

VOCypf Forum

**Voluntary Organisations for Children
young people & families**

Welcome



AGENDA

9.15am Welcome / Introductions / Housekeeping

9.30am Icebreaker

9.30am Challenges, Stress and Solutions in the Workplace – Wendie / Michele

10.20am The Carers in Beds Model - Hatty Opalinski

10.40am Keeping Well - BLMK – Ella-Louise Lowe

11.00am BREAK

11.10am Laughter Yoga with Cheryl Green, Laughter & Life Ltd

11.30am MIND BLMK – Jeanette Skipsey – Video Session

12:00pm Rebecca Gooch – Emotional Health & Wellbeing Practitioner

12.30pm Close

Icebreaker





Challenge, Stress & Solutions In the Workplace

What are the key areas of challenge and stress in the workplace?

How do they impact on your organisation and you as a leader?

What do you already have in place?

What improvement actions could you introduce?

Sources of Stress in the Workplace



Workspace / Environment

Ineffective Meetings

Constantly Available

Work Life Balance

Scheduling / Deadlines / Workload

Staffing / Relationships

Communication

Change



Solutions and Actions

Boundaries

Reflective Practice

Risk Assessment

Wellbeing Strategy

Flexible Working

Communication

Role and Control

Team Time



Harriet Opalinski





Carers
in bedfordshire
we care for carers



Actions to help improve staff wellbeing



Staff Satisfaction Survey

Digital Technologies

Staff

Eye Health Scheme

Access to in house Counselling

Employee Assistance Programme

Time Together

Employee Survey2021

Wellbeing/ job satisfaction				
	2020	2021	Trend	Actions
I am able to have a sensible work-life balance	84	81	↓	
I would tell someone about job opportunities at CiB	89	87	↓	
I feel valued at CiB	83	83	=	
I am happy to work for CiB	88	86	↓	
Summary: Wellbeing/job satisfaction	86	84	↓	<ul style="list-style-type: none"> • Continue with focus on staff well being • Promote staff wellbeing fund / Look in EAP • Structure a return to face to face working

Communication				
	2020	2021	Direction	Actions
I am able to contribute my ideas and views	81	85	↑	
My views and ideas are actively considered	75	83	↑	Introduce suggestion box
The leadership team communicates everything I need to know from them	76	76	↑	
I receive information on what's going on in the charity about matters affecting me	79	81	↑	
CiB is prepared for future challenges	70	81	↑	
I have a clear idea of where we are heading as an organisation	66	79	↑	
Summary: Communication	75	81	↑	<ul style="list-style-type: none"> • Continue with development and use of new communication channels. • Continue with a programme of two team days per year

We also look ask questions relating to leadership, growth and development, IT and technology

