

Reference:	FOI.028
Subject:	Staff mental health and counselling services
Date of Request:	21 January 2019

Requested and response:

Overview: I would like to find out if the number of hospital staff accessing the board's staff mental health/counselling service is increasing, and why.

Please note: Please just answer questions one, two and three if the statutory time limit is reached after question three.

1. Does the hospital trust have a staff support and counselling service? If yes, what is it called? e.g. the Staff Support and Counselling Service

Please clarify whether the service is specifically for staff wanting support with work related issues, or whether staff can access the service for any personal issues unrelated to work.

Please confirm what is provided, e.g. six free counselling sessions

Hywel Dda University Health Board (UHB) has a staff support service, it is called the Staff Psychological Well-being Service, and it provides free, confidential psychological support to any Health board employee for work related and/or personal issues. Appointments are offered in all three counties, with bases at Prince Philip Hospital, Glangwili General Hospital and Withybush General Hospital, while locations in Aberystwyth and Lampeter are confirmed upon referral.

Initially, the staff member is offered a 'Resource Appointment' at which we explore options that may meet the individual's needs, with the possibility of then offering short term counselling, up to a maximum of 6 sessions. This is for mild to moderate level difficulties. Additional sessions may be agreed dependant upon individual needs, to support an employee through organisational processes such as returning to work after sickness absence, investigations, suspensions, grievances, dignity at work concerns etc.

2. How many staff members used the service in 2016, 2017 and 2018?

Please give a total for each calendar year not tax year if possible, so, for example, 100 in 2016, 100 in 2017 and 100 in 2018.

If the board manages more than one hospital, please confirm if the figures provided are for all hospitals.

The table below provides the total number of employees who used the service during the requested timeframe.

Calendar Year	Number
2016	360
2017	397
2018	393

3. Please confirm if you record the overall reasons why staff are accessing the service; e.g. you may have headings like, 'personal stressors (including anxiety/depression)' and 'work related stressors (including anxiety and depression)', etc.

The UHB does not record the overall reason describing the reason why a patient has accessed the staff psychological well-being service.

4. If time allows, please give a breakdown of the reasons staff are accessing the service, e.g. 2018, 40%/40 people for personal stressors and 60%/60 people for work related stressors.

Please see response to question 3.