

Case Study

Hywel Dda University Health Board



Healthy Working Wales Platinum Corporate Health Standard

About us

Hywel Dda University Health Board (HDUHB) provides healthcare services to a population of around 384,000 throughout Carmarthenshire (183,936), Ceredigion (79,488) and Pembrokeshire (120,576). It provides acute, primary, community, mental health and learning disabilities services via general and community hospitals, health centres, GPs, dentists, pharmacists and optometrists.

The organisation employs 10,282 members of staff comprising of clinical and medical staff and admin, clerical and ancillary grades.

Highlights

- The Healthy Working Wales Corporate Health Standard principles have continued to prove valuable and are still being followed during the pandemic and with the associated new ways of working.
- We researched the best ways of achieving new ways of working such as different platforms for the delivery of learning programmes, piloted within our Organisational Development team and then evaluated prior to any further roll out.
- The importance of checking in with staff and treating everyone as an individual is emphasised, providing the opportunity to take time out and talk whilst ensuring compassion and empathy for individual needs.
- The in-house Staff Psychological Wellbeing Service provided support for all staff with counselling, resources, videos and signposting on the intranet.
- Being forced to move to remote and online working has proved that roles can be undertaken virtually and not everyone has to be in the office all the time to get their job done.
- Covid-19 has certainly changed people's way of thinking - for some, positivity and productivity have increased due to the new work life balance which has been forced into place.
- The wellbeing of staff is our highest priority and working towards HWW awards has enhanced the health and wellbeing of our staff. The involvement of a wide range of teams and staff in the HWW process has ensured embedding health and wellbeing into corporate life and culture is at a very advanced stage.

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Moving everything online

The Organisational Development (OD) team is responsible for culture changes and staff engagement, part of which involves delivering leadership programmes, team experiences, team training, 1-2-1s and appraisals along with other meetings such as exit interviews.

Due to the Covid-19 guidelines, face-to-face delivery was no longer an option and all were put on hold overnight in March 2020. The OD team had to look at ways to work differently and efficiently to restart the leadership programmes and training and to facilitate modules virtually.

We researched the best ways of achieving new ways of working, such as different platforms for the delivery of learning programmes, piloted within our team and then evaluated prior to any further roll out. Microsoft 365 and Teams were made available to HDUHB staff in a matter of weeks. Training and corporate induction are now completed virtually.

Employee Wellbeing

Some support feels as if it still needs to be face-to-face, such as those having challenges with mental health, when signposting to other services doesn't feel sufficient. Virtual meetings can be difficult for some staff who are not confident with IT skills or have a reluctance to open up.

Using MS Teams felt very official and formal in the beginning however it has evolved to be used not just for meetings but to have catch-ups. The importance of checking in with staff and treating everyone as an individual is emphasised by the organisation, providing them with the opportunity to take time out and talk whilst ensuring compassion and empathy for individual needs. A Chaplain service is also available to all members of staff regardless of their faith or beliefs.

“Let's celebrate and utilise these new ways of working to our advantage.”

“Working at home can be quite isolating at times.”

Impacts

We piloted a mixture of virtual and face-to-face meetings and training (in line with Covid-19 guidelines at the time) for the delivery of learning programmes and evaluated them to establish how beneficial they were for those involved to enable further progression of the individuals.

The in-house Staff Psychological Wellbeing Service has provided support for all staff with counselling, resources, videos and signposting on the intranet via dedicated Covid-19 mental health and wellbeing pages.

Weekly staff wellbeing resources are shared with all staff via global email. These include advice on staying connected when home/remote working. Information about mental health and wellbeing, healthy eating, physical activity, smoking and alcohol consumption are available on these pages.



Case Study



Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Digital COVID Journey

Setting the Digital Landscape for Health



Working From Home



Accelerated Rollout of National Products



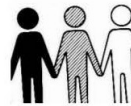
Empowering Staff to Work Digitally



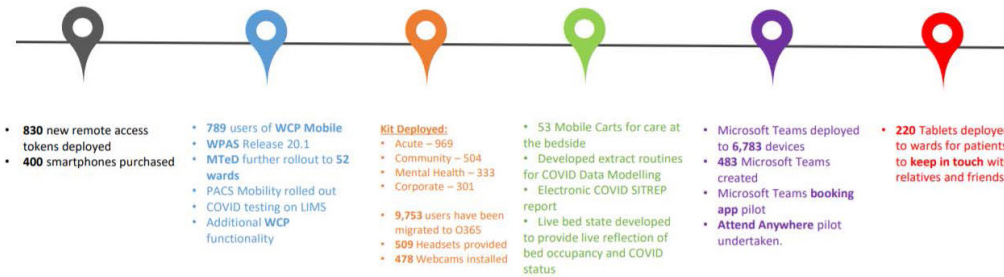
Supporting Patient Flow



Virtual Meetings and Digital Consultations



Connecting Patients and Their Families



You can follow us on Twitter @HddInformatics #arwainarloesidigidol #leadingdigitalinnovation

Feedback from staff

We've had some valuable feedback from staff – the following highlights some of the positive feedback and also some of the challenges staff have experienced:

“We have learnt that you do not have to be in the office 9-5 to be productive.”



Cymru Iach ar Waith
Healthy Working Wales



Iechyd Cyhoeddus
Cymru
Public Health
Wales

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“I am finding the resources you have been sending out very helpful and thought-provoking. So I want to say thanks and well done – I really look forward to them!”

Lessons learnt

HDUHB has moved many staff across the health board from office working to home working which is a significant change. Being forced to do so because of the pandemic has proved that roles can still be undertaken virtually and not everyone has to be in the office all the time to get their job done.

Covid-19 has certainly changed people’s way of thinking.

For some positivity and productivity have increased due to the new work-life balance which has been forced into place.

We have been HWW Gold Corporate Health Standard (CHS) award holders since 2011 and Platinum award holders since 2013. Working through the CHS process and through engagement with the HWW team we have taken on board ideas, help and guidance.

The Healthy Working Wales CHS principles have continued to prove valuable and are still being followed during the pandemic and with the associated new ways of working.

The physical, mental and emotional wellbeing of staff is the highest priority for HDUHB and working towards the HWW awards has enhanced the health and wellbeing of our staff. A wide variety of individuals, teams and professional groups have been brought into the process and as a consequence the integration and embedding of health and wellbeing into the corporate life and culture of the Health Board is at a very advanced stage.

“The HWW award has provided us with a framework to use in striving to keep the health and wellbeing of staff at the forefront of everything we do.”

