

Staff Engagement & Improving Staff Experience

Staff Oasis – Listening Lounges & Conversations with Jasper

East Lancashire Hospitals NHS Trust
David Anderson, Spiritual Care Department



Like working in a warzone



What staff asked for:



A place where they could come to cry

A place to share their story

A place where they could have a cold drink

A place where they could spend some time
with Jasper our therapy dog

Oasis spaces



“Coming here has saved me from being stressed and going off sick” HCA

Peer support sessions



“I feel less alone.” “Like a weight has been lifted.” “I now feel that someone cares.”

Sharing the model

NHS England

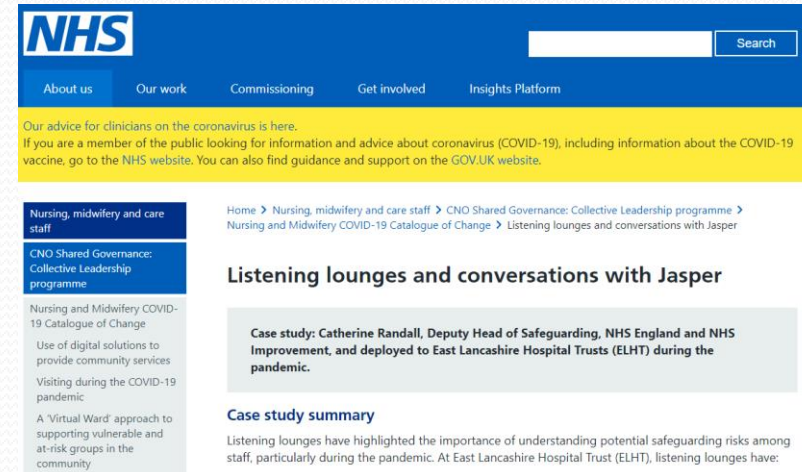
Health Education England

Publications

CQC

National conferences

BBC – Local and National



The screenshot shows the NHS website interface. At the top is the NHS logo and a search bar. Below the navigation menu, there is a yellow banner with text: "Our advice for clinicians on the coronavirus is here. If you are a member of the public looking for information and advice about coronavirus (COVID-19), including information about the COVID-19 vaccine, go to the NHS website. You can also find guidance and support on the GOV.UK website." The main content area features a breadcrumb trail: "Home > Nursing, midwifery and care staff > CNO Shared Governance: Collective Leadership programme > Nursing and Midwifery COVID-19 Catalogue of Change > Listening lounges and conversations with Jasper". The page title is "Listening lounges and conversations with Jasper". A case study summary is highlighted: "Case study: Catherine Randall, Deputy Head of Safeguarding, NHS England and NHS Improvement, and deployed to East Lancashire Hospital Trusts (ELHT) during the pandemic." Below this, a section titled "Case study summary" begins with the text: "Listening lounges have highlighted the importance of understanding potential safeguarding risks among staff, particularly during the pandemic. At East Lancashire Hospital Trust (ELHT), listening lounges have:"



Influencing national policy



Hilary Garratt CBE, RN, SCPHN (HV) ❤️ @HilaryGarr... · Dec 4, 2020 ...

Its ok not to be ok - so important to create safe space to talk. Here staff share the huge emotional impact of working through the pandemic. Jasper 🐶 helped enormously as well as the amazing pastoral team @ELHT_NHS. @teamCNO_ @Prerana_Issar @NursingEmma @windlejac



#Hello MNI Catherine ❤️ @RandallCath · Dec 4, 2020

Fabulous to be on deployment @ELHT_NHS working with incredible staff. Visit today with @HilaryGarratt @NHSsafeguarding @teamCNO_ @windlejac sharing best practice in listening lounge with jasper 🐶 #Wellbeing #mentalhealth @NursingEmma

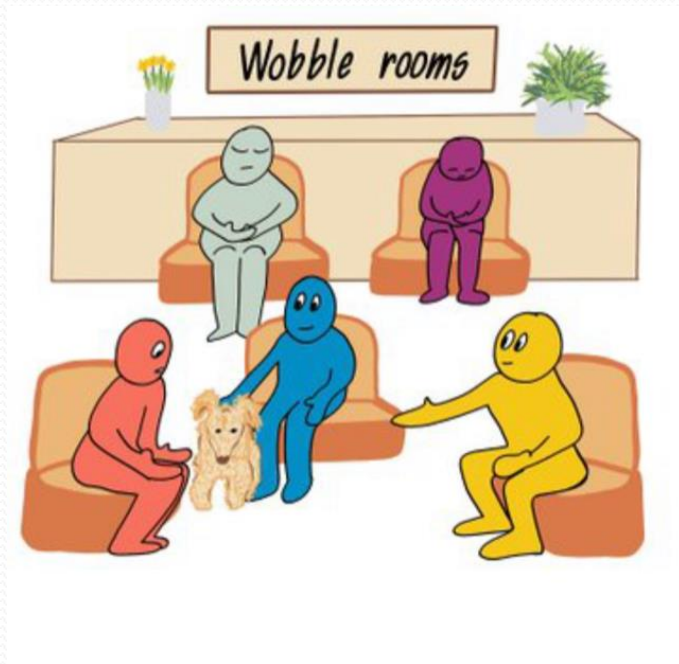


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So you can see Jasper in action!



Safe

Personal

Effective