

Balance | August 2022



Shining a spotlight on Citizens Advice Gateshead

Citizens Advice Gateshead provide direct access to social welfare advice service for Gateshead Health colleagues. This month we've invited Kayleigh, Michael and Jacob, your dedicated advice team, to share more about their support offering.



You work on the frontline day in day out to support others - but who do you turn to if you have issues in your own life, and when can you realistically access that support?

When you make an enquiry through our [dedicated email](#) and telephone helpline, you'll receive a response within one working day. Our expert social welfare advice team will then mobilise the advice, information and guidance you need to find a way forward at the time, place and pace that works for you.

What is social welfare and what does the service look like?

We support people to better understand and be able to act on their social welfare rights and responsibilities. Although there are hundreds of ways we can help, here are some of the main ways we can help you:

- **Welfare Benefits:** We help you to navigate the complex benefits system to access in-work benefits including Universal Credit and PIP - or to get financial support, for example as a carer or when you're returning from maternity leave. Millions are left unclaimed because people don't know they are eligible!
- **Housing:** From asserting your rights with landlords to tackling disrepair, supporting you with anything from rent arrears, threatened eviction, neighbourhood disputes to threatened or actual homelessness.
- **Debt:** From helping people to maximise their income and reduce their outgoings through to learning how to budget, right through to negotiating with creditors to reduce and, sometimes, write off payments such as high levels of interest. All of these come with the support of our regulated money advice team.
- **Relationships:** From dealing with your affairs as a result of the death of a partner through to supporting with the ramifications of marital breakdown, access to children or even domestic abuse.
- **Community care and enabling care in the home:** When people are faced with supporting a family member with dementia, cancer or any life-changing situation, helping them to navigate the social care system.

To use Citizens Advice Gateshead you don't need to be in crisis, and living in Gateshead is not a requirement - you just need to work for Gateshead Health or QE Facilities! You can visit us at our office, we can visit you at work or home, you can drop-in at the Listening Space or we can meet and chat via Teams, phone, email.

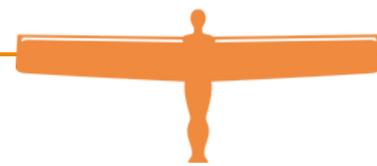
There is no need to wait in a queue thanks to your dedicated contact details. You're guaranteed a response within 1 working day. Our support is human, not automated, and all contact is strictly confidential.

Email: qestaffswa@citizensadvicegateshead.org.uk

Call: 0191 490 4231 (please leave a voicemail if your call isn't taken)

The Staff Wellbeing Hub

There is strength in asking for support #HubsTheWord





Listening Space launches!

Tuesday 9th August saw the launch of the [Listening Space](#) on-site at the QE. A dedicated health and wellbeing facility, the space offers colleagues a go-to area for [Gateshead Listening Project](#) activities, health and wellbeing events and groups, as well as a place to decompress and reflect.

The space will soon be made available 24/7 for colleagues, with a few final touches needed before the space can be made available any time.

Those looking to access the facility for a health and wellbeing focused activity in the meant can request a booking via the button to the right.



In the meantime, those who attend groups such as [Menopause Warriors](#), [Carer's Circle](#) and HWB Ambassador meetings will see the facility in use.

Citizens Advice Gateshead will also commence a weekly drop-in between 11:00 am - 2:00pm every Wednesday, starting 31st August!

[Enquire about a booking](#)

Bensham opening hours



Colleagues are reminded that opening hours at Bensham will be extended throughout September after last month's trial was delayed.

The trial hours will see The Park Deli open between 09:00am - 4:30pm, and comes following feedback from Bensham colleagues.

The month-long trial will allow catering to understand whether permanently extended opening hours might be viable going forward.

Coming soon: Hot food voucher scheme

A new voucher scheme is set to launch soon, providing those in financial difficulty with access to food & drink vouchers redeemable at in-house catering facilities.

The Leg Up Project has been kindly funded by an [AHSN NENC](#) grant, and will enable us to offer 100 sets of vouchers for colleagues, each worth a total of £30 - split across five £6 vouchers.

Colleagues will be able to collect the vouchers confidentially from our Chaplaincy service, located just opposite the exit of The Hub, or by contacting ghnt.hwb@nhs.net.

Vouchers will be available to all Gateshead Health colleagues,



including those from QE Facilities; must be redeemed by the end of this calendar year, and are only available while stocks last. It is hoped that the scheme will provide valuable and timely financial wellbeing support for colleagues.

Please keep an eye out on our [website](#) for our launch date. We're working hard to launch ASAP!

[Ask a question about the scheme](#)

July's Star of the Month

This month congrats go to Caroline Dryden of Paediatrics, who has been recognised for outstanding efforts since stepping up into a nurse-in-charge role.



Caroline was put forward by Michelle Thomas, who was keen to recognise Caroline's compassion, care, leadership and focus, as well as her ability to support colleagues while delivering outstanding care to patients.

