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Workforce Wellbeing Champions
Board Employee Directors

20 July 2020

Dear Colleague

Launch of the Health and Social Care Workforce Wellbeing line within NHS 24's Mental Health Hub – Monday 20th July

Thank you again for the work that you and colleagues across the health and social care workforce have done to protect and care for people over the Covid-19 response. Thank you also for your work in providing a range of support for staff, including communications, staff wellbeing 'hubs', common rooms, listening services, peer support, guidance and links with Occupational Health and Chaplaincy services. We welcome the sharing of territorial Boards' offerings to the social care workforce in local areas. As we move into the recovery phase, supporting staff wellbeing and the welfare of the workforce remains a critical priority.

I am writing to highlight that we have today launched **a new "wellbeing line" for the health and social care workforce based within NHS 24's Mental Health Hub**, to complement the support offered through the National Wellbeing Hub (www.promis.scot), which provides a

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range of self-care and wellbeing resources designed to support the workforce as they respond to the impact of Covid-19.

NHS 24's health and social care workforce wellbeing line number is: 0800 111 4191.

This number will route callers to a ring-fenced team of Psychological Wellbeing Practitioners (PWP) within NHS 24's Mental Health Hub. The PWP will offer callers a compassionate and empathetic response based on the principles of Psychological First Aid, as well as advice, signposting and onward referral to local services if required. It will operate on a 24/7 basis from 20th July initially for a period of 12 months.

We ask that you promote the National Wellbeing Hub and the new wellbeing line across your organisations, networks and membership, to maximise awareness of the support that is available to the workforce.

My officials will work with the project leads to develop resources as required. Please contact Victoria.bruce@gov.scot if you have any comments or feedback.

Once again, I would like to thank you and your teams for your extraordinary work.

Clare Haughey

CLARE HAUGHEY

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