



# Learning activity evaluation

**Staff Wellbeing Training  
Women and Children**



**NHS Lothian  
Charity**

# Staff wellbeing training

In 2024 nursing and support staff from the Neonatal Intensive Care Unit at Royal Hospital of Children and Young People and staff from the SCBU at St John's Hospital deal with difficult and stressful situations every day. Delivered by 'The Wellbeing Project' (an external training company) over 100 staff, 76 from RHCYP and 30 from SJH, attended in-person wellbeing training sessions to learn new skills, consolidate existing knowledge and boost confidence.

## **Handling difficult situations (9 sessions, 6 for RHCYP staff and 3 for staff at SJH)**

Applicable to nursing and support staff, the aim of the training was to provide practical tips and techniques to handle difficult situations and support staff with coping and stress management strategies.

## **Wellbeing conversations (1 session)**

Aimed at senior nursing staff, the focus of the training was to learn how to initiate supportive wellbeing conversations and create a space of psychological safety with their staff members.

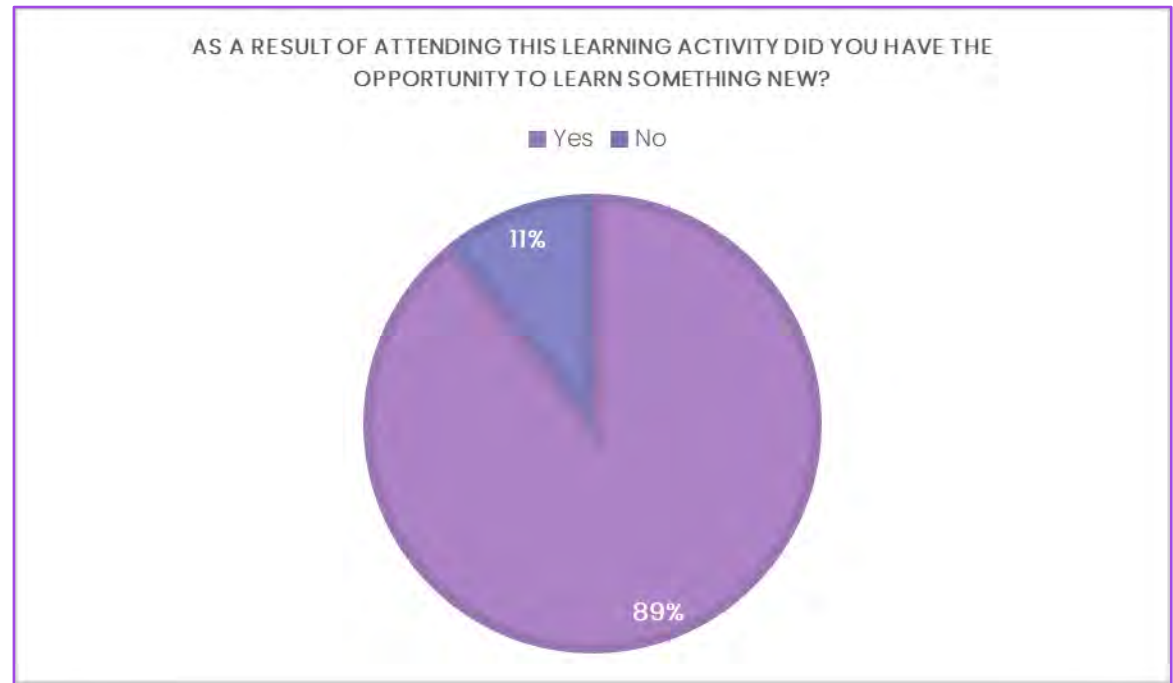


I am feeling energised by the session.  
A good productive break away from  
work which makes me feel valued."

The information in this report is based on feedback provided by staff to online surveys completed before and after attending the training sessions.