Congratulations to Caroline, who will collect a voucher for a treat tray as a prize. Thanks for your outstanding work, Caroline!

[Nominate an August Star](#)

We love hearing your feedback! Help us improve by making use of our [virtual suggestion box](#)!



Upcoming events



Two menopause masterclasses confirmed



Two new menopause masterclasses, set to be delivered by the experts at Henpicked, have been confirmed with all colleagues invited to register to attend the sessions.

Both sessions are set to take place via Microsoft Teams, with the first taking place on Thursday 15th September between 10:30am - 11:30am around the topic of a resilience and self-care approach to managing menopause.

A second session on menopause



and nutrition will then follow on Thursday 6th October, between 10:00am - 11:15am.

To find out more about the contents of each session, please visit our [website item](#). You can also find further menopause support, including information on our warriors support group [here](#).

To register for either or both sessions, please email us below!

[Register to attend the sessions](#)

Next Schwartz Round



Our next Schwartz Round will take place Friday 16th September, focused on the topic: 'A patient or colleague I'll never forget'.

Now set to take place via Teams, we are currently looking for both storytellers and attendees at the session, which you can learn more about via the button below. Alternatively, you can volunteer or request an invite now - just [drop us a line!](#)

[More about the session](#)

Become a HWB Ambassador

If you'd like find out more about the work of our ambassadors and potentially become one in your area, please get in touch with the health and wellbeing team

 ghnt.hwb@nhs.net

Our ambassadors meet bi-monthly, and are also part of a WhatsApp group where idea sharing is encouraged!

 [@HWBGateshead](https://twitter.com/HWBGateshead)

 Search: [Gateshead Health NHS FT - Staff](#)

Barclays bus to return



The Barclays Bus will return on site to offer advice to colleagues on Tuesday 30th August between 10:00am - 3:30pm outside ECC.

No account is needed to access advice, and colleagues can drop-in freely through the day. Find out more about the visit below!

[More about the Barclays Bus](#)

Total Reward Statements

Total Reward Statements 

Totally about you
Personalised annual Total Reward Statements (TRS) will be made available to all colleagues from the start of September.

Once live, colleagues will be able to log-in to ESR and view their TRS through the 'My Total Reward Statements' area.

Total Reward Statements display all of your work benefits in one place, and also provide you with a chance to ensure you're not missing out on any. Also included are your basic pay, pension and more.

For more Balance news, drop us a follow on Twitter, [@HWBGateshead](https://twitter.com/HWBGateshead). You can also get in touch with our team on ghnt.hwb@nhs.net.



Health & wellbeing support



Homeworking wellbeing brochure



The NENC ICS Staff Wellbeing Hub has recently published a home-working wellbeing brochure.

Within the brochure you'll find info on wellbeing workshops, with topics including the likes of physical activity for good mental health, how to avoid musculoskeletal issues when working from home, wellbeing training for managers, tools and tips to reduce stress and anxiety while working remotely and much more.

There is also detail on the [Love & Loss Bereavement Support Group](#), the Hub's [Wellbeing Walks](#), [masterclasses in psychological safety](#) and instructions on how to access vocal and fitness training platform [DanceSing On-Demand](#).

The wellbeing brochure is now available to download from the Balance website, and while aimed at remote workers - may also be useful to those who work on-site with a range of fantastic support offerings, activities and events available.

[Download the brochure](#)

Dog walking group



We are currently gauging interest as we look to launch a dog-walking group for colleagues.

A provisional date of Saturday 17th September (1:00pm) has been agreed for a maiden walk, with a location/walk still to be confirmed. To register your interest in getting involved, please get in touch!

[Drop us a line](#)

**citizens
advice** Gateshead

The latest monthly bulletin from Citizens Advice Gateshead is now available via our website. This month focus is on [gambling](#), how to spot signs of problems and the support available to you.

Remember, you can always gain priority access to Citizen's Advice Gateshead advisors.

Just [email](#) or call 0191 490 4231.

To access more bulletins, or find out more about the services and assistance their advisors can offer you, click below!

[Visit the CAG web area](#)

Free NENC Offers

The NENC ICS Staff Wellbeing Hub are currently promoting a number of wellbeing offers that Gateshead Colleagues can access free.

Amongst the support are [GemArts courses](#) in Chinese watercolour, poetry and visual arts from around the world. Elsewhere, there's something for all experience levels when it comes to [yoga](#), while [mindfulness taster sessions](#) and programmes are also being promoted. You can always find out more about the support available from the ICS by visiting the dedicated webpage below.

[Visit the NENC ICS webpage](#)

MHFA Training

We've been delighted with the response to our offer of mental health first aider training for colleagues promoted in late July.

Having filled the course taking place in late September, we are now collecting sign-ups as we put together a waiting list ahead of arranging and promoting further training sessions later this year.

To add your name to the waiting list, please complete the sign-up form via the button below. In the meantime, you can find out more about MHFAs and who they are at Gateshead on our [MHFA webpage](#).

[Join the waiting list](#)

