

# North East and North Cumbria Staff Mental Health and Wellbeing Hub Briefing

## August 2026

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## Staff Wellbeing Hub

We are here for you! At the Staff Mental Health and Wellbeing Hub, we offer free, confidential, and easy-to-access support for all health and social care staff across the North East and North Cumbria.

Our Staff Wellbeing Hub is a multi-award winning service that is here for everyone working in health or social care across our region. Whether you're on the frontline or working hard behind the scenes, we're here to support you.

Don't hesitate to reach out. Your wellbeing is our priority



## Expert Support When You Need It

The Staff Wellbeing Hub offers fast, confidential support from experienced NHS clinicians who understand the work you do and the pressures you face.

We are here for everyone working in health or social care across the North East and North Cumbria, whether you are on the frontline or working behind the scenes.

If you are feeling worn down, struggling, or wondering whether you might need a little more support, please reach out. Your wellbeing matters. While you continue to care for others, let us offer some care for you.

Once you have referred into the service, we aim to contact you within one working day, offer you an initial appointment within seven working days, followed by up to three additional brief therapy or support sessions. All with no waiting lists! Most sessions are via videocall or telephone, at times that work for you.

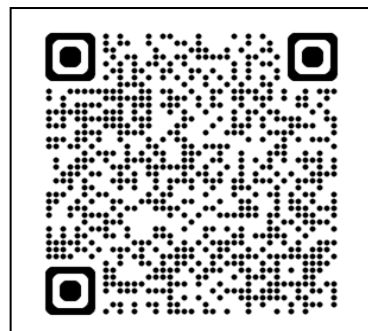
### Getting help is simple:

 Self-refer online [here](#) via our confidential brief form (or via QR code )

 Email: [hubstheword@cntw.nhs.uk](mailto:hubstheword@cntw.nhs.uk)

 Confidential voicemail: **0191 223 2030**

You do not have to manage everything on your own.



## Busiest year and Outstanding Feedback

2026 is continuing to be our busiest year since the Hub was launched in 2021. 755 staff members from health and social care contacted the Hub for support during the three months May to July this year (in July alone we received 288 referrals - the most we've received in a single month since the Hub was launched).

We still have enough capacity however to support more people, and continue to welcome a referral from anyone working in health or social care across our region who feels they need to reach out for some support. Please continue to tell everyone about us!

We know that reaching out to the Hub is a positive experience for almost everyone doing so. From feedback received, **99%** of people who have reached out feel listened to and supported, and **92%** of staff using the Hub tell us that it has helped them remain at work or return to work.

Some of the wonderful feedback we have received in the last month is below. It is so rewarding to know we are valued and making a difference. It means so much! 

- *"Excellent experience, very useful for my return to work and building my confidence of seeing patients again. Very useful tools and resources. Would recommend to anyone struggling with burnout".*
- *"It was lovely to speak to Kiran. She was so understanding and caring during a very stressful time in my life. She really helped me cope much better week by week. I would highly recommend the staff well-being hub and would not hesitate to contact again in the future".*
- *"Easy referral process and speedy appointments given the long waiting lists for psychological therapy, and definitely helped with my recovery during a difficult time with my mental health".*
- *"Useful course giving me the tools and confidence to manage my emotions. The course presenters were great at explaining the theories and gave examples of how to apply them in my life. When others / I contributed to the teams type chat or spoke out the presenters were empathetic and really made me feel at ease disclosing information".*
- *"Very supportive and knowledgeable, kind and caring staff member, able to have a supportive space that doesn't exist in other services".*
- *"What an amazing appointment with Jacqui - she was so knowledgeable and friendly. She really normalized some of the issues I'm having".*
- *"I would very highly recommend the hub to any colleague struggling with either work and / or personal issues. Natalie was incredibly professional, but also supportive and warm in manner. I felt listened to and was given tangible strategies to help me cope better with stress and a hectic work - life routine".*

## ► The Referral Process ►

If you are looking to use our service but not sure what exactly the process entails, we have outlined below the steps you will take as you move through the system. If you have any further queries, please [email](#) us for assistance.



### SELF-REFER

You are encouraged to self-refer into our service via our simple [online form](#) – any information you provide is entirely confidential. If you're struggling with the form, you can [email](#) us for assistance.



