

Overview

London North West NHS Trust employs just under 9,000 staff across multiple sites in central London. The Trust is a busy acute trust with staff often working in high pressure, intense situations over long hours. The Trust realised there was a need to provide some effective, useful training sessions which would help the staff become more resilient in terms of dealing with these high pressure situations. Due to time constraints, this training needed to be both time limited but accessible and with beneficial outcomes whilst at the same time giving value for money.

The Solution

LNW NHS Trust approached Talking Life as we had a proven track record of delivering Stress, resilience and mindfulness training sessions to them over the past few years.

Various options were considered but to meet the various constraints, it was felt that short sessions (one day) on Mindfulness offered staff an introduction to what could become a lifelong skill with useful benefits both in individuals' work and private lives and in a minimum of time away from their workplaces.

Mindfulness is learning to become aware of your thoughts and feelings at any moment you choose and without judgement or bias deciding how to respond, to mindfully choose the option which will lead to the desired result. It is learning to become aware of your present state, to choose the required emotion and thought and not being beholden to our emotional reactions.

Our trainer, Sean Liddell, discussed the various Mindfulness options with the Trust's Training Manager and designed a course which specifically fitted the Trust's needs. This included the key aspects of Mindfulness and also offered a series of simple but effective exercises which could be learned quickly and used on a regular basis.

Managed Service

Talking Life managed the contract from start to finish, and appointed a dedicated contracts manager and event co-coordinator in order to oversee the smooth running of the programme and liaison with LNW NHS Trusts commissioning team. This involved organising suitable dates and venues, collating feedback forms together with attendance lists for the training sessions and putting all reference documents and hand-outs on the Talking Life website so they are easily accessible to delegates pre and post training. The courses were also quality checked by our Managing Director to ensure continued quality and assessment of the training. We provided evaluation forms on the day of each training and also organised a post training evaluation 6 months after the end of the training delivery.

Delivery

240 staff were trained over 12 sessions between July 2018 and March 2019. Sessions took place across 2 venues at the Trust (Ealing and Northwick Park Hospital). Each session was evaluated and the results were fed back to the Trust Management after each session.

Outcomes

Evaluations were completed by each delegate at the end of every session in written form.

The sessions were scored 'excellent' by the majority of the delegates. Examples of individual feedback comments were:-

"This should be put into mandatory training for every single member of staff, as it is beneficial to their wellbeing"

"Loved it, brilliant course"

"I really enjoyed the day, I will certainly put some of the things we covered into practice"

Additionally, delegates were asked to complete an e-survey 6 months after the training took place.

One of the key outcomes of the post training survey was that 98% of the staff attending the courses continued using Mindfulness weeks after the training took place. 87% of staff reported positive benefits arising from taking the Mindfulness training.

Delegates were asked to describe one way in which Mindfulness helped them at work. Comments included:-

"Mindfulness helps me to be conscious and aware of my environment. Helps me to calm and control my feelings and accepting differences from others like personality"

"It has helped me to better manage my time and reduce stress"

"When I'm really stressed it helps me to remain calm and allows me to focus on the task in hand"

"I now use mindfulness during my therapy sessions to help patients who are anxious and stressed post stroke"

"It has helped me to be a bit more patient and listen and think before"

"Enhanced my problem solving skills"

Conclusion

The training had has a significant effect on the well-being of the staff at LNW NHS Trust. Staff are now more resilient, can deal with stress management, have become more creative and are better problem solvers. This training has been delivered in a very cost effective way. The trust has been extremely pleased with these outcomes and is now looking to put in place a Train the Trainer solution so that, going forward, staff will be able to consistently have access to training in Mindfulness.