Staff Satisfaction Survey

Digital Technologies

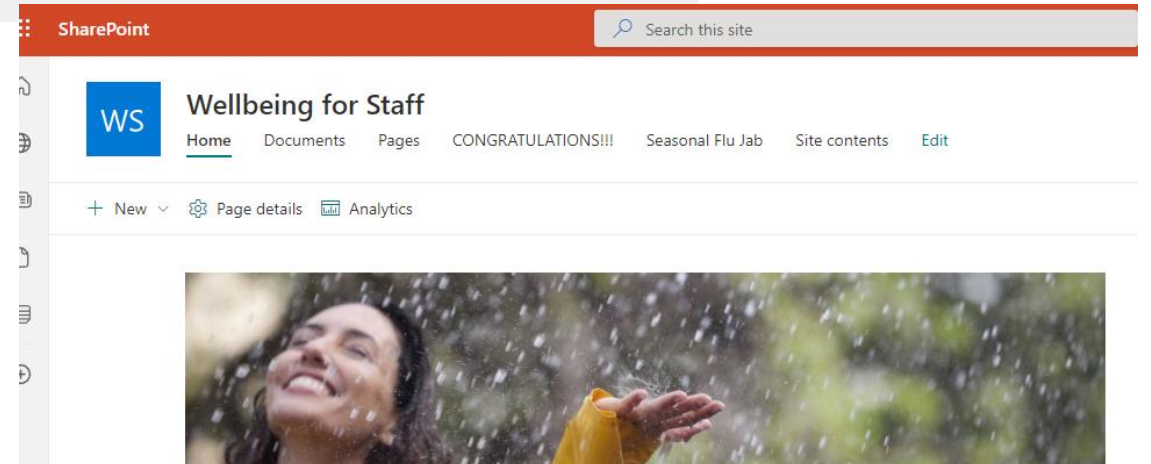
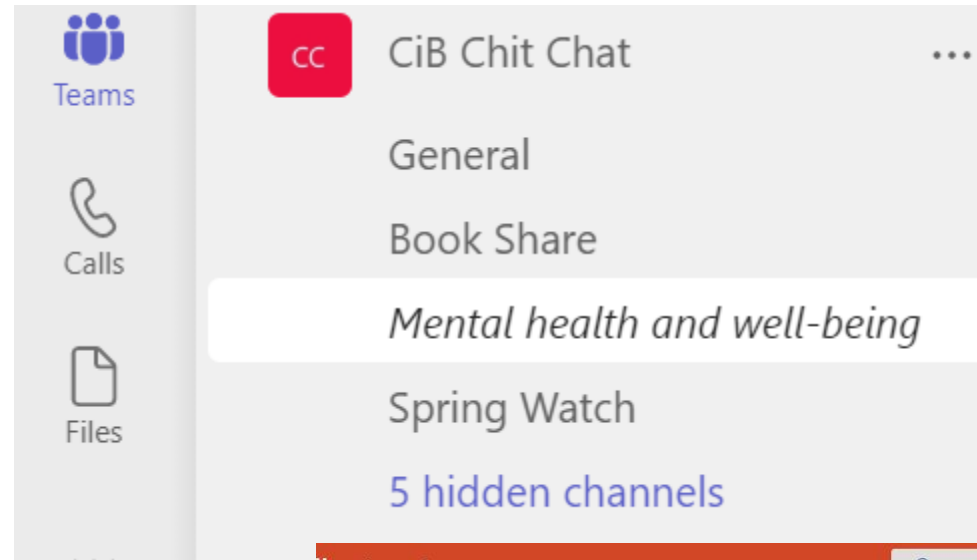
Staff

Eye Health Scheme

Access to in house Counselling

Employee Assistance Programme

Time Together



Area on Share point on useful tips from HR / other staff with specialist knowledge – nutrition and recipes, exercise and health conditions/disability.

Area on Teams for celebrations, interests and more...

Staff Satisfaction Survey

Digital Technologies

Staff

Eye Health Scheme

Access to in house Counselling

Employee Assistance
Programme

Time Together

- Recruit diverse staff based on skill set so they can support each other with different skills
- 35 days holiday a year (includes bank holidays)
- Flexible working / Hybrid working
- Flexibility for opportunities
- Carers leave and parental leave
- Innovation fund

- Advice for employers from BMR podcast - [How do we get Organisations to improve their well-being - with Dr Christian Van Stolk — The Official BMR Site | Workplace Wellbeing That Works for Everyone \(bmrhealthandwellbeing.co.uk\)](#)

Staff Satisfaction Survey

Digital Technologies

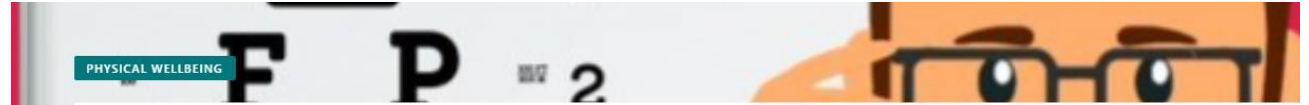
Staff

Eye Health Scheme

Access to in house Counselling

Employee Assistance
Programme

Time Together



Eye Health

 Cath Brimmell
HR Advisor

Published 4/29/2021

It is really important to look after our eye health - especially whilst doing a lot of screen work from home or the office.