### APPOINTMENT BOOKING

We will then aim to contact you within **one working day** to arrange an initial telephone conversation between yourself and one of our experienced clinicians at a time that suits you.



### INITIAL CONVERSATION

This is a forty-five minute telephone consultation between yourself and a clinician where we discuss what is going on and how we can best help you out.



### SIGNPOSTING

After your initial conversation, the clinician will work with you to find appropriate onward support, whether with ourselves or other services. We will stay in touch throughout this process.

## ✦ Hub Groups ✦

Due to continued demand we are running two of our groups again, starting in September. If you're looking to gain a deeper understanding of stress, or managing your emotions, one of our six-week, skills-based online groups (held via Teams), may be a great fit for you!

**1 Managing Emotions Group starts Wednesday 9<sup>th</sup> September, 10:00am–11.30am** (6 weeks, online)

Build emotional resilience and learn strategies to manage difficult emotions.

**1 Stress Less Group starts Thursday 10<sup>th</sup> September 1:00pm-2.30pm** (6 weeks, online)

Learn how stress works and develop practical tools to manage it more effectively.

These groups are a great opportunity to learn new skills and connect with others in a safe space. They are popular and receive fantastic feedback – so don't delay!

**Interested in one of these groups?** [Click here](#) to self-refer

## ✦ A New Way to Support your Wellbeing and Recovery ✦

**Social prescribing offers personalised, one-to-one support for staff working in an NHS Trust within our region, who may be off work, struggling to remain in work, or thinking about returning following a period of ill health** (a flyer for the Social Prescribing service is attached to the email sent with this briefing document).

The focus is on supporting sustainable recovery — helping staff return when they feel well enough, supported enough and confident enough - with the right help in place to stay well. Working in partnership with the Staff Wellbeing Hub, this joined-up approach puts staff at the centre — supporting them to recover well, return well and thrive.

Support may include help with:

- Rebuilding confidence and routine
- Reducing stress, isolation and overwhelm
- Supporting issues surrounding housing, debt and welfare
- Connecting with supportive communities, activities and practical resources
- Strengthening coping strategies that support long term wellbeing

**Our friendly, down to earth, non-judgemental team are waiting to meet you and provide the support you are looking for.**

Easy self-referral – just email us and we will do the rest: [hnf-tr.workwelladvisors@nhs.net](mailto:hnf-tr.workwelladvisors@nhs.net)

## Additional Support for Line Managers Supporting Neurodiverse Staff

To help workplaces better support Autistic and ADHD staff, the Hub is offering:

- Online training for line managers exploring neurodivergent experiences in the workplace and how managers can provide meaningful support
- Optional line manager drop-in sessions where managers can ask questions and discuss how best to support Autistic and ADHD staff. These will be online webinars and run from 1pm-2pm on:
  - Monday 21<sup>st</sup> September
  - Monday 19<sup>th</sup> October
  - Monday 16<sup>th</sup> November

The sessions will be facilitated by Kieran Rose, an internationally recognised Autistic author, researcher, and trainer; and Mary Lavender an Autistic Speech and Language Therapist and lead for CNTW's Disabled Staff Network.

**Interested in attending?** Email [hubstheword@cntw.nhs.uk](mailto:hubstheword@cntw.nhs.uk)

## ♥ Neurodivergent Experiences in the Workplace ♥

**New, on-demand training 'Neurodivergent Experiences In The Workplace' is now available.**

The training offers an introduction to the workplace experiences of Autistic and ADHD staff, with a particular focus on how managers can better understand, support and work alongside colleagues whose communication, sensory processing, attention, regulation, energy, executive functioning and interaction with workplace systems may differ from dominant expectations.

The training has been created primarily for line managers who are employing, working with, supervising or supporting Autistic and ADHD colleagues. It may also be relevant for those involved in staff wellbeing, reasonable adjustments, team culture, supervision, recruitment, retention, HR processes, Occupational Health liaison or organisational change within eligible workplaces.

The course has been created for line managers working in Health and Social Care across the North East and North Cumbria region, as part of the Neurodivergent Staff Wellbeing Project. Autistic and ADHD staff who aren't line managers are also very welcome to enrol onto the training (this ensures there is no hierarchy of knowledge between line managers and their neurodivergent team members).

