

Stress and the impact in the workplace

Health, Safety & Wellbeing Partnership Group

5 November 2021



**THE NHS STAFF COUNCIL
WORKING IN PARTNERSHIP**

HEALTH, SAFETY AND WELLBEING
PARTNERSHIP GROUP



Chair introduction and welcome



Leona Cameron
National Officer, Health & Safety Lead
Royal College of Nursing



Fiona Potter
Health & Safety Professional
Vice Chair
IOSH health & social care group



Donna Steele
National Health & Safety Officer
Chartered Society of Physiotherapy

Webinar agenda

Time	Description	Speaker
10:00am	HSWPG chair welcome	Leona Cameron
10:10am	Health & Safety Executive – stress presentation	Peter Kelly, <i>Health & Safety Executive</i>
10:40am	HSWPG new stress document	Fiona Potter Donna Steele
10:50am	Q&A session	All
11:00am	Webinar close	Leona Cameron


History, membership & partnership working

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Improving the personal safety for lone workers

A guide for staff who work alone

February 2018



SHIFT WORK IN HEALTHCARE

45% of women in shift work have a longstanding illness, compared with 39% who work non-shift hours

40% of men in shift work have a longstanding illness, compared with 36% in non-shift hours

20% of accidents on the road are caused by work fatigue¹¹

£115m - £240m The cost to the UK annually due to fatigue related accidents at work¹²

1 in 8 people in the UK workforce work nights¹³

Shift workers are more likely to suffer from:¹⁴

- Ill-health
- Fatigue
- Obesity
- Diabetes type 2
- Digestive disorders
- Sleep deprivation

Patient care depends upon the delivery of many NHS services working in shift patterns. Poorly managed shift systems can impact on the health, safety and wellbeing of staff and patients, but organisations and individuals can help mitigate the risks

What impact could poorly managed shift work have?

On your organisation:

- Poorer patient care and safety
- Reduced productivity
- Increased absenteeism

On an individual:

- Poor work-life balance
- Fatigue and sleep deprivation
- Increased risk of developing a long-term condition or being involved in an accident

EMPLOYERS CAN TAKE ACTION, AND:

- Follow healthy shift patterns e.g. forward rotating and limits to consecutive nights
- Allow adequate breaks within and between shifts
- Consult with staff and reps on any changes and reviews to shift patterns
- Have agreed protocols to cover unplanned shifts
- Ensure staff have access to healthy food
- Consider the needs of vulnerable workers, such as young or aging workers and new and expectant mothers

You can act now and make these changes:

- Seek support if you are suffering from sleep deprivation
- Raise any concerns about risks such as the impact of fatigue on patient safety
- Take extra care when driving after night and extended shifts

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For further advice go to:
www.nhsemployers.org/hswpg

NHS Employers
Part of the NHS Confederation

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Menopause at work

March 2020

Peter Kelly

Senior Psychologist
Health & Safety Executive



An emerging pandemic of mental ill health and work related stress in healthcare, the Challenges of COVID 19 on psychological health in work going forward in health care

