

**Feeling  
stressed,  
anxious, low  
in mood?**

**Free, fast and  
confidential  
psychological  
support**

By care professionals  
for care professionals in  
response to Covid-19

[www.keepingwellnw.nhs.uk](http://www.keepingwellnw.nhs.uk)

**Spring 2021**

## **Your latest Keeping Well (NWL) newsletter**

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## **Message from Dr Chloe Schneider, Clinical Lead**



Hello everyone! I am the newly appointed Clinical Lead for the Keeping Well Service in North West London.

I am a counselling psychologist who has worked in the NHS for over 12 years as a psychological therapist, supervisor and team leader. I have a particular interest in staff wellbeing and helping facilitate reflective working environments that are supportive of staff development.

For those who have not heard about us, our service provides wellbeing and psychological support to all health and social care staff in the region, including those providing care to others in the community and in residential homes and voluntary sector organisations.

Keeping Well is a staff support pathway that uses the well-established talking therapies workforce across the eight north west London boroughs (Harrow, Brent, Ealing, Hammersmith and Fulham, Hillingdon, Hounslow, K&C and Westminster).

We are run as a partnership between Central and North West London NHS Foundation Trust and West London NHS Trust.

You can access immediate advice and support, Monday to Friday, 9am to 5pm, with a trained mental health professional through the dedicated [website](#) which offers rapid ways to access support through:

- a live online chat with a wellbeing advisor
- self-help resources with webinars/guides/apps
- the option to request a call back
- a number to call to speak to someone directly
- an online self-referral form

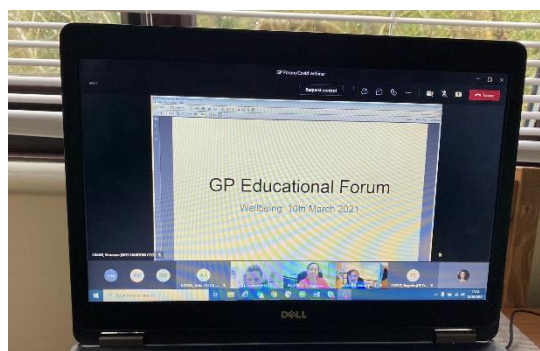
Contact us for an informal chat – no matter how big or small the issue is. For example, if you are having trouble sleeping or feeling tired/fatigued you can talk to us before they become bigger difficulties.

We help support with a number of other issues like:

- Trouble concentrating or relaxing
- Feeling nervous, anxious or on edge
- Being afraid of a specific thing (e.g. injections/needles)
- Eating or drinking more than normal

If you prefer to talk to someone outside your own organisation, one of our wellbeing professionals will be available to help with any of the above.

Within the last few months, we've ran a lunchtime virtual session to all primary care staff based in Harrow highlighting the impact of Covid-19 stresses on the wellbeing of the workforce. Over 70 people shared their experience and reflective thoughts!



And we recently ran a session with Brent Homecare managers, over 20 people joined and took part in a mindfulness session!

If you would like us to run a dedicated session with your staff or a webinar, do please get in touch.

**Dr Chloe Schneider, Clinical Lead**

Email: [chloe.schneider@nhs.net](mailto:chloe.schneider@nhs.net)

**How we can help: Meet our latest team members: Stefani and Noreen**



Meet Stefani, she is our newly appointed Senior Substance Misuse Practitioner.

Stefani's role for the service includes helping support staff who may be experiencing drug and alcohol problems, providing useful information to staff on how to support an employee or a colleague experiencing drug or alcohol problems, and to raise awareness on the correlation between mental health and substance misuse. [Learn more about Stefani's role here](#)



We've also been joined by Noreen, an Occupational Therapist who has joined our Keeping Well Service across North West London.

Her role within this service is to support staff to help you look after yourself and put your mental wellbeing first, to deal with any personal or professional challenges you are facing, to re-establish your goals and to be a link between staff and relevant support to help you stay well. [Learn more about Noreen's role here.](#)

If these are difficulties you are struggling with, get in touch and ask to speak to them.

For more information about team members [visit our website.](#)

## Wellbeing calendar

We have launched a brand new Keeping Well wellbeing calendar to help you navigate the range of wellbeing sessions across North West London including awareness days to help individuals and organisations to plan your health and wellbeing strategy and activities for the year ahead.