# The learning

# Handling difficult situation – learnings (RHCYP)



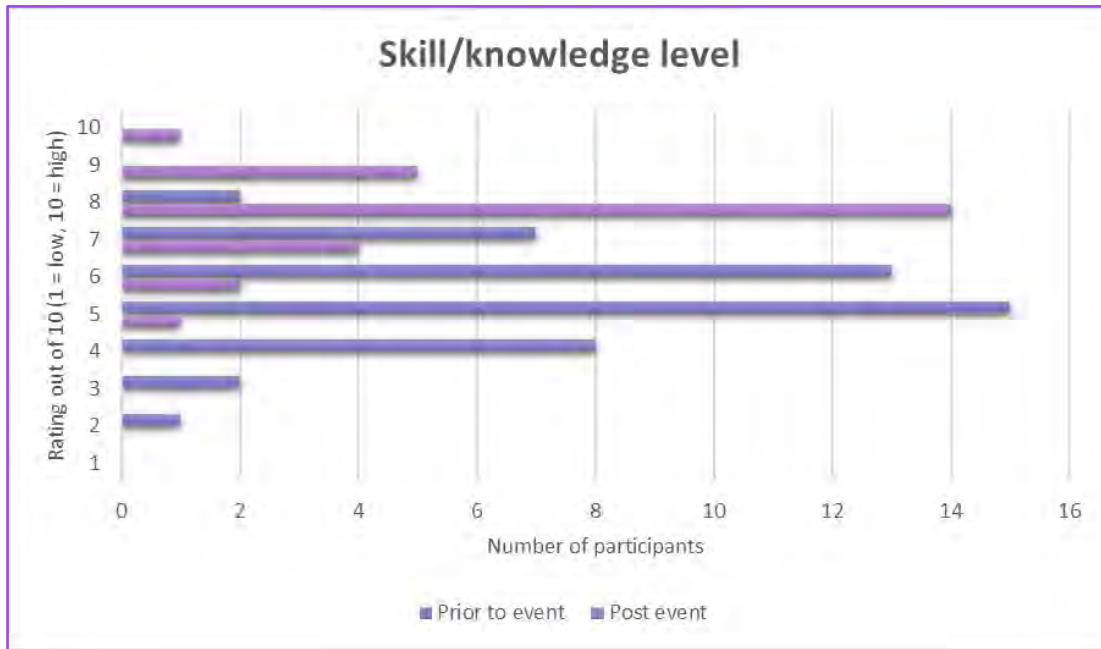
**Staff commented by attending the learning they learnt practical tips and techniques such as:**

- **Stress management strategies such as breathing/relaxation techniques**
- **Tips for dealing with stressful/difficult situations**
- **Communication skills**
- **How to let go and move on from difficult situations**
- **Circles of control**

# Handling difficult situations – RHCYP

## OUTCOME

**Staff have improved skills and knowledge in handling difficult situations.**



**Staff rated their skills and knowledge out of 10 (1 = low, 10 = high)**  
**On average staff rated:**

**5**

**Prior to  
attending the  
learning**

Mixed level of existing knowledge and skills noted by staff



"I'm not very good at dealing with confrontation and difficult scenarios. I find it hard to know what to say."



"I deal with difficult situations in my role, so I feel I have my own way of dealing with this, although I am looking forward to more learning to help me with this."

**8**

**After attending  
the learning**



"Now have a better understanding of how to manage stress and difficult situations."



"Feel I am able to handle and evaluate situations better with this information."

