Health and Wellbeing Assessment Manager Guide

If you are in crisis or are concerned about your mental health, please contact 111

Covid 19 Virus - Self Isolation
If you (or a member of your household) experience a temperature of 37.8 Degrees or above, or have a new, continuous cough, inform your line manager and make sure you self-isolate.

thecupboard.cht.nhs.uk
Health and Wellbeing Risk Assessment

Manager Guide

To accompany the Health and Wellbeing Risk Assessment accessible to all colleagues, the following guide has been produced to ensure you understand what steps will happen in the process and what action you need to take as managers in order to support your teams.

For the majority of colleagues access to the assessment is online at (add link). Papers copies will be made available where necessary.

*Please note, that any colleague currently shielding will not be required to complete this assessment as risk assessments are already being carried out by the Occupational Health team.*

A colleague guide produced alongside the assessment is included at Appendix 2 for your reference. It is available on the Trust’s intranet.

**What is the Health and Wellbeing Risk Assessment?**

The health and wellbeing of all colleagues is extremely important to us and in the next few days all colleagues at CHFT and CHS will be asked to complete an online assessment asking a few questions about current experiences of work and how they are feeling. The questionnaire will also provide colleagues with the opportunity to raise any concerns they might have.

The questionnaire is based around what many people would call a risk assessment, however the approach has been widened to get a better understanding of health and wellbeing needs and experiences at this time. The responses will help you to ensure that you are aware of the key issues and that you can support the needs of your team members. These issues might include things like:

- Booking annual leave
- Supporting team members as they move back to your ward or department
- Supporting team members to work differently in relation to COVID areas
- Ensuring repeat FIT testing is part of the way we work
- Travel planning

The assessment will also help you to determine what health and wellbeing support members of your team require over the coming weeks and months.

**Why are we doing it this way?**

We want to include everyone in line with One Culture of Care, whether clinical or non-clinical and wherever individuals are working, we want to cover all colleagues in all areas.

The responses to the assessment will help you as line managers make sure you are listening to, recording and acting upon colleague concerns about how we can make CHFT/CHS as safe as possible for everyone working, visiting or being cared for as a patient.

At present there are likely to be a number of factors that you aren’t aware of that may be causing staff members anxiety, there may also be other factors that increase the risk for colleagues in the workplace that we are unaware of. For example:

A male colleague with high blood pressure who is over 55 and has primary school age children, and responsibility for caring for elderly parents. These factors alone would not have flagged anywhere with us however, this individual could be experiencing high anxiety and stress and it is important that this colleague is well supported.

Or

A staff member currently working from home whilst trying to home school children who feels guilty for being at home and is experiencing anxiety surrounding future school care provision and the upcoming school holiday period.

Whilst all of us will have had very different experiences of the last ten weeks, what is true is that none of us will ever have experienced anything quite like it before and will hopefully never again.
The purpose of the process is to ensure that we have a clear picture for all our colleagues and can direct any required additional support accordingly. If we aren’t looking after each other we cannot look after our patients.

**What do I need to do?**

1. Ensure all team members (including for example colleagues on maternity/paternity leave, colleagues who are absent from work due to sickness related absence) are aware of the online assessment documents or how to access a paper-based document and are asked to complete this for themselves.

2. On receipt of the assessment, responses will be analysed by the Workforce and Organisational Development Directorate. Responses will be categorised - see appendix 2.

3. You will be informed of any of your team members who require further discussion and will be sent advice and guidance from our Occupational Health team to support this discussion.

4. Where this is the case you will need to set up a 1:1 meeting within 48 hours of receipt of the Occupational Health advice to discuss and agree potential solutions to support this colleague.

5. You need to consider potential mitigation/solutions
   - Ensure colleagues are aware of the PHE guidance and how they can protect themselves with regard to hand hygiene and use of PPE.
   - Talk to them about their role and any elements which may put them at greater risk.
   - Where individuals are identified as requiring a further conversation with Occupational Health, specific advice will be provided.