The calendar includes:

- Top tips on looking after yourself and mental wellbeing
- Webinars, activities and events to attend
- Articles and resources to read, download and share

Take a look at our [wellbeing calendar](#)

If you have a health and wellbeing initiative or activity that NHS or social care staff will benefit from please get in touch with Imogen Sweeney, Keeping Well Senior Communications and Engagement Officer at [imogen.sweeney@nhs.net](mailto:imogen.sweeney@nhs.net)

## We've been shortlisted for HSJ Value Award

We're delighted to announce we've been shortlisted for this year's National Health Service Journal Value Awards (HSJ) in the Mental Health Service Redesign Initiative category for supporting staff wellbeing during the Covid-19 pandemic.

Our hub was one of the first in the country to be set up as an immediate response to the pandemic and since our service launched in June 2020, we've received:

- Over 1,000 referrals
- 61 per cent average recovery rate – This compares to a national target to achieve 50% recovery
- Over 21,000 webpage views
- Almost 3,000 self-help articles read

[Read more about the shortlist on our website](#)



Ruth Dennis, Head of Psychology at West London NHS Trust said: "We're really proud to be shortlisted in the Mental Health Service Redesign Initiative category. The Keeping Well service was set up very quickly in response to the Covid-19 outbreak as it was clear the pandemic was going to have a lasting impact on the mental health of NHS and care workers."

Dr Ryan Kemp, Director of Therapies at Central and North West London NHS Foundation Trust, said: "We know that many of our colleagues are experiencing extraordinary levels of stress and trauma. If you need someone to talk to our trained wellbeing professionals are here to help."

The winners will be announced at the HSJ Value Awards in June – we'll be keeping our fingers crossed!

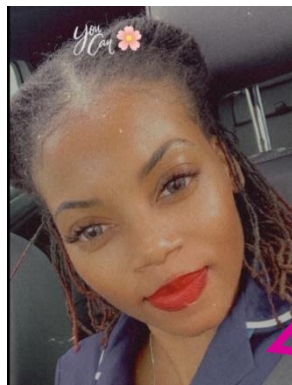
## Feedback and testimonials

We are committed to providing the best possible experience for the care professionals who use our service. Your feedback is a really important way of helping us to achieve this.

In February, Lina Grohbiel an Occupational Therapist at Chelsea and Westminster Hospital reached out to us when she was close to burning out. [Read Lina's story here](#)



"I was being more short fused and at work I did not have the emotional resilience if something was distressing. Everyone has their own way of processing things. I think it's about understanding your flags."



When Issachar sadly lost her mother in 2018, being around people became too emotional for her and she felt detached. She was referred to our service and very quickly she noticed how her outlook had changed. [Read Issachar's full story here.](#)

"Before, I struggled to reach out and was reluctant to talk about my feelings. By speaking to someone, even for a handful of sessions, I felt huge weight lifted off my shoulders."

And when Jo Green, a Specialist Language Therapist was feeling overwhelmed and anxious due to upcoming workplace changes, she contacted us for help.

[Read Jo's full story here.](#)



"Once I made contact with the team and spoke with someone, it was so quick and seamless, I was very impressed with how fast someone came back to me, they really cared."

[Read our latest testimonials on our website.](#)

**Share your feedback with us – take our short survey**

If you have been referred to our service, or used our self-referral process, we would love to hear about your experience of Keeping Well, the NHS and care staff support

service for North West London. Over 98% of people who have used our service have said they are happy with it.

Please take part in our short survey (you can answer anonymously):

<https://www.surveymonkey.co.uk/r/G7DH688> to share your experience and thoughts or get in touch by emailing [keepingwell.nwl@nhs.net](mailto:keepingwell.nwl@nhs.net)

Here is some other feedback we have already received:



If you would be happy for us to use your recent experience as part of a promotional case study or a testimonial please provide your contact details on the survey and we will be in touch!

## Keep up to date with Keeping Well NWL

Take a look at our [posters](#) and [leaflet](#) for more information – please share our resources with anyone you work with who may benefit from our service.



If you would like to receive printed copies of our resources please get in touch with Imogen Sweeney, Keeping Well Senior Communications and Engagement Officer at [imogen.sweeney@nhs.net](mailto:imogen.sweeney@nhs.net)

**Keep up to date with all our updates:**

- Website: <https://www.keepingwellnwl.nhs.uk/>
- Email: [keepingwell.nwl@nhs.net](mailto:keepingwell.nwl@nhs.net)
- Twitter: @KeepingWellNWL
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