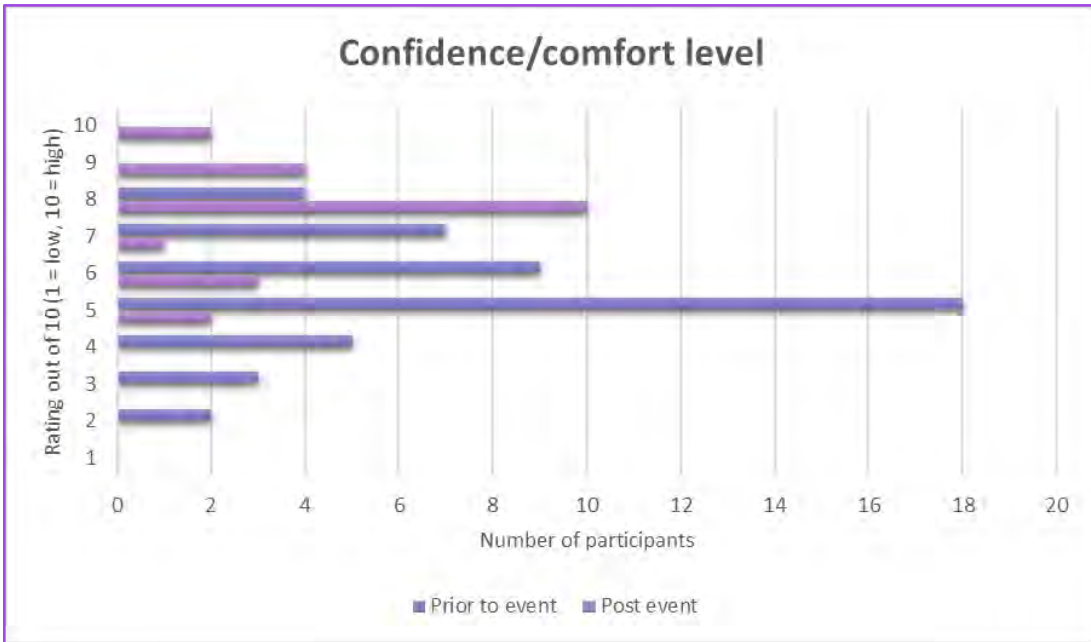


# Handling difficult situations – RHCYP

## OUTCOME

**Staff have improved confidence in handling difficult situations.**

**Staff rated their skills and knowledge out of 10 (1 = low, 10 = high)**  
**On average staff rated:**



**5**

**Prior to attending the learning**

Mixed level of existing knowledge and skills noted by staff



Don't feel confident as also feel anxious about dealing with difficult situations."



I feel I am fairly confident at managing difficult situations, however I am aware there is always room to learn new skills and techniques and am keen to do so."

**8**

**After attending the learning**



I feel like I am now more confident about dealing with these difficult situations & scenarios."



We were given scenarios which you could imagine yourselves in while working, I would have a bit more confidence in dealing with these situations now."

# Handling difficult situations – RHCYP

**Outcome:**  
**90% of staff agreed the learning has improved their communication skills.**



Being able to communicate with my team and patients I work with is so much better."

**Outcome:**  
**98% of staff agreed the learning has improved their own health and wellbeing.**



It will make a difference to my well-being and therefore I will be able to give a better service."