6. Discuss and develop a plan to implement any reasonable adjustments where required for example:
   - Redeployment into non-COVID areas, reduced travel, working from home
   - Allow changed working hours if they use public transport
   - Provide assurance of a clean and infection free working space
   - Is there a different office location that could be used?
   - Social distancing principles
   - Changed working hours/working patterns where childcare is an issue.
   - Temporary reduction in hours.
   - Ability to take unpaid leave
   - Prioritise testing/retesting
   - Consider hotel accommodation

7. Signpost to further areas of support within current wellbeing offer. [https://intranet.cht.nhs.uk/clinical-information/infection-prevention-control/coronavirus/colleague-support/health-wellbeing/](https://intranet.cht.nhs.uk/clinical-information/infection-prevention-control/coronavirus/colleague-support/health-wellbeing/)

8. Document conversations and agreed actions – Save a copy of the self-assessment and agreed actions on the employee P: File by emailing [ASKHR@cht.nhs.uk](mailto:ASKHR@cht.nhs.uk)

9. If unable to agree solutions/mitigations escalate to your line manager for wider advice on potential solutions.

**What support will I have?**

Support materials are available in a variety of formats, there are documents included as part of this guide (see appendices). You will also be able to discuss within your divisional teams and access support through Occupational Health, HR Advisor and or HR Business Partner.

*Appendix 1 – Handling difficult conversations*

*Appendix 2 – Health and Wellbeing Risk Assessment template*

*Appendix 3 – Health and Wellbeing Risk Assessment colleague guidance*

*Appendix 4 – Health and Wellbeing Risk Assessment process map*

*Appendix 5 – Support options available through the Wellbeing offers* [https://intranet.cht.nhs.uk/clinical-information/infection-prevention-control/coronavirus/colleague-support/](https://intranet.cht.nhs.uk/clinical-information/infection-prevention-control/coronavirus/colleague-support/)
Line Managers Guide to Constructive Conversations

Effective communication is an essential part of our everyday lives. However, we all know that sometimes when we meet with colleagues' things do not always go as we planned. The ability to manage a conversation confidently is one of the cornerstones of effective leadership.

Tips for effective conversations

1. Plan the location and the timing for the meeting.
2. Take the time to prepare.
   - Review the information provided on the self-assessment and guidance from Occupational Health. Do you need any further information to help inform the conversation?
   - What are the specifics for the individual?
   - Have you considered the potential actions that can be put in place to support? Make sure you know where to refer onto for further support.
   - Set out at the beginning of the meeting the purpose and what you want to achieve at the end of the meeting.
3. Be clear about the necessary points to discuss and don’t waffle.
4. Stick to the facts and don’t make judgements.
5. Stand in the other persons shoes. How are they feeling, angry, emotional, scared, anxious? This is particularly important in the current climate as the impact and effects of Covid19 are likely to affect us all in different ways.
6. Be conscious of your body language. Most of what we communicate is non-verbal, so you need to be careful that you are not saying one thing and thinking another.
7. Stick to the facts and don’t make judgments. You might not agree with the other persons opinion or how they are feeling. As part of ‘One Culture of Care’ we have a commitment to ensuring all colleagues feel supported and valued.
8. Be aware of your opinions about your colleague and don’t let this effect your judgement or behaviour.
9. Ensure you tackle any concerns, constructively and quickly and in a way that is solution focused and avoids unnecessary confrontation.
10. Ensure you leave the conversation with clarity on both sides and an agreed way forward.
11. Always take notes that can be shared either informally or by formal letter.
12. If you are unable to come to a resolution seek support from your line manager.

Remember not all conversations need to be a challenge
HEALTH AND WELLBEING RISK ASSESSMENT

This risk assessment should take less than 10 minutes to complete. Responses should be submitted by 26 June 2020. Please do participate by completing and submitting the assessment because your health and wellbeing is extremely important to us.

Three weeks ago, Owen Williams wrote to all colleagues saying that ‘it’s OK to not be OK’. Since then, we have received a lot of feedback about various issues that affect you. This assessment asks a few questions about your current experiences of work, how you are feeling and also gives you a chance to raise any concerns you might have.

The questions asked are based around what many people would call a risk assessment, however we have widened our approach to get a better understanding of your health and wellbeing needs and experiences at this time. Your responses will help us to ensure that we have the right information so that we can support your needs and be aware of key issues going forward.

Completion of the assessment is not mandatory, but we really want you to complete it. Your responses really matter. Each of us are responsible for our own health and wellbeing and by working together, we can ensure that we stay well and healthy for our loved ones and continue to ensure CHFT/CHS provides the best environment for us to work and for our patients and their families to receive care with compassion.

