

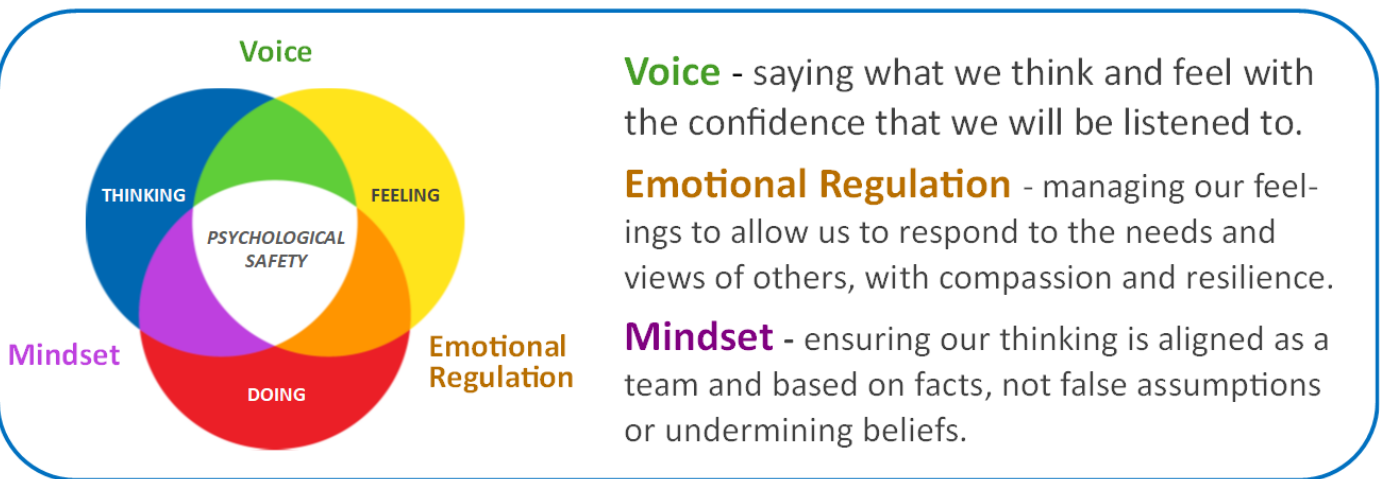
Psychological Safety

Looking after Staff Health & Wellbeing

AQuA (Advancing Quality Alliance) have been working on a programme of support for frontline workers in the NHS, in partnership with Lancaster University and Psychologica Ltd. Due to the current Covid-19 crisis the emphasis has shifted from workshops to online delivery. However, it is clear that frontline workers need **more immediate support** for their health and wellbeing in these unprecedented times.

We have developed an approach to help guide teams through a structured de-brief, at the end of shifts, in order to identify and address emergent problems which may undermine their wellbeing and resilience, patient safety or team effectiveness. This approach places particular emphasis on Psychological Safety.

Psychological Safety is: *“the belief you won’t be punished or humiliated for speaking up with ideas, questions, concerns or mistakes”*. In **safe** teams, members **trust** one another and have **‘voice’** - feeling accepted, respected and able to express their views.



A free support pack is available to NHS staff, or other frontline workers, to support **‘health and wellbeing huddles’**. This is in the form of a checklist to help staff decompress, supported by an instruction poster and guidance (paper, power-point and video) for organisational or team leads - who may help introduce and/or support this process. There are online video support materials under development to help address learning needs and enhance psychological safety, and useful links and local contact points can also be included.



For more information or to access packs please contact:

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