**Outcome:**  
**80% of staff agreed the learning has improved their individual practice.**



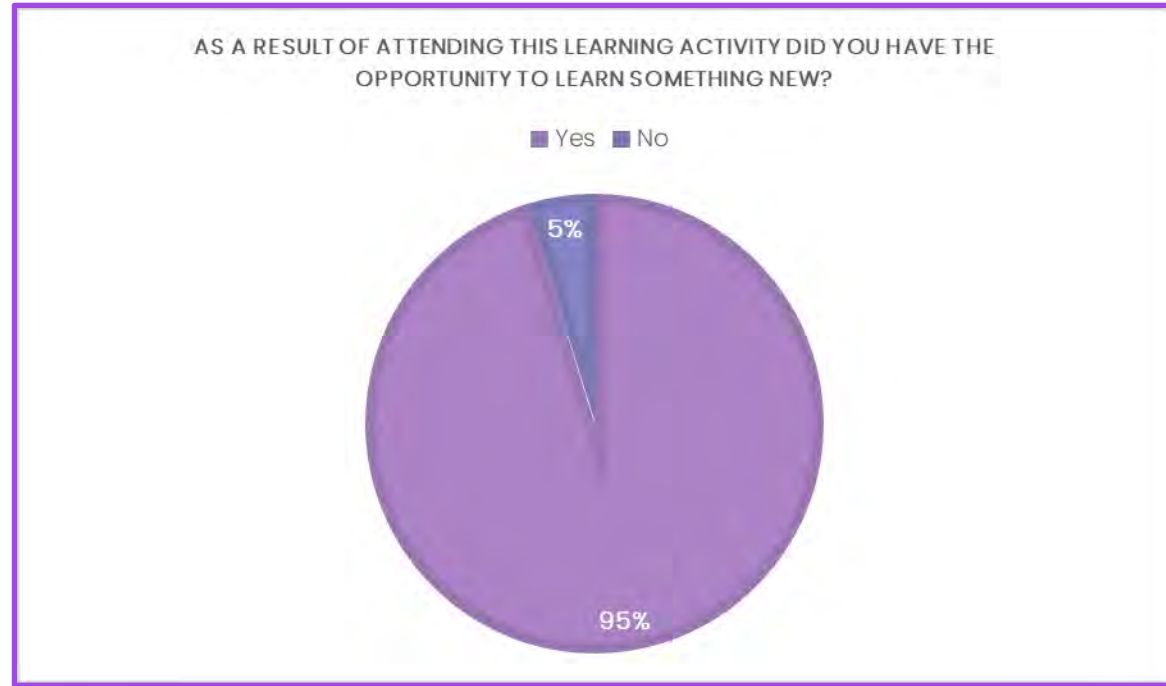
It helped me with standing back and thinking about the approach of how I communicate and how I need to allow parents to do more for themselves compared to me overworking myself. "

**Added bonus – some staff noted the information from the course will support their life outside work also...**



It will make a difference not only in my professional life but also my personal life."

# Handling difficult situation – learnings (SJH)



**Staff commented by attending the learning they learnt practical tips and techniques such as:**

- **The reasons behind why some people react and respond to stressful situations the way they do.**
- **Managing difficult conversations**
- **Letting go, controlling what you are able to only**
- **Different types of communications and how to communicate and de-stress when I am feeling overwhelmed.**

# Handling difficult situations – SJH

## OUTCOME

**Staff have improved skills and knowledge in handling difficult situations.**

**Staff rated their skills and knowledge out of 10 (1 = low, 10 = high)**  
**On average staff rated:**

Level of knowledge and skills greatly improved after the sessions. Staff commented:

**5**

**Prior to attending the learning**



Information learned from the session has expanded my knowledge and things I can take into practice."



Feel I have improved my knowledge and skills on stress management, I have walked away learning a great deal today which I'll use in practice and every day life."