This data will be stored securely and will not be shared outside of CHFT/CHS. More information about data and privacy can be found here: https://intranet.cht.nhs.uk/staff-privacy-notice/

YOU AND YOUR ROLE

Q1. FORENAME

Q2. SURNAME

Q3. DATE OF BIRTH (DD/MM/YYYY)

Q4. EMPLOYEE NUMBER

Q5. CONTACT TELEPHONE NUMBER SHOULD WE NEED TO TALK TO YOU.

Q6. DO YOU WORK FOR CHFT OR CHS?

Q7. JOB TITLE

Q8. DO YOU WORK IN A CLINICAL AREA?

YES □ SOMETIMES □ NO □

Q9. DO YOU HAVE DIRECT FACE TO FACE PATIENT CONTACT?

YES □ SOMETIMES □ NO □
Q10. NORMAL PLACE OF WORK – WARD/DEPARTMENT


Q11. HAVE YOU BEEN REDEPLOYED AS A RESULT OF COVID-19 ARRANGEMENTS?

YES ☐ NO ☐

Q12. IF YES, WHERE IS YOUR CURRENT PLACE OF WORK – WARD/DEPARTMENT


RISK FACTORS

Q13. ARE YOU PREGNANT?

YES ☐ NO ☐

Q14. IF YES, HOW MANY WEEKS PREGNANT?


Q15. AGE

UNDER 50 ☐ 50 – 59 ☐ 60 – 69 ☐ 70 – 79 ☐ 80 AND OVER ☐

Q16. GENDER AT BIRTH

FEMALE ☐ MALE ☐

Q17. GENDER YOU IDENTIFY AS

FEMALE ☐ MALE ☐ NON-BINARY ☐ PREFER NOT TO SAY ☐ IN TRANSITION ☐

Q18. ETHNICITY

WHITE – BRITISH ☐ ASIAN OR ASIAN BRITISH – BANGLADESHI ☐
WHITE – IRISH ☐ ASIAN OR ASIAN BRITISH – ANY OTHER ASIAN BACKGROUND ☐
WHITE – ANY OTHER WHITE BACKGROUND ☐ BLACK OR BLACK BRITISH – CARIBBEAN ☐
MIXED – WHITE AND BLACK CARIBBEAN ☐ BLACK OR BLACK BRITISH – AFRICAN ☐
MIXED – WHITE AND BLACK AFRICAN ☐ BLACK OR BLACK BRITISH – ANY OTHER BLACK BACKGROUND ☐
MIXED – WHITE AND ASIAN ☐ CHINESE ☐
MIXED – ANY OTHER MIXED BACKGROUND ☐ ANY OTHER ETHNIC GROUP ☐
ASIAN OR ASIAN BRITISH – INDIAN ☐ NOT STATED ☐
ASIAN OR ASIAN BRITISH - PAKISTANI ☐
Q19. DIABETES
☐ TYPE 1 OR 2 – UNCOMPLICATED (BLOOD SUGARS ARE WELL CONTROLLED AND NO DIABETIC COMPLICATIONS)
☐ TYPE 1 OR 2 – COMPLICATED (BLOOD SUGARS ARE NOT CONTROLLED AND/OR DIABETIC COMPLICATIONS)
☐ NOT APPLICABLE

Q20. HEART DISEASE AND STROKE
☐ ANGINA OR PREVIOUS HEART ATTACK OR STROKE
☐ TAKING TABLETS FOR HEART FAILURE
☐ BOTH
☐ NOT APPLICABLE

Q21. LUNG DISEASE
☐ ASTHMA
☐ ANY OTHER CHRONIC
☐ NOT APPLICABLE

Q22. CANCER
☐ YOU ARE CURRENTLY RECEIVING EITHER CHEMOTHERAPY OR RADIOTHERAPY FOR CANCER
☐ YOU HAVE HAD CANCER BUT ARE IN REMISSION AND HAVE NOT HAD TREATMENT FOR 6 MONTHS OR MORE
☐ NOT APPLICABLE

Q23. RHEUMATOLOGY
☐ ANY CONDITIONS FOR WHICH YOU ARE RECEIVING TREATMENT
☐ NOT APPLICABLE

Q24. WEAKENED IMMUNE SYSTEM
☐ TAKING ANY MEDICATION THAT YOU HAVE BEEN TOLD WILL SUPPRESS YOUR IMMUNE SYSTEM
☐ NOT APPLICABLE

FIT TESTING AND PERSONAL PROTECTIVE EQUIPMENT (PPE)

Q25. HAVE YOU BEEN FIT TESTED?
YES ☐ NO ☐ NOT APPLICABLE ☐
Q26. DATE OF FIT TEST? (Please leave blank if unsure)

Q27. DETAILS OF FIT TEST (Do you have to wear a hood instead of a mask for example?)