Peter Kelly

Senior Psychologist

The Health and Safety Executive

United Kingdom

The world seems a little
different now







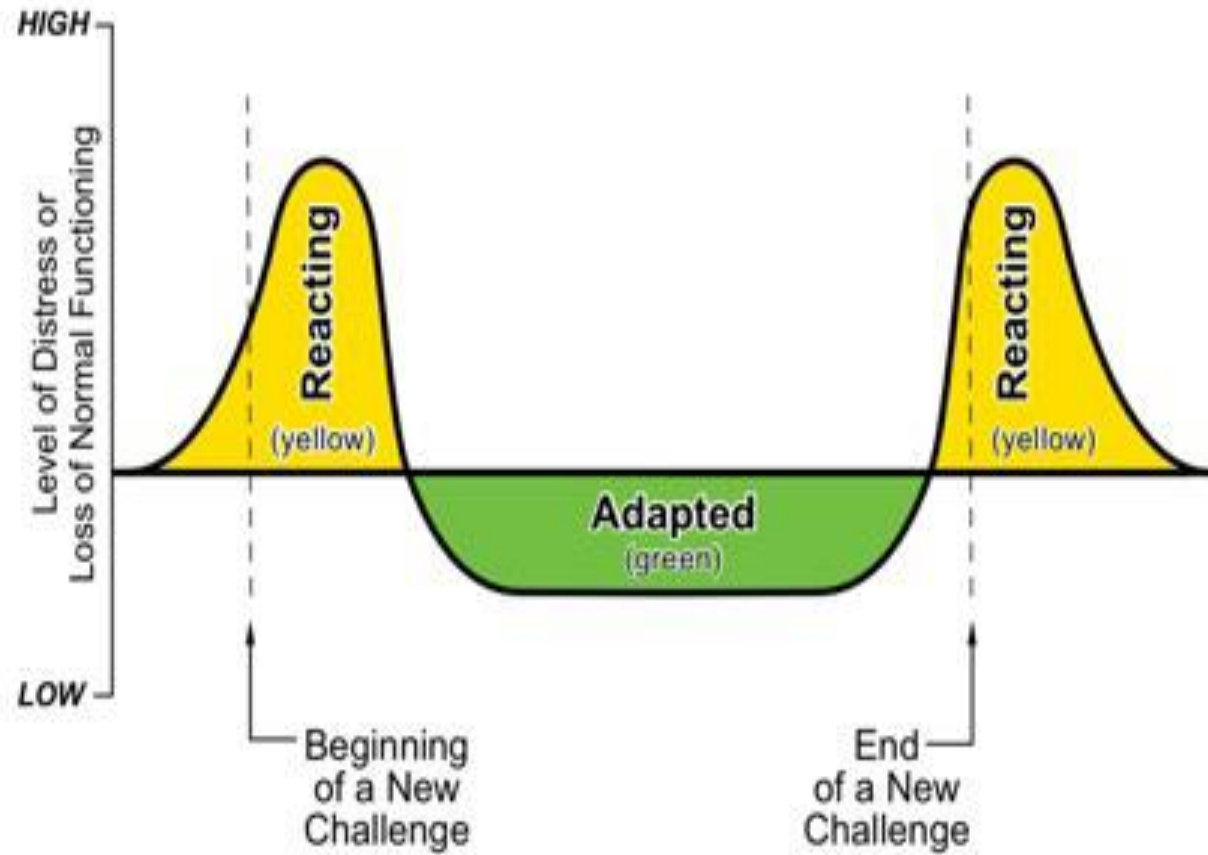
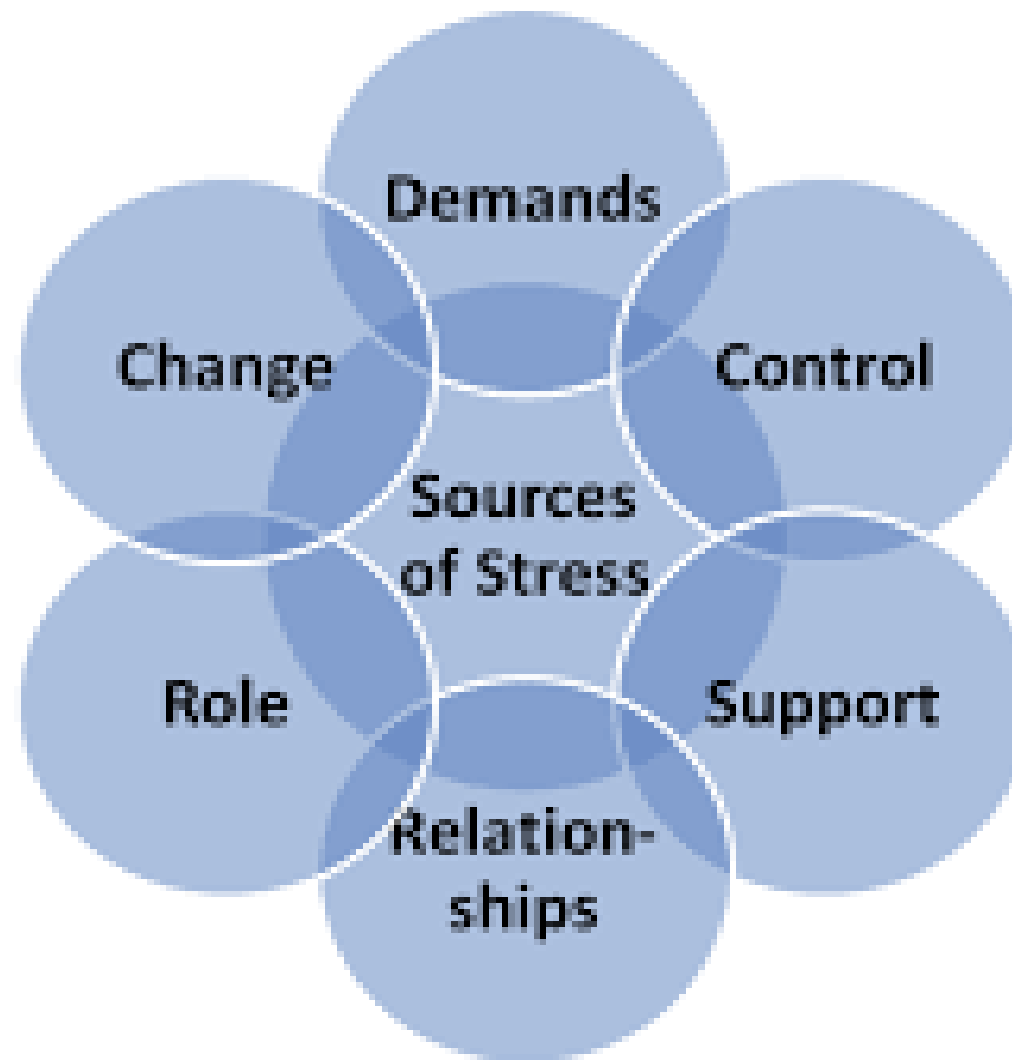