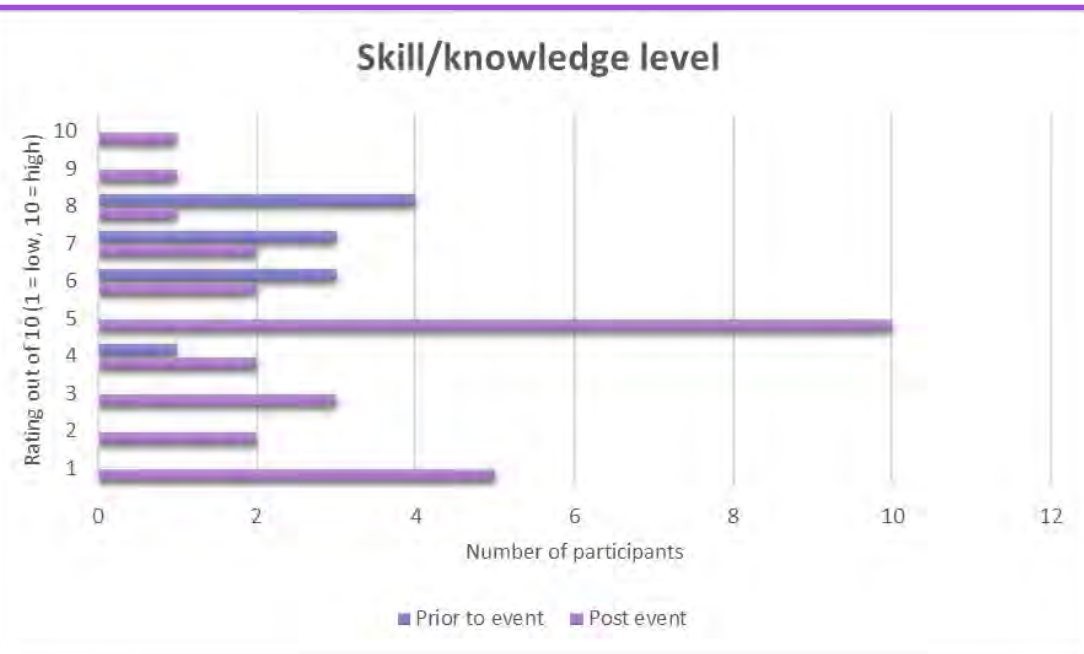
This session has really helped me to understand why self-compassion is so necessary and not wrong, I am at the end of my career in NHS and wish I had known this previously."



So many skills to take forward and gave me more understanding and of the views of others in the SCBU team.

**9**

**After attending the learning**





# Handling difficult situations – SJH

## OUTCOME

**Staff have improved confidence in handling difficult situations.**

**Staff rated their confidence/comfort out of 10 (1 = low, 10 = high)**  
**On average staff rated:**

Level of knowledge and skills greatly improved after the sessions. Staff commented:

**5**

**Prior to attending the learning**



More confident communicating in difficult situations and more aware of my emotions when in these situations."



I feel more confident in my ability to read a situation better."



Feel like I have the tools and confidence to use the information now to help with peoples reactions and my own stress levels."



It has given me confidence to control what I can and not be afraid to let go of what I cannot, this is not wrong to do so. Being hard on myself is not necessary."

**8**

**After attending the learning**



# Handling difficult situations – SJH

**Outcome:**  
**76% of staff agreed the learning has improved their communication skills.**



I am aware of the different styles of communication and taking note of what one I'm using at different points when in discussion with parents/service users."

**Outcome:**  
**76% of staff agreed the learning has improved their own health and wellbeing.**



I am more aware to look after myself and take breaks or time for myself."

**Outcome:**  
**86% of staff agreed the learning has improved their individual practice.**



It helped me with standing back and thinking about the approach of how I communicate and how I need to allow parents to do more for themselves compared to me overworking myself."