Q28. HAVE YOU BEEN ABLE TO ACCESS PERSONAL PROTECTIVE EQUIPMENT (PPE) IN YOUR CLINICAL AREA/DEPARTMENT?
YES ☐ NO ☐ NOT APPLICABLE ☐

Q29. HAVE YOU COMPLETED YOUR INFECTION CONTROL TRAINING?
YES – LEVEL 1 ☐ YES – LEVEL 2 ☐ NOT APPLICABLE ☐

AT HOME

Q30. DO YOU LIVE WITH SOMEONE THAT IS CLASSED AS HIGH RISK AND SHIELDING?
YES ☐ NO ☐

Q31. DO YOU LIVE WITH AN NHS WORKER FROM ANOTHER TRUST?
YES ☐ NO ☐

Q32. HAVE THEY HAD A RISK ASSESSMENT AT THEIR TRUST?
YES ☐ NO ☐ DON’T KNOW ☐ NOT APPLICABLE ☐

Q33. DO THEY WORK ON A COVID ACTIVE WARD/DEPARTMENT?
YES ☐ NO ☐ DON’T KNOW ☐ NOT APPLICABLE ☐

WORKING PATTERNS

Q34. ARE YOU ABLE TO TAKE REGULAR BREAKS AT WORK?
YES ☐ NO ☐

Q35. DO YOU HAVE ANY ANNUAL LEAVE BOOKED IN THE NEXT 8 WEEKS?
YES ☐ NO ☐
Q36. HAVE YOU HAD ANY DIFFICULTIES BOOKING ANNUAL LEAVE?
YES ☐ NO ☐

Q37. DOES THE CLOSURE/CHANGE TO HOURS OF SCHOOLS MEAN YOU NEED TO WORK MORE FLEXIBLY?
YES ☐ NO ☐ NOT APPLICABLE ☐

Q38. DO YOU HAVE ANY CARER RESPONSIBILITIES?
YES – DEPENDANT ADULT ☐ YES – DEPENDANT CHILD ☐ NO ☐

Q39. ARE THERE ANY LIMITATIONS TO YOUR TRAVEL ON PUBLIC TRANSPORT AND THEREFORE DO YOU REQUIRE MORE FLEXIBILITY IN YOUR WORKING PATTERN?
YES ☐ NO ☐ NOT APPLICABLE ☐

FREEDOM TO SPEAK UP

Q40. DO YOU KNOW ABOUT FREEDOM TO SPEAK UP AND WHERE TO RAISE A CONCERN SHOULD YOU HAVE ONE?
YES ☐ NO ☐

WELLBEING

Q41. ARE YOU ANXIOUS OR CONCERNED ABOUT BEING AT WORK AT THE MOMENT?
NO I’M OK ☐ I’M MORE ANXIOUS THAN USUAL ☐ I’M VERY ANXIOUS ☐

Q42. IF SO, CAN YOU TELL US MORE ABOUT YOUR MAIN CONCERNS?

Q43. HAVE YOU ACCESSED ANY SUPPORT?
YES – OCCUPATIONAL HEALTH ☐ YES – BOTH ☐ NOT APPLICABLE ☐
YES – PSYCHOLOGICAL WELLBEING SERVICE ☐ NO ☐

Q44. WOULD YOU LIKE TO RECEIVE SUPPORT?
YES ☐ NO ☐ IN THE FUTURE IF NEEDED ☐
Q45. DO YOU HAVE ANY CONCERNS ABOUT YOUR SAFETY AT WORK?

YES ☐ NO ☐

Q46. ARE THERE SUFFICIENT GUIDES AND NOTICES TO PROVIDE A SAFE ENVIRONMENT WHERE YOU WORK ON SITE?

YES ☐ NO ☐ DON'T KNOW ☐

Q47. ARE YOU ABLE TO FOLLOW SOCIAL DISTANCE RULES WHEN WORKING ON SITE?

YES ☐ NO ☐

Q48. CAN YOUR ROLE BE UNDERTAKEN AT HOME?