Please [Click here](#) for a comprehensive overview, and to enrol.

## 🧘 Support for Musculoskeletal Health with Sword 🧘

If musculoskeletal pain or problems are affecting your work, home life or day-to-day activities, the Staff Wellbeing Hub may be able to help.

We can now offer quick access to digital musculoskeletal support through **Sword Health**. This service provides a personalised recovery plan, guided exercises you can do at home, and real-time feedback to help you move safely and build confidence.

Sword is designed to support health and care staff to improve mobility, manage symptoms and stay well at work.

**If you think this support could help you - [Click here](#) to self-refer to the Hub**

## Shake & Swirl: Meeting Modern Culture with Mindfulness

Join us at 12 noon on Monday 12<sup>th</sup> October 2026 for a two-hour online Shake & Swirl workshop exploring anxiety, overthinking and mindfulness in modern working life.

Designed for NHS staff working in fast-moving and emotionally demanding environments, the session offers practical, accessible techniques to help create moments of space, awareness and grounding in everyday life. No previous mindfulness experience is needed.

The workshop will include mindfulness-based approaches, psychoeducation, guided exercises, sensory awareness practices and “slow looking” activities using contemporary visual culture.

The session will be led by **Andy Walton**, North East Ambulance Service Staff Mental Health Specialist Advisor, who has a particular interest in workplace wellbeing, anxiety, mindfulness and practical psychological approaches.

**Places are limited to 25 people.**

Interested? Email [hubstheword@cntw.nhs.uk](mailto:hubstheword@cntw.nhs.uk) to book your place.

## Online Yoga for Every Body: Our Next Series

We are glad to be running our online yoga series again, starting **Wednesday 9<sup>th</sup> September 2026**, from **6pm to 7pm** on Microsoft Teams. This is a 7-week series, places booked as a **7-week block**.

These gentle, supportive sessions are suitable for all fitness levels, including complete beginners. The series will focus on calm movement, mindful breathing and body awareness, helping to ease stress and anxiety while building confidence and self-trust.

Interested? [Click here](#) to self-refer or email [hubstheword@cntw.nhs.uk](mailto:hubstheword@cntw.nhs.uk).

## Drink Coach – Confidential Coaching to Help You Cut Down

If you are starting to be worried about your drinking, then health & social care staff in North East & North Cumbria can access free, **confidential**, online alcohol support. Book up to six 1:1 confidential coaching sessions with a Drinkcoach alcohol specialist to help you cut down, for good. Start with the 2-minute [AlcoholTest](#) to start your journey to better health and access free support.

## Specialist Hub Alcohol and Substance Support with Dr Al Zadjali

Dr Al Haysam Al Zadjali, a specialist psychiatrist works as part of our Hub team to offer specialist support for health and social care staff who want to reduce or explore their use of alcohol or other substances.

His expertise and guidance can be accessed by confidential self-referral to the Hub, or by referral.

**Interested?** [Click here](#) to self-refer or make a referral, or email [hubstheword@cntw.nhs.uk](mailto:hubstheword@cntw.nhs.uk).

## Someone to Talk to Day and Night

Need someone to talk to?

Text **SHOUT** to **85258** to reach a confidential, 24/7 support service where trained volunteers are ready to listen and help, whenever you need them. Whether you've had a tough day or feel overwhelmed, you're not alone. Ideal when it's late, you need anonymity, or you want support right now by text.

## Quit Smoking with Free Support for Staff

Caring for others starts with caring for ourselves. If you smoke, and work in health or social care across the North East and North Cumbria, you can access free, confidential support to quit smoking. Support is designed to fit around working life.

Visit <https://smokefreeapp.com/referral-nhs/> to sign up.

## Please Help Us Spread the Word

No matter where you work in health or social care, we're here to support you. Always!

We would be grateful if you could share this briefing with your colleagues, teams and networks. Please forward to a colleague who may be interested.

You might also like to ask your communications lead to include this briefing in newsletters.

To **subscribe**, email [hubstheword@cntw.nhs.uk](mailto:hubstheword@cntw.nhs.uk) with subject 'Briefing sign-up'