

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 9 February 2026
Title:	Patient Experience: Staff Wellbeing Service
Responsible Director:	Jennifer Wilson, Nurse Director
Report Author:	Laura Harvey, QI Lead, Patient Experience

1. Purpose

This is presented to the Board for:

- Discussion

This paper relates to:

- Government policy/directive
- Local policy

This aligns to the following NHS Scotland quality ambition(s):

- Safe
- Effective
- Person Centred

2. Report summary

2.1 Situation

This story highlights the excellent, person-centred work of the Staff Wellbeing Service, and the positive impact their support can have for employees of NHS Ayrshire & Arran.

The story includes the reflection of a staff member, who accessed this Service following the death of her husband. The member of staff, whilst happy to share their experience, has asked to remain anonymous.

2.2 Background

The vision of the Staff Wellbeing Service is to create a healing environment for staff through connections, relationships and compassion. It is available to help staff understand and cope with how they are feeling and help to maintain, build or enhance personal wellbeing through difficult times.

2.3 Assessment

The Staff Wellbeing Service is an organisation-wide service, which provides NHS Ayrshire & Arran employees access to the following forms of support:

- Staff Care, which can support staff in times of crisis or stress through individual compassionate listening sessions and a variety of therapeutic listening approaches. Staff Care can also connect or signpost to services to help with specific needs.
- Staff Psychology is available for staff who are experiencing moderate to severe psychological distress offering assessment and evidence-based therapies. Staff Psychology operates on a one to one basis or through work with teams to offer a compassionate, trauma informed response to the psychological needs of staff.
- Spiritual Care looks to promote spiritual flourishing and can do this through bereavement support, compassionate listening along with assessment and signposting. The Spiritual Care Team can offer support and comfort during times of loss and change to patients, staff, families and carers of all faiths or none.
- Peer Support is a group of staff who are trained to be compassionate, confidential listeners in order to provide peer support for their colleagues. Staff Care is the gateway for the Peer Support network.
- Medical Peer Support is offered to doctors as a confidential, compassionate, non-judgemental listening ear and is open to Consultants, SAS Doctors and Trainee Doctors across our hospital sites.
- Facilitated Team reflective practice sessions are available from the staff wellbeing service. These are centred around cultivating a safe, reflective space for teams to explore their work and the impact it has on them. These sessions promote creativity and curiosity around hopeful ways forward rather than judgement and are available to any service or department.

Three fully furnished Staff Wellbeing Centres have been opened at University Hospital Crosshouse, University Hospital Ayr, and Ayrshire Central Hospital. These centres are calm, welcoming spaces where staff can pause, recharge, and reconnect.

2.3.1 Quality/patient care

High-quality patient care relies on motivated and skilled staff who not only are physically and mentally well enough to do their jobs, but also feel valued, well supported and engaged.

2.3.2 Workforce

Promoting a culture of staff wellbeing can help prevent stress and create positive working environments where individuals and organisations can thrive.

2.3.3 Financial

No financial Impact

2.3.4 Risk assessment/management

No identified risk

2.3.5 Equality and diversity, including health inequalities

An impact assessment is not required as the individual sharing the story has given consent and any impact on others will be individual.

2.3.6 Other impact

- **Best value**

This story demonstrates the positive impact of successful and appropriate support can have on the wellbeing of staff members.

- **Safe, Caring & Respectful**

This story fully complies with our corporate objectives and highlights the importance of applying them to every member of staff.

2.3.7 Communication, involvement, engagement and consultation

This patient story is presented for awareness and to support learning and improvement across our services.

2.3.8 Route to the meeting

This story was initially shared during a Chief Executive walk round of the Staff Wellbeing Services. It has not been heard at any other meetings but has been shared with the staff member and the Service involved.

2.4 Recommendation

Members are asked to listen to this story and note the very real benefit to this member of staff who sought support from the Staff Wellbeing Service