Figure 4-3. Usual Course of Yellow Zone Stress Reactions.

social distancing

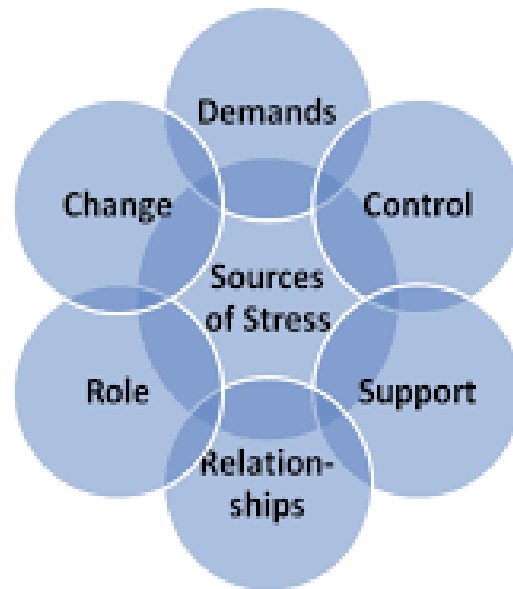


doesn't mean
social disconnection



The Health and Safety Executive
Management Standards Framework

In covid19 which of the six sources of stress are prominent



The Health and Safety Executive
Management Standards Framework

The Law around health and work related stress : Prevention is KEY

- **Employers have a legal responsibility under the Health and Safety at Work Act 1974 Section 2 the Health and Safety at Work Act 1974**
- **Management of Health and Safety at Work Regulations 1999 to ensure the health, safety and welfare at work of their employees**
- **This includes minimising the risk of stress-related illness or injury to employees.**