Carers in Bedfordshire will reimburse you up to £25 towards the cost of an eye test (frequency is dependent upon opticians recommendation generally every 2 years).

If the test reveals that your prescription has changed and spectacles are required for VDU work, Carers in Bedfordshire will reimburse up to £50 towards the cost of spectacles.

Staff Satisfaction Survey

Digital Technologies

Staff

Eye Health Scheme

Access to in house Counselling

Employee Assistance
Programme

Time Together



Do you have carers in your workplace that Carers in Beds could provide support? We can support employers.

Staff Satisfaction Survey

Digital Technologies

Staff

Eye Health Scheme

Access to in house Counselling

Employee Assistance
Programme

Time Together

What is an Employee Assistance Programme (EAP)?

An EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health, and general wellbeing.

Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7. We strongly believe in providing an EAP service that offers not only reactive support when someone needs it but also proactive and preventative support to deliver the best possible outcomes.

Services Available

- Life support:** Access to counselling for emotional problems and a pathway to structured therapy sessions (employees only) at your convenience.
- Legal information:** For issues that cause anxiety or distress including debt management, consumer, property or neighbour disputes (employees only).
- Bereavement support:** Health Assured offers qualified and experienced counsellors who can help with grief plus legal advisors to help with related legal matters.
- Medical information:** Qualified nurses are on hand to offer support on a range of medical or health-related issues offering practical information and advice.
- Online CBT**

My Healthy App - Live chat and support, Personalised news feed, Weekly mood tracker, Four-week plans, Mini health checks, Breathing techniques

Staff Satisfaction Survey

Bring and share lunches: Simple, easy and no cost!

Digital Technologies

Staff breakfast meetings: Breakfast and face to face update in informal setting

Staff

Team Days: Work, food, team building and fun – based on what they have said.

Eye Health Scheme

Access to in house Counselling

Employee Assistance Programme

Time Together



Keeping Well

Bedfordshire, Luton and Milton Keynes

A wellbeing hub for health and social care staff, and key workers

Confidential wellbeing and psychological support
By care professionals for care professionals



What is Keeping Well BLMK?

- Keeping Well provides **wellbeing and psychological support** to key workers in the Bedfordshire, Luton and Milton Keynes (BLMK) area.
- We are currently a small, psychology led MDT team, working in partnership with local Talking Therapies Services (IAPT teams).
- We provide **support** and **rapid assessment** of difficulties.
- We aim to support people with a range of emotional difficulties. These might be new mental health symptoms or a worsening of pre-existing difficulties.
- We also aim to **proactively outreach and engage staff**. We feel this is key in highlighting the value of wellbeing services for key workers, and breaks down the stigma and barriers to access.



Who can get help from the service?

- Anyone employed by the NHS in acute, community and mental health trusts and the Clinical Commissioning Group as well as Local Authority staff including social care and public health staff
- Anyone sub-contracted to do NHS work
- Primary care staff and dental staff
- Staff working in nursing homes and care homes (regardless of which organisation employs you)
- Carers who visit people in their own homes
- Carers who are paid via personal health budgets
- Those working in emergency services (such as the Police, Ambulance Service and Fire Brigade)
- Teachers