YES ☐ PARTLY ☐ NO ☐

Q49. IF YOU ARE WORKING FROM HOME, IS THE ENVIRONMENT YOU ARE WORKING IN SAFE AND COMFORTABLE?

YES ☐ NO ☐

Q50. IF NO, PLEASE PROVIDE DETAILS.

Q51. IF SO, DO YOU HAVE ANY CONCERNS ABOUT WORKING FROM HOME ON A LONGER TERM BASIS?

YES ☐ NO ☐ NOT APPLICABLE ☐

Q52. IF SO, CAN YOU TELL US MORE ABOUT YOUR CONCERNS?

Q53. IF YOU ARE RETURNING TO WORK ON SITE FOLLOWING WORKING FROM HOME, DO YOU HAVE ANY CONCERNS?

YES ☐ NO ☐ NOT APPLICABLE ☐
Q54. WHAT CAN WE DO TO SUPPORT YOU WITH THESE CONCERNS?

Q55. HAVE YOU TOLD US EVERYTHING ABOUT YOUR HEALTH AND WELLBEING THAT WE NEED TO KNOW?

YES ☐ NO ☐

Q56. IF NOT, WHAT MORE WOULD YOU LIKE TO TELL US ABOUT?

Q57. WHAT OTHER CONCERNS DO YOU HAVE THAT WE HAVE NOT ASKED ABOUT?

Q58. IS THERE ANYTHING MORE WE CAN DO AS A TRUST TO SUPPORT YOUR HEALTH AND WELLBEING?
Health and Wellbeing Assessment
Colleague Guide

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thecupboard.cht.nhs.uk
The following guide has been produced to explain what will happen to the information you share when completing the Health and Wellbeing Risk Assessment. On receipt of the assessment, your responses will be analysed by the Workforce and Organisational Development Directorate. Your responses will be categorised - see the table below for details. This will help us better understand your needs.

Please note, that if you are shielding, you should not complete this assessment as the Occupational Health team is already engaged in risk assessment for colleagues in this category.

<table>
<thead>
<tr>
<th>What will happen with my completed assessment?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No Issues</strong></td>
</tr>
<tr>
<td>If your completed assessment indicates that you have no physical or mental health issues and you have no personal circumstances that require additional flexibility, you will receive an email directing you to our range of online health and wellbeing support resources such as films, apps, booklets and courses that you can use to help maintain your health and wellbeing. If your health or wellbeing changes at any time, it is important that you tell your manager. You may be asked to complete this assessment again to make sure you are getting the right support. Should national guidance on health risk factors change, you may be asked to fill out the assessment again.</td>
</tr>
<tr>
<td><strong>Physical Health</strong></td>
</tr>
<tr>
<td>Your responses to the assessment may indicate that you may need a further conversation with Occupational Health. They will aim to call you within 72 hours of receipt. You will receive an email indicating that you need this further conversation. Occupational Health colleagues will complete a more detailed assessment of health and wellbeing factors specific to you. This will be used to help your manager understand what changes, if any, may be needed to make sure you are supported at work. We aim to provide your line manager with the results of your assessment with Occupational Health within 48 hours of it being completed. You will be invited to talk through your assessment and support needs with your manager so that you can agree next steps. This conversation should take place within 48 hours of your manager receiving the report from Occupational Health. For information, the national guidance on known COVID health risk factors can be found at <a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>. Our aim is that the full process from filling out your assessment to your discussion with your manager should take no longer than 6 working or rostered days.</td>
</tr>
<tr>
<td><strong>Mental Health</strong></td>
</tr>
<tr>
<td>Your responses to the assessment may indicate that you may need a further support. You will receive an email confirming that we aim to contact you by telephone within 72 hours of receipt of your assessment. This call will be from our 24/7 counselling service and they will put you in touch with a trained counsellor or psychologist within 24 hours. If you need help at any time, don’t delay – speak to someone today. You can either call our 24/7 service or access any of the services available nationally. You can find contact details on our intranet [link]. If you need urgent help you can call our 24/7 hotline on 07795 497362.</td>
</tr>
</tbody>
</table>
### Physical AND Mental Health
Your responses to the assessment may indicate that you may need a further conversation with Occupational Health. You will receive a call from Occupational Health and we aim to do so within 72 hours. Occupational Health colleagues will complete a more detailed assessment of health and wellbeing factors specific to you. Following this discussion, you may be referred to a trained counsellor who will aim to give you a call within 48 hours. A report will be produced to help your manager understand what changes, if any, may be needed to make sure you are supported at work. We aim to provide your line manager with the results of your assessment with Occupational Health within 48 hours of it being completed. You will be invited to talk through your assessment and support needs with your manager so that you can agree next steps. This conversation should take place within 48 hours of your manager receiving the report from Occupational Health.