**Added bonus – some staff noted the information from the course will support their life outside work also...**



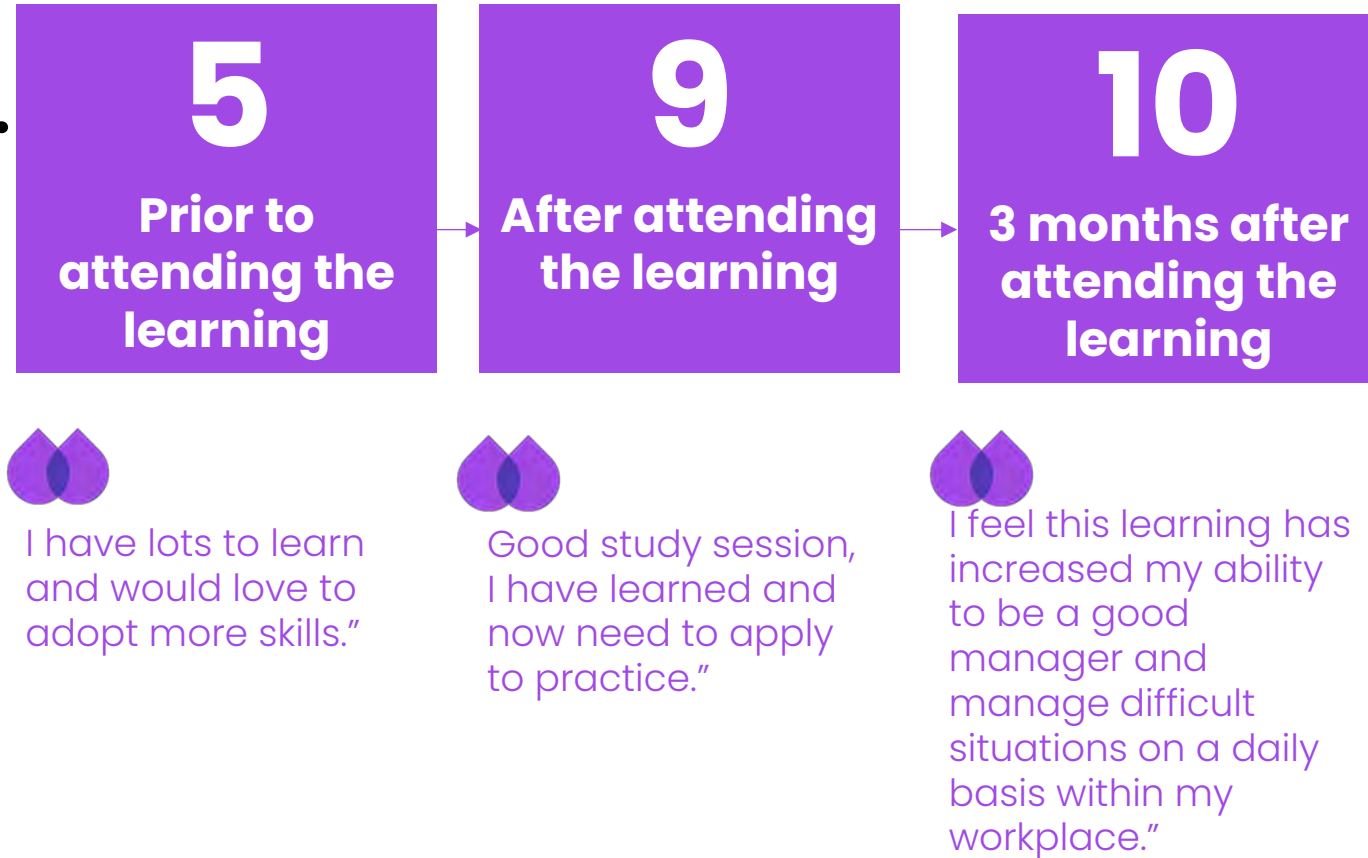
I feel more in control and will use this information in all aspects of my life."