The Management Standards Approach

1. Identify the hazards:

Understand The Management Standards

2. Who can be harmed and
how:

Gathering data

5. Monitor & review:

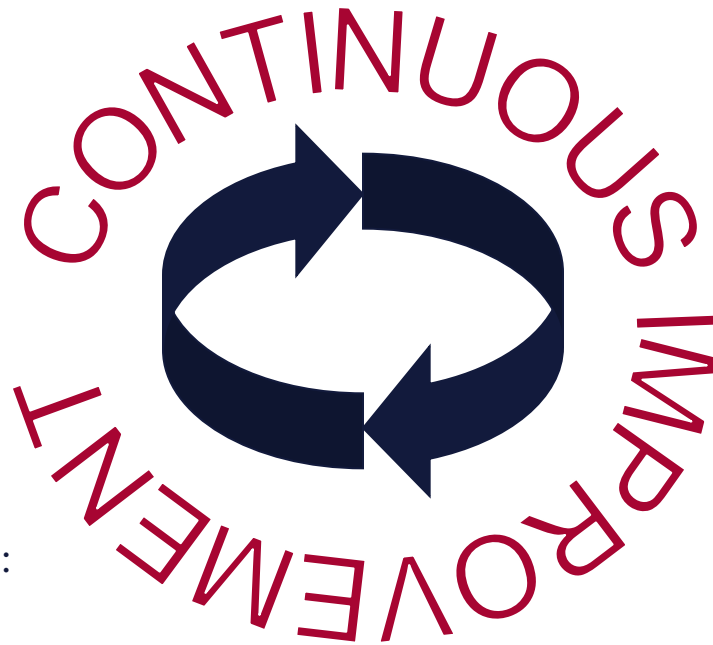
Monitor actions

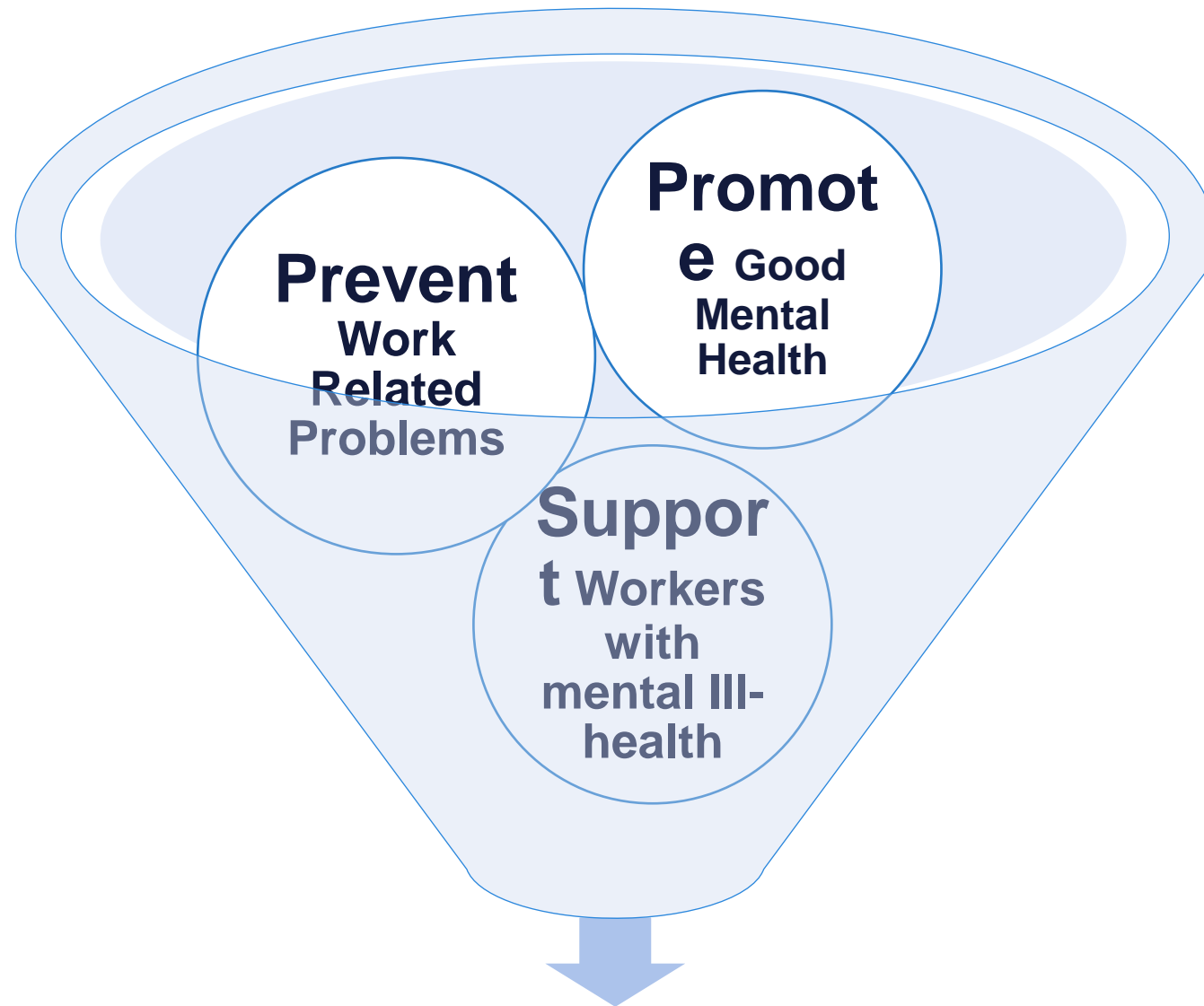
4. Record findings:

Action Planning

3. Evaluate the risk and take action:

Linking problems to solutions





**The Journey to Workplace Mental
Health Management**

HSE Talking Toolkit

Helping managers start a conversation with their people in identifying stressors (risks) to help manage and prevent work-related stress

Simple, practical approach which focuses on the Management Standards

Supports employers, particularly SMEs, to start the process of identifying and managing risks

Starts engagement with employees in developing solutions on identified risks (risk assessment process)

<https://www.hse.gov.uk/search/search-results.htm?gsc.q=stress#gsc.tab=0&gsc.q=stress%20talking%20toolkit>



Finally What is Missing pieces in
psychological health in healthcare
for employees and employers





connect
empathy
hear
compassion
understanding
self-empathy
awareness
interpersonal
feelings
authenticity
presence
understand
giving
needs
empathic
compassionate
alive
communication
mutual heart
emotional
hearing
soul
safety
communication
insight
relationship
meeting
speak
listen
request
emotion
i hear you
compassion



Links

<https://www.hse.gov.uk/stress/> web pages

<https://www.hse.gov.uk/pubns/wbk01.htm> work book

<https://www.hse.gov.uk/stress/standards/index.htm> Management standards

<https://www.hse.gov.uk/search/search-results.htm?gsc.q=stress#gsc.tab=0&gsc.q=stress%20talking%20toolkit> Talking toolkit

Fiona Potter & Donna Steele

HSWPG members



Guidance: Revision of 2014

Partnership working Healthcare Unions, Management Side and the Health & Safety Executive

The Chartered Institute of Personnel and Development found 2/5 of public sector organisations reported an increase in stress related absences (CIPD 2020)

The Labour Force Survey rates of work-related ill-health due to stress in the health sector is statistically significantly higher than for workers across all industries (HSE 2020).

The annual NHS Staff Survey (2020) reported that 44% of staff reported feeling unwell as a result of work related stress (12 months), an increase from 36.8% in 2016

Guidance: Key Aspects

The key aspects of the guidance are:

- Identify signs of stress
- Identifying how management behaviours impact on the health of staff
- Demonstrating how by working in partnership on stress risk assessments the impact on health & wellbeing can be positively improved
- Providing resource links to other documents

Guidance: Content

Signs of Stress

Policy: include employee and Trade Union involvement

Recognition of types of behaviours though impact statements from research

Importance of support throughout the process

Stress can affect anyone



3 stages of the 2017 CSP organising campaign on over-work

1. Pinpoint the pressure via the CSP rep survey
2. Diagnose the pressure share findings/agree next steps
3. Relieve the pressure take action and share results

Q&A session

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Thank you for joining us

Presentation slides and the recording of this webinar will be made available shortly on NHS Employers website



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