In the meantime, if you need urgent help you can call our 24/7 hotline on 07795 497362.

### Physical Health AND Personal Circumstances
Your responses to the assessment may indicate that you may need a further conversation with Occupational Health. You will receive a call from Occupational Health and we aim to do this within 72 hours. Occupational Health colleagues will complete a more detailed assessment of health and wellbeing factors specific to you. A report will be produced to help your manager understand what changes, if any, may be needed to make sure you are supported at work. We aim to provide your line manager with the results of your assessment with Occupational Health within 48 hours of it being completed. You will be invited to talk through your assessment and support needs with your manager so that you can agree next steps. The conversation should also include the personal commitments that may require some support or flexibility in terms of working arrangements. This conversation should take place within 48 hours of your manager receiving the report from Occupational Health.

### Mental Health AND Personal Circumstances
Your responses to the assessment may indicate that you may need a further support. You will receive an email confirming that we aim to contact you by telephone within 72 hours of receipt of your assessment. This call will be from our 24/7 counselling service and they will put you in touch with a trained counsellor or psychologist within 24 hours.

If you need help at any time, don’t delay – speak to someone today. You can either call our 24/7 service or access any of the services available nationally. You can find contact details on our intranet [link](#).

If you need urgent help you can call our 24/7 hotline on 07795 497362.

Separately, you should also arrange a meeting with your manager to discuss the personal commitments that may require some support or flexibility in terms of working arrangements. Your manager will be made aware that your assessment has shown a conversation is required, but it is up to you to make sure you book some time with them. Please make sure that you take your assessment along to the meeting with your manager. If you are unsuccessful in securing time to meet with your manager you should contact the HR Business Partner for your area, contact details are provided below:

Alexis Brown, Surgery and Anaesthetics - alexis.brown@cht.nhs.uk
Debbie Grundy, Calderdale and Huddersfield Solutions (CHS) Limited - debbie.grundy@cht.nhs.uk
Diane Marshall, Community, Corporate, PMU and THIS - diane.marshall@cht.nhs.uk
Jackie Robinson, Medical - jackie.robinson2@cht.nhs.uk
Leigh-Anne Hardwick, Families and Specialist Services - leigh-anne.hardwick@cht.nhs.uk
| Physical AND Mental Health AND Personal Circumstances | Your responses to the assessment may indicate that you may need a further conversation with Occupational Health. You will receive a call from Occupational Health and we aim to do this within 72 hours. Occupational Health colleagues will complete a more detailed assessment of health and wellbeing factors specific to you. Following this discussion, you may be referred to a trained counsellor who will aim to give you a call within 48 hours. A report will be produced to help your manager understand what changes, if any, may be needed to make sure you are supported at work. We aim to provide your line manager with the results of your assessment with Occupational Health within 48 hours of it being completed. You will be invited to talk through your assessment and support needs with your manager so that you can agree next steps. This conversation should take place within 48 hours of your manager receiving the report from Occupational Health. In the meantime, if you need urgent help you can call our 24/7 hotline on 07795 497362. |
| Personal Circumstances | If your completed assessment indicates that you have some personal commitments that may require some support or flexibility in terms of working arrangements, you will receive an email recommending that you arrange to have a conversation with your manager so you can explore options together. Your manager will be made aware that your assessment has shown a conversation is required, but it is up to you to make sure you book some time with them. Please make sure that you take your assessment along to the meeting with your manager. If you are unsuccessful in securing time to meet with your manager you should contact the HR Business Partner for your area, contact details are provided below:- Alexis Brown, Surgery and Anaesthetics alexis.brown@cht.nhs.uk Debbie Grundy, Calderdale and Huddersfield Solutions (CHS) Limited debbie.grundy@cht.nhs.uk Diane Marshall, Community, Corporate, PMU and THIS diane.marshall@cht.nhs.uk Jackie Robinson, Medical jackie.robinson2@cht.nhs.uk Leigh-Anne Hardwick, Families and Specialist Services leigh-anne.hardwick@cht.nhs.uk |
Staff member completes Health & Wellbeing Risk Assessment Tool, available online [here].

