other CAB offices or specific support organisations.

Contact is Kathrine McFeeley Tel: 9063 4143

Cruse Bereavement Care - The service exists to promote the wellbeing of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. Services are free to bereaved children and adults.

Regional Office, Prince Regent Commercial Centre

8 Prince Regent Road

Belfast, BT5 6QR

Tel: 9079 2419 Helpline 0844 477 9400

Email: northern.ireland@cruse.org.uk website: visit www.cruse.org.uk

Lifeline - Lifeline provides free and immediate access to expert assessment, counselling and support to people in crisis or distress. Lifeline also welcomes calls from friends and carers seeking help for loved ones and professionals making third party referrals.

www.lifelinehelpline.info

Contact Youth HQ switchboard Tel. 9074 4499

Free Helpline Tel: 0808 808 8000

Samaritans - Samaritans provides confidential non-judgmental emotional support, 24/7, for people who are experiencing feelings of distress, loneliness or despair, including those which could lead to suicide.

Belfast Branch, 5 Wellesley Avenue, Belfast, BT9 6DG

Helpline Tel: 9066 4422 or National No: 08457 90 90 90

Email: jo@samaritans.org www.samaritansbelfast.org

Together For You - For the first time, people from across Northern Ireland can access a range of free mental health and wellbeing services delivered by nine leading mental health charities in Northern Ireland. The website allows individuals to 'self refer' into the services, by filling out a very quick contact form. The site also offers guidance on how to look after your own mental health and wellbeing, and links to other excellent online resources for further help and guidance.

Services under Together For You are completely FREE and include befriending; bereavement support; counselling services including relationship counselling, CBT and specialist trauma counselling; support for carers, mental health education programmes, LGB&T support and volunteering opportunities.

For further information see www.togetherforyou.org.uk

Staff support and self care

What stresses you most in life and work?

What do you enjoy most about life and work?

What helps you cope?

Some practical suggestions to support your emotional wellbeing in general life and in work:

- Use available internal or external support networks including friends, colleagues, faith community, Trust services as summarised in this booklet
- Emotional defusing/debriefing with peer or colleague ('tea and sympathy' or 'a listening ear')
- Some particularly difficult or traumatic situations may benefit from a formal debriefing for all the team involved. Events, actions, outcomes and emotional responses to the situation can be reviewed in a supportive way during a team led debriefing session

- Personal debriefing –
 - Acknowledge the day
 - Hand over responsibility to those taking over
 - Say “goodbye”
 - Debrief and de-role
- Clinical supervision - Process of professional support and learning
- Identify your learning needs and avail of opportunities to develop. Access training opportunities that will support and promote your emotional wellbeing
- Go on an away-day to get some quiet time or to explore a particular issue
- Spend time in prayer alone or with others
- Find ways to meet others in a relaxed environment to discuss deeper questions that you want to explore or just to have fun
- Read books or attend talks that you are interested in
- Go for walks and appreciate the beauty in nature
- Have a hobby
- Engage in regular health and wellbeing activities, such as those provided by Here4U
- Make time to talk to someone you trust about important issues that may be on your mind and in your heart
- Attend services and take part in the rituals relevant to your religious faith
- Find ways to explore your thoughts and feelings, eg. using art, music, drama or writing
- Use meditation or reflection
- Proper diet and sufficient rest/sleep
- Be careful about overdependence on alcohol, substances or medications
- Build up your own resilience and coping mechanisms.

Look after yourself! Look after each other!