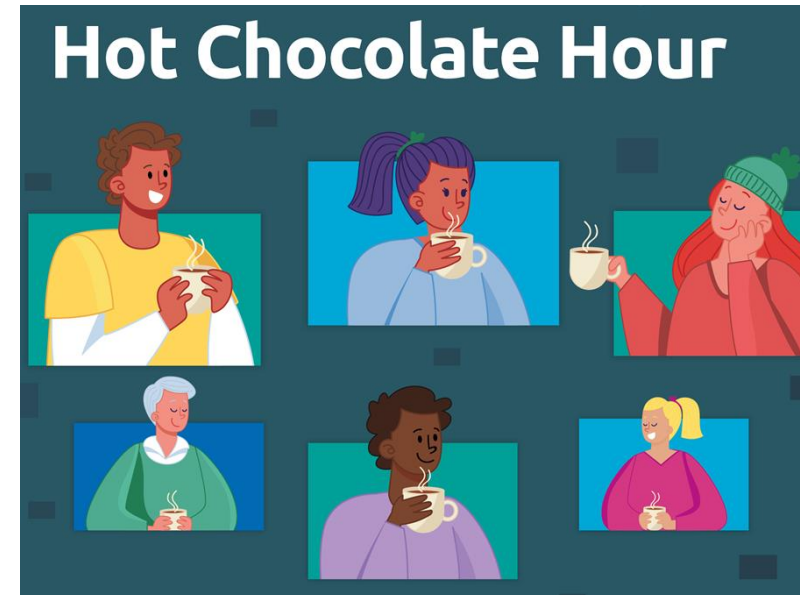


What support do we provide?

- A supportive and emotionally containing space to talk
- Rapid assessment of needs and difficulties in order to identify the best route of support
- Give advice on where to access help
- Share self-help resources
- Facilitate rapid access to NICE recommended psychological treatments
- Counselling
- Provide follow up support
- Liaison with other services (where appropriate and permission granted)
- All services are **free** and **confidential**
- **No information is shared with employers**

Hot chocolate webinars

- Virtual walk in space where we discuss general wellbeing guidance.
- Topics include:
 - Improving sleep
 - Stress and Burnout
 - Coping with Worry
 - Relaxation techniques



Why contact Keeping Well?

- Work related stress
- Personal issues
- Bereavement
- Trauma
- Mood difficulty
- Relationship breakdowns
- Health issues (Recent diagnosis)
- Disability

How does Counselling work?

- Counselling is a short-term talking therapy used to help a person, explore, express and understand their emotions and often the behaviours that go along with that.
- There are different approaches to doing this and the approach used will be down to the individual therapist
- Not all methods will suit everybody and every situation
- At the core it is about building a therapeutic relationship, between client and counsellor.



Case Study

- Client G is a 41-year-old female, married with one child. She works as a teacher.
- Client G contacted our service when she found she was dealing with great anxiety and constant fears about not being good enough and a failure at everything.
- Client G had a difficult relationship with her parents and during our time together described a lack of affection and often being bullied by her mother and father.
- This negativity experienced in childhood and had continued well into her adult life, where she internalised her parent's bullying and they became barriers to her growth and success. Client G felt like nothing she did was good enough and still spent much of her time trying to get approval and validation from her parents and others.
- Throughout our work together we explored a great deal of Client G's history; family, relationships, work, motivations.
- Built her confidence
- Set boundaries
- Took ownership
- Acknowledged successes
- Established her worth

When would we refer to IAPT?

- As we mentioned previously, we provided onward referrals to local IAPT services. All IAPT services offer a therapy known as Cognitive Behavioural Therapy (CBT). Also, offer additional treatment such as Eye Movement Desensitisation Therapy (EMDR).

Here are some reasons why we have referred staff to IAPT services:

- Self – esteem and confidence issues
- Depression
- Obsessive compulsive disorder
- Stress and anxiety

We follow a person – centred approach, so all cases will be considered individually and collaboratively.

FAQs

- Do we support volunteers?
- How many counselling sessions do we offer?
- What type of counselling is it?
- Do we provide follow up calls?
- Do we liaise with your employers?
- Do I have to provide medical history?
- Do I have a contract?



keepingwell
support for health and care staff

How can staff access the service?

