

Observation Topic of the Month - Health and Wellbeing

Key questions to ask ...



Are staff aware of the availability of the Employee Assistance Programme?

EAP through Health Assured can provide confidential face-to-face or telephone counselling, cognitive behavioural therapy (CBT) as well as information and guidance on a wide range of topics. Details on People First.



Are staff aware of the Wellbeing Zone for info about health and wellbeing issues?

The Wellbeing Zone is free to use for staff and their families, and can provide information on topics such as mental health, sleep, and smoking.



Are staff aware what is available through Occupational Health, such as physiotherapy?

Occupational Health is there to support staff and managers to ensure that an individual's health is not affected by work and vice versa.



Are staff aware of the Wellbeing Policy?

The Wellbeing Policy gives all the support and information available to staff and can be found on People First.



Are all your staff immunisations up to date?

Hepatitis B vaccination is recommended for all staff who have contact with blood or blood products as part of their job. Other vaccinations are required for staff who work with patients and some tissues.



Do you know what adjustments are in place for staff within your department?

Reasonable adjustments should be in place for all staff who require support, either temporarily, sporadically or long-term. Do you have records of all these adjustments and are these reviewed regularly?

Please feedback to the team all the positive information from your observation and congratulate them on what they did correctly. Any suggestions for improvement should be put to the team as a question as per the behavioural safety training and also collated onto a near-miss postcard and return it to the health, safety and wellbeing team.

A behavioural safety observation is the key to identifying hazards in the way people carry out tasks before an accident happens.

The idea is to visit your team and observe the work for a few minutes, identifying things that are good as well as bad and then discuss the points with your team. The information on the other side of this sheet may provide some guidance on what to look for.

Below is advice on how to carry out the conversation and what to look for in the observations.

Introduce yourself

- Advise the observee who you are if they don't know and why you are there
- Advise all observations are anonymous
- Watch the whole process you are observing
- Record good and poor practice
- Only interrupt if there is an immediate danger of injury or worse

Immediate feedback

- Feedback directly to the person you have observed
- Reinforce POSITIVE behaviour by telling them what they did well
- Have an open and honest conversation with the observee

Do this by asking the right question in the right way

- Highlight what they have done correctly and present any issues as a question for them to answer:

- Q. Does everyone do it that way?
- Q. What is slow / inconvenient uncomfortable about doing that safely?
- Q. What is the worst thing that could happen with that approach?
- Q. How would that affect your spouse, children, partner, children, friends, colleagues?
- Q. What could be done to address the issue highlighted?

Date	What was observed?
What went well?	
What didn't go well? - Please report all issues as near misses	
What could be better?	
How can we improve?	