

ICS Workforce Wellbeing Best Practice Framework (2020) - Summary poster



Primary Prevention

Set the core conditions to thrive at work

- Staff to GPICS standards
- Education and progression of staff alongside fairness of opportunity
- Good communication, feedback loops and enabling the collective leadership of the workforce
- Facilities for rest & meeting
- Adopt Just Culture - what went wrong not who went wrong
- Transformative and Compassionate Leadership
- Intelligent job design including rotas, rest and the balance of demands and resources
- Quality Improvement and Clinical Governance
- Integrated MDT with a shared professional vision
- Psychological safety and freedom to speak up
- Professional Wellbeing Lead- such as a Psychologist

Secondary Intervention

Reduce effect of stressors as they occur

- Start and end of shift huddles
- Reflective rounds & case discussion
- Embedded Clinical Psychologist
- Psychologically skilled workforce: train manager and staff in managing the emotional burden of the work
- Buddying and mentorship
- Peer support
- Team days and time together
- Actively work on healthy working relationships & proactively manage conflicts
- Measure and monitor wellbeing

Tertiary Intervention

Support and intervene for any resulting ill health from work

- Embedded Clinical Psychologist
- Occupational Health
- Rapid access to evidence based treatment
- All available by self or professional referral
- Information on local signposting