Opening hours:

Monday 9am to 5pm

Tuesday-Thursday 8am to 8pm

Friday 9am to 5pm



Live chat
Monday to Friday

keepingwellblmk.nhs.uk



Call 01908724227
Monday to Friday



Email
keepingwell.blmk@nhs.net

It's quick and easy to start a conversation with our team. Visit our website to live chat with a trained wellbeing professional. Complete an online referral form to book an appointment for initial consultation, or request a call back.

keepingwellblmk.nhs.uk



Thank you for listening

Questions

“I was struggling with anxiety, low mood and overthinking, and wanted to speak to a talking therapist. Through my employer I heard about Keeping Well. On the online platform I spoke to one of the Assistant Psychologists who listened attentively to my issues. He followed this up with some additional services that could help and further checked in with me two weeks later. He made me feel comfortable and motivated. Keeping Well was extremely helpful and I am very pleased with the service I received.”

Safeguarding and Recovery Worker, Path2Recovery Bedford



Laughter
and
Life Ltd

Discovering the Real You

Cheryl Green

Email: Cherylmgreen@gmail.com

Mobile: 07729 187399

Website: www.laughterandlife.co.uk

Jeanette Skipsey



conference recording 29th Sept Voluntary sector professionals

2022-09-27 11:34 UTC

Recorded by

Jeanette Skipsey

Organised by

Jeanette Skipsey

Rebecca Gooch

Emotional Health & Wellbeing Practitioner

RELAX FOR A WHILE

- ALTERNATE NOSTRIL BREATHING
- EMOTIONAL FREEDOM TECHNIQUE (TAPPING)
- GUIDED VISUALISATION

ALTERNATE NOSTRIL BREATHING

(NADI SHODHANA)

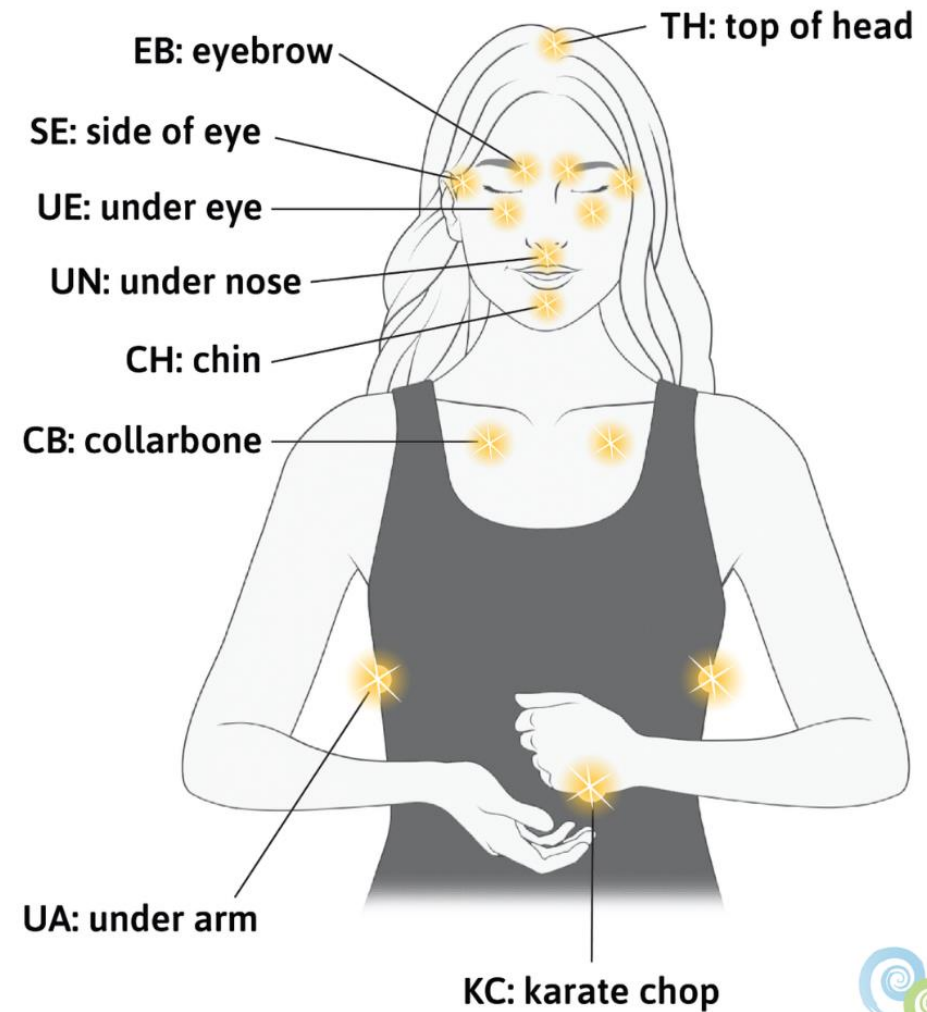
- Improves cardiovascular & lung function
- Regulates the nervous system
- Reduces stress & anxiety
- Lowers blood pressure



EMOTIONAL FREEDOM TECHNIQUE

- Combines the principles of Chinese acupressure and psychology
- Tapping on meridian points helps regulate the autonomic nervous system
- Lowers cortisol levels
- Reduces anxiety
- Improves sleep
- Increases motivation

TAPPING POINTS



TAPPING TO WAKE UP HAPPY

Side of Hand:

Even though I'm holding on to some stress,
I choose to relax and let it go now.

Even though there's a lot to think about,
I choose to relax and quiet my mind now.

Even though I'm holding on to some tension in my body,
I choose to release it completely now.

ROUND ONE...

EYEBROWS: It's time to let go

SIDE OF EYES: Releasing any racing thoughts

UNDER EYES: And any stress from my body now

UNDER NOSE: It's time to relax

UNDER MOUTH: I prepare my body for sleep

COLLAR BONE: And let go of any stress and tension UA: Relaxing now

TOP OF HEAD: Letting go

ROUND TWO...

EB: As I sleep tonight,

SE: My happiness is growing

UE: It's getting easier and easier for me to feel happy

UN: From the moment I wake up

UM: I feel the warm energy of happiness in my body CB: And a smile of happiness on my face

UA: I love greeting the day with happiness

TH: I choose to wake up feeling truly happy tomorrow

ROUND THREE...

EB: The more I relax

SE: The more my happiness increases

UE: The more I let go of my cares and worries

UN: The more happiness can saturate my body and mind

UM: The deeper I sleep

CB: The deeper this happiness can become

UA: Feeling so relaxed as my happiness increases

TH: Programming waking up happy while I sleep now

FINAL ROUND...

- **EB:** Just relax as you imagine yourself waking up happy. Don't worry about repeating these words. Just tap and breathe and imagine.
- **SE:** Visualize yourself waking up tomorrow after a night of restorative sleep. Make the decision now, to open your eyes tomorrow and feel happy.
- Notice what it's like to wake up with this easy, happy feeling in your body, mind, and heart.
- **UE:** Notice how it feels to be happy - that light-hearted, easy to smile, warm feeling.
- **UN:** Your night of restful sleep filled you up with happiness. Feel what it's like to go about your day, with so much happiness. You radiate happiness to everything and everyone.
- **UM:** Imagine going about your day tomorrow, feeling so peaceful, so content, so happy. You might even smile a little as you picture that feeling now.
- **CB:** Feel the happiness saturating your body, as all the happiness you desire becomes magnetic to you. You are creating new pathways for your brain now, pathways for increased happiness.
- **UA:** Your heart, mind, and body know how to be happy. It can be easy and fun. Waking up happy is inevitable.
- **TH:** Relaxing even more, letting go, feeling safe. All is well. Let your mind and body absorb these images and feelings, knowing that you will wake up happier.

Now off to the beach...

