



Trust Headquarters
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28th October 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 20/10/30.

You requested the following information, please also see our response below:

I'm currently conducting some research into the methods used by different organisations to promote staff welfare and keep teams social whilst working from home, more specifically what programs are used and the kind of events (if any) are held. If you could pass my email to the department that could assist me with this I would really appreciate it, I'm just seeking a quick rundown of what is used and how well it's working if someone gets the time to create that for me.

SECamb is very fortunate to have a Wellbeing Hub which provides quick and easy access to an array of support in just one email or phone call. This support includes mental and emotional wellbeing, Trauma Risk Management, as well as physiotherapy referrals. Our Wellbeing Hub assesses and refers or signposts to the most appropriate service to meet individual needs. Additionally, managers and peers who may be concerned about a colleague, can contact the Wellbeing Hub for support and advice.

The hub has developed and maintained a comprehensive range of pathways, both national and local, for numerous aspects of wellbeing – physical and mental health, domestic violence, finance, sleep, smoking etc. We also manage a pathway for temporary alternative duties to keep people in work wherever possible. Lots of initiatives, apps and information to support those working from home are included on the wellbeing pages of the Trust's intranet and have been reinforced via Wellbeing Bulletins.

The Trust has also developed an infographic which has been widely shared with staff, providing top tips for looking after themselves whilst working from home. Managers have been communicated with via daily update calls, frequently reminding managers of their welfare responsibilities and highlighting issues that can arise due to working from home/differently.

Our staff networks have put in place regular catch ups for members to join drop-in sessions and most directorate and teams have team drop ins, catch up sessions. Additionally, weekly webinars take place, focussing on a range of issues aimed at keeping staff engaged and informed, with opportunities to ask questions.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust