

# Case Study

## Wellbeing Reset Days for the Adult Critical Care team at Leeds Teaching Hospitals NHS Trust Autumn 2021

“Not an Away Day.  
A **Reset** Day.”

Lucile Allen-Paisant & Simon Thomas,  
November 2021

# We join forces to design and deliver impactful and uplifting wellbeing experiences



**Lucile Allen-Paisant**  
(MBA | MHFA)



**Simon Thomas**  
(DHypPsych | CMI L7 Coach | CIPD |  
BSc. | MHFA)



**Mind It Ltd** offers workshops, training and consultancy to help people & organisations to thrive. We design tailor-made wellbeing programmes, in line with our clients' needs, challenges & vision, implemented through a strong network of wellbeing experts. We've also founded and organised **Leeds Wellbeing Week** since 2017.

**Optimus Team Learning Ltd** offers transformational learning & development to individuals and organisations around the world. Working alongside clients, we create learning experiences rather than training, to embed powerful and lasting change that makes a deeper impact on personal and workplace performance.

“We believe that  
prioritising the  
health and  
wellbeing of  
frontline  
workers is a  
clinical  
necessity”

Lucile Allen-Paisant & Simon  
Thomas, November 2021

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# Our mission: supporting 500+ Critical Care staff in prioritising their wellbeing



- The Adult Critical Care team was (and still is) on the very frontline of the Covid crisis.
- While the team is used to supporting patients at critical stages, some of them not surviving, they witnessed 80% of their patients dying in difficult conditions during the first wave of the pandemic. Their emotional and psychological burden is huge.
- According to a 2021 study, led by Imperial College into the [mental health of ICU teams across 7 countries](#), **48%** of ICU staff showed signs of mental health conditions such as depression, insomnia, anxiety & PTSD from fighting Covid



Our goal was (and is!) to create an experience that enables our guests to:



Each participant would feel and understand that leaders, colleagues and the Trust acknowledge that they have gone the extra mile during the Covid crisis, and have done a fantastic job in unprecedented circumstances.

Each participant would feel and understand that the leadership and the Trust care about them, value them, and want to thank them for their hard work.

Each participant would be given the opportunity to reflect on the past and move forward



# We built a team of highly skilled and knowledgeable experts



Suzie is our Event & Admin Manager - super organised, loves planning, creating and problem solving, a real completer-finisher and admin superstar. Previously an NHS Physio & Paediatric Nurse.



Gerry is a Leeds-based specialist massage therapist, Body-Mind Coach and Reiki practitioner.



Sophie is a Leeds-based dancer who created SS Dance & Wellbeing, focusing on improving health and wellbeing through movement.



Erica is a Leeds-based Yoga and Meditation teacher and massage therapist, passionate about all things holistic living.



Nancy is a Laughter Yoga Teacher and Ambassador. Her workshops focus on inner joy, collaboration, playfulness and ultimately living life fully.



Marc is a Leeds-based massage therapist who specialises in deep Swedish massage, oils and aroma.

# We partnered with the most beautiful venue in Leeds

The Mansion is a Grade II listed building situated in Roundhay Park. An ideal retreat in the middle of nature, offering hard-worked staff a taste of indulgence and a sense of appreciation for all of their sacrifice, contribution and effort. **The setting and delicious food were highly praised by attendees – 14% mentioned it was their favourite part of the day.**



“Our primary  
aim was to  
give the  
Critical Care  
team the time  
and space to  
relax, reset and  
re-energise”

Lucile Allen-Paisant &  
Simon Thomas, November  
2021

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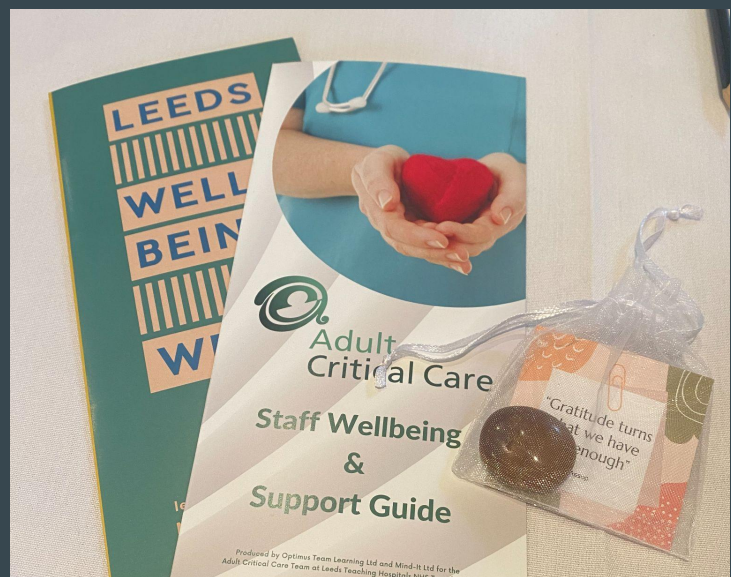
# We designed an impactful and uplifting wellbeing experience

Beginning with a VIP breakfast, ending with cream tea, and book-ended by Leadership opening and closing messages, we facilitated a series of activities and experiences...

- ❑ Guests were in fits of **laughter** during the warm-up ice breaker activity
- ❑ They **reflected individually and collectively** on their Covid experience, sharing with their colleagues in small groups
- ❑ Attendees **experienced deep gratitude** for themselves and from others, from near and from far
- ❑ They **collaborated** on an art project, working together to achieve a common goal and connect
- ❑ Attendees had a **choice of activities** in the afternoon, from chilling and chatting with colleagues to going for a walk, participating in a dance workshop or enjoying a massage
- ❑ And overall, participants were able to **step back, relax and prioritise *their* wellbeing**

# While creating a safe and supportive environment

- As trained **Mental Health First Aiders** we are mindful of our duty of care for all participants
- Working closely with the Adult Critical Care team's **psychologists** we tailored the day to our guests' emotional needs and ensured the emotional safety of the attendees at all times
- We made a **quiet space** available at all times for peace and support as needed
- We worked with the Public Health Resource Centre in Leeds to gather and display **relevant resources** to support attendees with their mental and emotional health, and created a Wellbeing Resource Hub specifically for the Adult Critical Care Team.

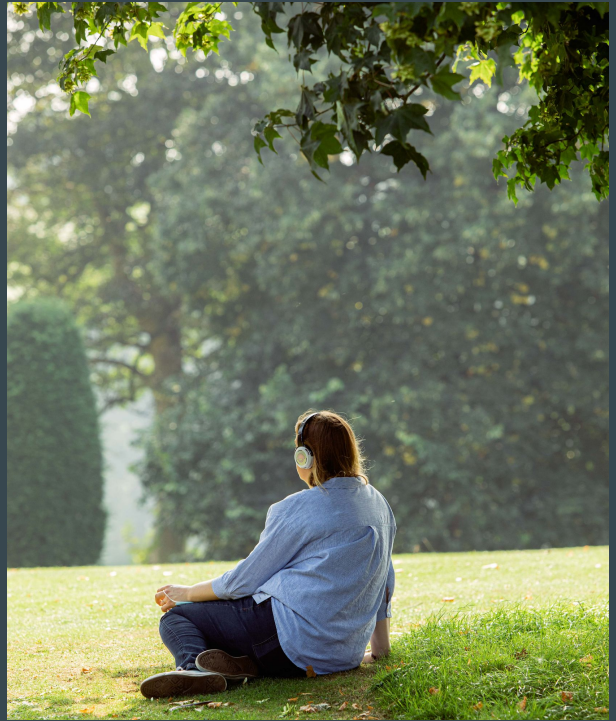


# Successful in-the-moment *and* with lasting impact

**436** attendees

Throughout **17** Reset Days

**98%** of respondents would recommend the experience



# And it worked

Feedback based on 381 forms on the day



**98%** of respondents would recommend the Reset Day to others.

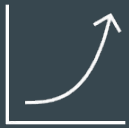
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Average Overall Day experience score: **8.8** /10  
Ranging from 8.30 to 9.69 across the 17 days

As a result of your reset day,

- Do you **feel valued?** **8.9** /10
  - Do you feel like you experienced a **treat?** **9.0** /10
  - Have you had the opportunity to **reset?** **8.6** /10
- 



**Wellness scores increased for all events, averaging a 31% increase on the day**

Average wellbeing score pre Reset Day (231 forms): **6.63** /10  
Average wellbeing score at the end of the Reset Day **8.8** /10  
Average wellbeing score 4 weeks after (77 forms) **6.79** /10

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**49%** of respondents mentioned that their key take-away from the day was to prioritise self care.

**70%** of participants have had some form of lasting effect (from little to strong) 4 weeks after their reset day (77 forms)





# Selected comments from the attendees of the Reset Days



“Was reluctant to attend, felt it would not be beneficial, but was completely the opposite”



“Fantastic day - so well run, couldn't think of a better way to 'reset'. Thank you so much”



“This has been such a good day. I felt apprehensive prior to today but wish I could do it all again tomorrow! Thank you”



“Thank you!! It has been a wonderful day I didn't realise I needed. Simon, Suzie and Lucile made it amazing. Really put in work and care”



“The day had the right of meaningful activity to help wellbeing without being forceful or putting pressure on to engage in it.”



“Great day and especially thoughtful of personal views and options for people who felt overwhelmed were not forced in to anything uncomfortable. Felt valued and relaxed and staff were so helpful and went the extra mile.”



“I really enjoyed the day for someone who's always 'wired' it felt great to stop and take a breath. Your team showed me that looking after me is ok. Thanks heaps”

# Words from the NHS project team



**Catherine Balcombe**  
Lead Quality Nurse  
Adult Critical Care  
The Leeds Teaching Hospitals NHS Trust

When we embarked on finding a company to deliver Reset days for our staff in Adult Critical Care we went through a rigorous shortlisting process. We could not be happier with the service that Simon and Lucile have provided us with. From the outset it was clear that they are passionate about people and health and well being and they put people at the centre of their vision for us. Over a period of around 6 months we were able to curate a day that they delivered 17 times to over 400 of our staff. We met regularly in the run up to delivering the days and Lucile and Simon listen to our needs and planned activities for us that were just perfect. Delivering something of this scale was daunting for us but we really felt in very good hands from Simon and Lucile. The feedback from the days from our staff has been overwhelmingly positive. I would highly recommend them to deliver well being events for your teams.



**Nate Shearman**  
Senior Clinical Psychologist  
Staff Support for Adult Critical Care  
The Leeds Teaching Hospitals NHS Trust

Personally, I really enjoyed my reset day! The day reminded me of what's important for my wellbeing and I think the day helped others to think about their needs too. It's a challenge to facilitate a day (for so many individuals) that could offer something for everyone, and the team really stepped up and provided us with this! It was very satisfying to hear from many individuals that they had enjoyed the day and then even more satisfying to see such a shift in views, from nervous and reluctant (at first) to excited and keen (once the word got out). I remember one thing that stood out to me early on, and was very reassuring, was how the team had really considered (and conveyed) how they wanted staff members to experience each part of the day. Then, from that point onwards, their enthusiasm, creative (evidence-based) ideas and collaboration with one of our Lead Nurses really carried the days forward. Thank you very much to Simon, Lucile and Suzie!

# Sharing the learning for **YOUR** Wellbeing Strategy: **How to show your people that their wellbeing is both an operational and a personal priority**



## **1 GO DEEPER WITH GRATITUDE** **Imagine better ways to stir emotions**

How could you intensify the way that your staff feel valued, acknowledged and appreciated?

How could you leverage patient stories to move staff emotionally?

How could you re-prioritise your budget on creating staff **experiences** (NOT training) to help them feel cared for, valued, significant, treated?

How could you show Gratitude by generating a sense of luxury, a sense of VIP, a sense of rejuvenation? Delicious Food, Massage and moments of peace and mindfulness were the most valued activities. These don't have to be expensive, but are highly valued.





## 2 HEART-LED LEADERSHIP

### Thank your teams in meaningful ways

The message

**“Your Wellbeing is a PRIORITY”**

has to come from the top, and must be backed up by action. The gift of a wellbeing experience, with the aim of rejuvenating and resetting, to enable burned-out employees to recover themselves, is becoming operationally critical for many frontline staff.

Leaders generate engagement by acknowledging a wellbeing need, investing in the experience, actively participating, and expressing gratitude as part of the experience.

**How could your leaders play a more vocal role in showing that “Your Wellbeing is a priority” and thanking staff for everything they have given?**



# 3

## SELF-CARE IS NOT SELFISH Support your teams in prioritising self-care

Offering wellbeing choices is not compelling enough to change lives. One consistent theme from our Reset Day project was the power of showing staff the gap between their depth of care for patients and colleagues, and the care they give to themselves.

SELF ----- OTHERS

The Reset Day experience supportively took participants to a viewpoint from where they could see that they were so much more worthy of their own self care. To be the colleague, partner, parent they want to be requires them to look after themselves rather than over-sacrificing their own time, health and energy for others (often with resentment). Choosing to re-energise is an empowering yet alien place for many NHS Staff to find, but it's where the wellbeing magic happens.

**How could your strategy show staff that they are worthy of their own self-care? And celebrate those who do?**



If you're interested, we would be  
happy to share more insights.

Please get in touch!

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