Enabling staff well-being: What works? #swbwhatworks

A tweet chat jointly hosted by the Foundation of Nursing Studies (@FoNSCharity) and the Point of Care Foundation (@PointofCareFdn)

27th November 2018, 7-8 pm

Introduction
There has been an increasing interest in staff well-being in healthcare for several years now. Whilst we know that the nature of caring work is both physically and emotionally challenging (Barker, 2016), this demand on staff is being compounded by the current economic and social climate. Services are under constant pressure to provide high quality care to a population with increasingly complex needs, whilst also experiencing a squeeze on public funding, causing 'relentless pressure' (Point of Care Foundation, 2014, p. 6). As organisations working directly with staff who are providing care, both FoNS and Point of Care Foundation are increasingly experiencing the impact of these pressures, as staff report feeling overworked and undervalued. Additionally, we know that many teams and services are facing challenges relating to recruitment, retention and staff sickness.

As a workforce, healthcare workers are 'more stressed and unhappy than the general workforce' (Barker, 2016). Stress and burnout are particularly high in the NHS compared to other sectors (Wall et al., 1997), and this consequently has a detrimental effect on the ability of staff to provide good care (Maben et al., 2012). Staff absenteeism has a huge impact, not only in terms of staff illness, injury or stress (Royal College of Physicians, 2015), but also due to the workdays lost to the NHS each year and the associated costs (10.3 million days and £1.75 billion, West and Dawson, 2011).

Whilst it makes sense to think that staff well-being will impact patient experience and patient outcomes, the evidence base to support this across health and social care is just starting to grow (Maben, 2016). A number of factors seem to contribute to a sense of staff well-being; these include employee motivation and engagement (Kings Fund, 2012; Point of Care, 2014); compassionate leadership (West et al., 2017); and supportive work environments (Royal College of Physicians, 2015; Cornwall, 2018).

Aim of the tweet chat
The aim of this tweet chat is to create an open conversation about 'what works' in terms of staff well-being. We would like to encourage dialogue about the meaning and importance of well-being to staff; the factors that enable well-being and the things that we should be paying attention to at individual, team and organisational levels. The questions that we will be posing to encourage the discussion are:

- What does well-being mean to you?
- What enhances your well-being when you are at work?
- In what ways does your service/organisation support/enable staff well-being?
- How could FoNS and PoCF support individuals, teams, services/organisations to enhance staff well-being?

After the tweet chat
After the chat, FoNS and the Point of Care Foundation will retrieve and review all the tweets, to identify themes and points for discussion. They will create a summary of the chat that will be available on our websites and shared via social media.

How to join a tweet chat
Click on the link to download the **FoNS Guide to Joining in a Twitter Chat**.
Don't forget to include #swbwhatworks in every tweet!

References

Barker, J. (2016) *Making the case for staff well-being in the NHS.* The Health Foundation. Available from: https://www.health.org.uk/blog/making-case-staff-wellbeing-nhs

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Kings Fund Leadership Review (2012) *Leadership and engagement for improvement in the NHS. Together we can.* The Kings Fund, London. Available from: https://www.kingsfund.org.uk/publications/leadership-engagement-for-improvement-nhs

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Point of Care Foundation (2014) *Staff care: How to engage staff in the NHS and why it matters*. Point of Care Foundation. Available from: https://www.pointofcarefoundation.org.uk/evidence/staff-care-report/

Royal College of Physicians (2015) *Work and wellbeing in the NHS: why staff health matters to patient care.* Royal College of Physicians, London. Available from: https://www.rcpsych.ac.uk/pdf/RCP-%20WorkWellbeingNHS.pdf

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West, M. and Dawson, J. (2011) *NHS Staff Management and Health Service Quality*. Available from: https://www.gov.uk/government/publications/nhs-staff-management-and-health-service-quality

West, M., Eckert, R., Collins, B., and Chowla, R. (2017) *Caring to change. How compassionate leadership can stimulate innovation in health care.* The Kings Fund, London. Available from: https://www.kingsfund.org.uk/publications/caring-change

Further information

For further information about FoNS or the Point of Care Foundation, please visit our websites:

- https://www.fons.org
- https://www.pointofcarefoundation.org.uk/