Responses go into database and will be reviewed and sorted into categories on a daily basis. The responses can be viewed by OH, 24/7 counselling service and HRBPs.

An email is sent to staff member directing them to online support package.

No Issues

Physical Health

Email sent to staff member informing them a conversation with OH may be needed.

OH provided list of colleagues on a daily basis.

OH aim to contact staff member within 72 hours to have a further discussion about the assessment responses.

Physical AND Mental Health

Email sent to staff member to inform them a further conversation with 24/7 counselling service may be needed.

OH provided list of colleagues on a daily basis.

OH aim to contact staff member within 72 hours to have a further discussion about the assessment responses.

24/7 counselling service calls staff member to put them in touch with a trained counsellor or psychologist within 24 hours.

Mental Health

Email sent to staff member to inform them a further conversation with 24/7 counselling service may be needed.

24/7 counselling service provided with a list of colleagues on a daily basis.

24/7 counselling service aims to call staff member within 72 hours and put them in touch with a trained counsellor or psychologist within 24 hours.

OH may refer to 24/7 counselling depending on the conversation with staff member.

OH report is sent to staff members line manager within 48 hours of full risk assessment.

Staff member meets with line manager within 48 hours of receiving OH report.

OH report is sent to staff members line manager within 48 hours.

Staff member meets with line manager within 48 hours.

Email sent to staff member informing them a conversation with OH may be needed.

24/7 counselling service calls staff member to put them in touch with a trained counsellor or psychologist within 24 hours.

OH may refer to 24/7 counselling depending on the conversation with staff member.

OH report is sent to staff members line manager within 48 hours.

Staff member meets with line manager within 48 hours.

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Staff member meets with line manager within 48 hours.

Email sent to staff member informing them a conversation with OH may be needed.

24/7 counselling service calls staff member to put them in touch with a trained counsellor or psychologist within 24 hours.

OH may refer to 24/7 counselling depending on the conversation with staff member.

OH report is sent to staff members line manager within 48 hours.

Staff member meets with line manager within 48 hours.
Staff member completes Health & Wellbeing Risk Assessment Tool

Responses go into database and will be reviewed and sorted into categories on a daily basis. The responses can be viewed by OH, 24/7 counselling service and HRBPs.

**Health & Wellbeing Risk Assessment Process**

### Physical Health AND Personal Circumstance
- Email sent to staff member to inform them a conversation with OH may be needed.
- OH and HRBPs provided list of colleagues on a daily basis.
- OH aim to contact staff member within 72 hours to have a further discussion about the assessment responses.
- OH report is sent to staff members line manager within 48 hours.
- Staff member meets with line manager within 48 hours of receiving OH report. Personal circumstances should also be discussed as part of this conversation.

### Mental Health AND Personal Circumstance
- Email sent to staff member to inform them a further conversation with 24/7 counselling service may be needed.
- 24/7 counselling service and HRBPs provided list of colleagues on a daily basis.
- 24/7 counselling service calls staff member to put them in touch with a trained counsellor or psychologist within 24 hours.
- HRBP informs line manager that the assessment has shown a conversation is needed around personal circumstances.
- Separately, staff member meets with line manager to discuss the personal commitments.

### Physical AND Mental Health AND Personal Circumstance
- Email sent to staff member to inform them a conversation with OH may be needed.
- OH and HRBPs provided list of colleagues on a daily basis.
- 24/7 counselling service calls staff member to put them in touch with a trained counsellor or psychologist within 24 hours.
- OH aims to contact staff member within 72 hours to have a further discussion about the assessment responses.
- OH report is sent to staff members line manager within 48 hours.
- Staff member meets with line manager within 48 hours of receiving OH report. Personal circumstances should also be discussed as part of this conversation.

### Personal Circumstance
- Email sent to staff member to recommending they book a 121 with line manager.
- HRBPs provided with a list of colleagues on a daily basis.
- HRBP to contact the individuals line manager to make them aware a conversation is required.
- Staff member arranges a meeting with line manager to discuss personal commitments.

**KEY**
- Action for Workforce and OD Directorate
- Action for Occupational Health
- Action for 24/7 counselling service
- Action for line manager
- Action for HRBP
- Action for staff member