

Case study: Kingston Hospital chaplaincy service

Raising awareness of services

Information distribution using the personal touch: During the height of the pandemic Chaplaincy staff attended ward-based handovers (known as 'RAG boards') to discern patient and staff support needs. For staff this included brief conversations and signposting to longer 'Time to Talk' Sessions offered by the Staff Wellbeing Chaplain and team of suitably qualified staff volunteers.

Sessions have also been advertised via global emails, the intranet, leaflets, posters, drop-in sessions and wellbeing walkabouts (although these are currently restricted due to infection control measures).

Distributing information via word-of-mouth has been by far the most effective way of informing staff as any stigma around asking for help can be addressed at the same time. This includes Chaplaincy staff, senior staff/managers and anyone who has benefitted from the service. Our Chief Executive and Comms team have also taken many opportunities to inform staff of the psychological support available to them through their regular briefings.

Range of services offered

'Time to Talk' sessions have been available since October 2017 and demand has increased significantly during the pandemic. Time to Talk sessions by appointment provide an opportunity for any staff member to explore their holistic wellbeing needs in a confidential and comfortable setting away from the work area, giving them time to reflect on and process experiences and make a personalised plan of self-care strategies.

On-going referral to a Clinical Psychologist can be arranged for those with ongoing mental health concerns, as is referral to counselling and psychotherapy via our external Employee Assistance Programme.

Group 'Wellbeing Reflection Sessions' are also available on request and these are currently held on MS Teams by the Staff Wellbeing Chaplain and Clinical Psychologist.

Visibility of Chaplaincy team

Attendance by the wider Chaplaincy team at ICU handover continues daily and regular contact with Ward Managers/Senior staff is maintained by the Staff Wellbeing Chaplain to monitor and respond to staff support needs. As Chaplaincy staff visit patients they naturally speak with the staff caring for them and continue to remind them of the support available via 'Time to Talk' sessions.

Working with Occupational Health staff

During the first wave of Covid the Staff Wellbeing Chaplain also worked in partnership with Occupational Health Staff, who were in contact with staff shielding, isolating or on sick leave. These staff were offered regular wellbeing check-ins via telephone for the duration of their absence, with some receiving extra support on their return to work.