# Wellbeing conversations

## OUTCOME

**Managers have improved skills and knowledge in having wellbeing conversations with staff.**

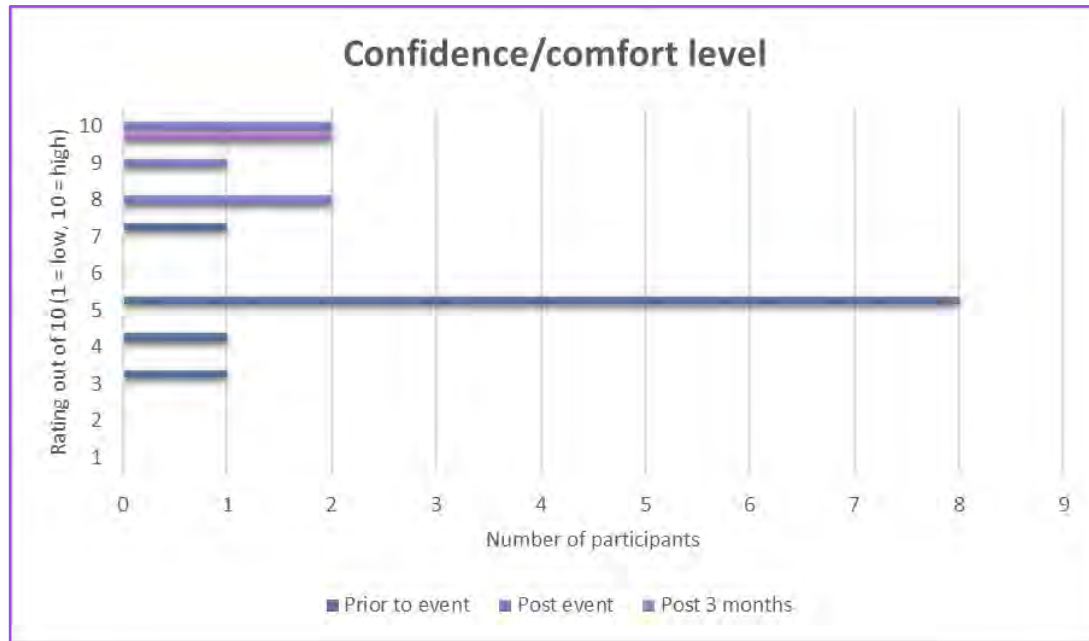
Staff rated their skills and knowledge out of 10 (1 = low, 10 = high)  
On average staff rated:



# Wellbeing conversations

## OUTCOME

**Managers have improved confidence in having wellbeing conversations with staff.**



**Staff rated their skills and knowledge out of 10 (1 = low, 10 = high)**  
**On average staff rated:**



# Wellbeing conversations

**Outcome:**  
**60% of managers agreed the learning has improved their communication skills.**



Will make a difference when having difficult conversations with colleagues and parents. I feel better able to manage these conversations properly."

**Outcome:**  
**80% of managers agreed the learning has improved their team/departments practice.**



A huge difference to help bring ideas to help our staff and unit proceed with our new wellbeing focus group."

**Outcome:**  
**80% of managers agreed the learning has improved their individual practice.**



This learning has increased my ability to be a good manager and manage difficult situations on a daily basis within my workplace."

**Outcome:**  
**80% of managers agreed the learning has improved their own health and wellbeing.**



It's made me aware I need to look after myself more."





# Impact

## **By attending the training sessions, staff from the Neonatal Intensive Care Unit:**

- ✓ Have improved **skills and knowledge** in handling difficult situations, managers have improved skills and knowledge in how to support these staff
- ✓ Have improved **confidence** to cope with challenging situations and managers have confidence to support these staff
- ✓ Are **applying** the knowledge and skills from the training on a daily basis or frequently
- ✓ Have improved their **communication** skills
- ✓ Have improved their own individual **practice** and the team and departments practice overall
- ✓ Have improved their own **health and wellbeing** (at work and in personal life) by learning strategies to cope with stress and challenging situations

# Summary

## Staff wellbeing training

The training has improved staff's knowledge and skills and provided a confidence boost, while also giving staff the opportunity of time and space to reflect on their own health and wellbeing.

Since introducing the training, the unit has seen a reduction in absence days taken by staff. Claire Adamson, Neonatal Clinical Nurse Manager acknowledges that this can be attributed to multiple reasons, but the wellbeing project has been a contributing factor.



Facilitating the Team Days and having The Well-Being Project tailor make the education to our needs, has allowed the team to reflect on some very challenging situations faced within a Neonatal Intensive Care Unit. Discussions were supportive and allowed the team to be heard as well as being provided with some practical tools to cope with difficult situations. The positive feedback received from staff has been very reassuring and evidence that this type of education is essential for complex work areas."

Claire Adamson, Neonatal Clinical Nurse Manager

Thank you to all staff that participated in the survey.  
More information about NHS Lothian Charity can be found here  
<https://nhslothiancharity.org/>  
Compiled by Rebecca Caulfield, Evaluation Manager, NHS Lothian Charity.