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Iechyd Cyhoeddus  
Cymru  
Public Health  
Wales

**Name of Meeting**  
People and Organisational  
Development Committee  
**Date of Meeting**  
16 February 2022  
**Agenda item:**  
3.6.1

## Taking Care of the Carers – Management Response and Assurance Update

<b>Executive lead:</b>	Neil Lewis, Director of People and Organisational Development
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<b>Author:</b>	Jane Rees, Employee Wellbeing Manager
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<b>Approval/Scrutiny route:</b>	Neil Lewis, Director of People and Organisational Development Business Executive Team (7 January 2022)
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**Purpose**

The purpose of this paper is to provide the management response, and an assurance update on current and planned activities, following the publication of the Audit Wales report, Taking Care of the Carers? How NHS bodies supported staff wellbeing during the COVID-19 pandemic (October 2021).

**Recommendation:**

APPROVE <input type="checkbox"/>	CONSIDER <input type="checkbox"/>	RECOMMEND <input type="checkbox"/>	ADOPT <input type="checkbox"/>	ASSURANCE <input checked="" type="checkbox"/>
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The Committee is asked to receive assurance on planned next steps identified in the management response.

**Link to Public Health Wales [Strategic Plan](#)**

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities and well-being objectives.

This report contributes to the following:

<b>Strategic Priority/Well-being Objective</b>	2 - Improving mental-well-being and building resilience
<b>Strategic Priority/Well-being Objective</b>	3 - Promoting healthy behaviours
<b>Strategic Priority/Well-being Objective</b>	7 - Building and mobilising knowledge and skills to improve health and well-being across Wales

**Summary impact analysis**

<b>Equality and Health Impact Assessment</b>	Not required
<b>Risk and Assurance</b>	The initiative does not add to the existing risk profile of PHW
<b>Health and Care Standards</b>	This report supports and/or takes into account the <a href="#">Health and Care Standards for NHS Wales</a> Quality Themes  Theme 1 - Staying Healthy  Theme 7 - Staff and Resources
<b>Financial implications</b>	None to note
<b>People implications</b>	As described in the paper

## Purpose

The purpose of this paper is to provide the management response, and an assurance update on current and planned activities, following the publication of the Audit Wales report, Taking Care of the Carers? How NHS bodies supported staff wellbeing during the COVID-19 pandemic (October 2021).

Attached to this report are:

- Taking Care of Carers? How NHS bodies supported staff wellbeing during the COVID-19 pandemic (October 2021) (Welsh and English)
- Board Member Checklist (Welsh and English)
- Management Response

## Background

Following the publication of the Audit Wales report, Taking Care of the Carers? How NHS bodies supported staff wellbeing during the COVID-19 pandemic (October 2021) (Appendix 1), all NHS bodies in Wales have been asked to submit a management response, which includes a Board Members checklist (Appendix 2), whose aim is to inform debate within the organisation. The response is required to detail how the recommendations in the report have been addressed, and/or what plans there are in place for them to be completed.

The report recommendation areas are:

1. Retaining a strong focus on staff wellbeing
2. Evaluating the effectiveness and impact of the staff wellbeing offer
3. Considering workforce issues in recovery plans
4. Enhancing collaborative approaches to supporting staff wellbeing
5. Providing continued assurance to boards and committees
6. Building on local and national staff engagement arrangements

Prior to the publication of the report, our staff wellbeing offer was audited by NWSSP (NHS Wales Shared Services Partnership) auditors in July 2021. They concluded that we have a good process in place for managing staff wellbeing, and commented positively on the number of wellbeing initiatives introduced since our response to the pandemic, in particular, and noted areas of good practice. From the seven topics within their assurance summary, there were two areas out of seven where we were required to carry out some maintenance activity. We have put in place an action plan to address their findings, namely:

- Production of a 12 months workplan, mapping out wellbeing aims, expected outcomes, milestone dates and links to evidence
- Addressed issues relating to some members non-attendance at the WEPG (Wellbeing and Engagement Partnership Group), and the need to nominate a deputy and identified gaps in representation
- Introduced rotational co-chairing arrangement

## Assessment

Many of the recommendations within the report were already being considered:

### 1. Retaining a strong focus on staff wellbeing

Continued promotion and monitoring of completion of All Wales Personal COVID-19 risk assessment tool to identify high-risk individuals in high-risk health care settings so that appropriate action can be taken to reduce or remove them from the risk, including working directly with staff networks to publicise the benefits of completion.

### 2. Considering workforce issues in recovery plans

Reactivation and recovery of essential and priority services was one of four key organisational work-streams through 2020-2021 and the Recovery Co-ordination Group was convened to co-ordinate the reactivation and recovery of services. We also engaged with a range of colleagues via 'Our Conversation,' which allowed attendees the opportunity to tell us what they think the future of work in Public Health Wales looks, sounds, and feels like.

### 3. Evaluating the effectiveness and impact of the staff wellbeing offer

Ongoing surveys to assess how staff wellbeing resources are being utilised, and to identify any barriers. This has resulted in an organisation wide action plan, with five key areas for action. We are also able to consider the most effective methods for use during the pandemic, and how these should be used in the future e.g., delivery of wellbeing support sessions via MS Teams and continued use of team wellbeing check ins throughout the organisation.

### 4. Enhancing collaborative approaches to supporting staff wellbeing

Active involvement in the National Health and Wellbeing Network and consideration being to how to launch the All-Wales Workforce Wellbeing guide within the organisation, to ensure that staff and managers are aware of how it can be used with existing resources and how we can gain feedback on its effectiveness.

### 5. Providing continued assurance to boards and committees

Regular assurance reports are provided to the business Executive Team (BET) and People and Organisational Development Committee (PODCOM).

## 6. Building on local and national staff engagement arrangements

We run annual engagement surveys, and work with our staff networks and TU colleagues to plan how these will look. We also participate in the Medical Engagement Scale (MES), which assesses the level of engagement of medical staff with organisational goals. We are continuing to use this data as a broad, initial measure, which we are exploring further, using team wellbeing check ins and focus groups, where further context and detail is gained. We will be considering our approach to engagement at an organisational level, ensuring that partners throughout the organisation are committed to resulting actions.

### Next steps:

- The completed Management Response will be provided to Audit Wales
- The six recommendations will be considered in any future planning and evaluation activity.
- The planned review of our current engagement arrangements will be provided to BET in late Spring.

## **Well-being of Future Generations (Wales) Act 2015**

This report contributes /will contribute to the following Public Health Wales well-being objectives

Goal 1 - Build capacity and support system change

Goal 3 - Support the NHS to deliver high quality, equitable and sustainable services

Choose an item.



Continuing to understand what staff need to support their wellbeing will enable us to maintain a healthy and resilient workforce



By better understanding what our staff need, we will be able to work towards our aim of enhanced wellbeing for all staff



By ensuring we work towards a healthy workforce it will enable us to meet our strategic goals, as well as supporting others to meet theirs



Adoption of healthier work behaviours will enable good practice sharing and support



Continuing to enable our people to provide feedback will ensure their involvement in our strategic aims

## Recommendation

The Committee is asked to receive assurance on planned next steps identified in the management response.