

Ref no: 203030119  
From: Public  
Date: 03/01/19  
Subject: Staff mental health/counselling service

## REQUEST & RESPONSE

Overview: I would like to find out if the number of hospital staff accessing the trust's staff mental health/counselling service is increasing, and why.

Please note: Please just answer questions one, two and three if the statutory time limit is reached after question three.

1. Does the hospital trust have a staff support and counselling service? If yes, what is it called? e.g. the Staff Support and Counselling Service

**Response:**

**We do have a staff support and counselling service – provided by MerseyCare, this is referred to as ‘staff support’ and we also provide an Employee Assistance Programme (Insight)”**

Please clarify whether the service is specifically for staff wanting support with work related issues, or whether staff can access the service for any personal issues unrelated to work.

**Response:**

**Staff can access this for work and personal issues, the Employee Assistance Programme is 24/7 providing counselling and also provides advice on finance and legal.**

Please confirm what is provided, e.g. six free counselling sessions

**Response:**

**The counselling is offered on a six session model but is primarily based on clinical need, should an individual require more sessions this can in most cases be accommodated.**

2. How many staff members used the service in 2016, 2017 and 2018?  
Please give a total for each year, so, for example, 100 in 2016, 100 in 2017 and 100 in 2018.

**Response:**

**2016 total number of staff = 173**

**2017 total number of staff = 198**

**2018 total number of staff = 202**

If the trust manages more than one hospital, please confirm if the figures provided are for all hospitals.

3. Please confirm if you record the overall reasons why staff are accessing the service; e.g. you may have headings like, 'personal stressors (including anxiety/depression)' and 'work related stressors (including anxiety and depression)', etc.

**Response:**

**Multiple reasons for accessing the service is reported.**

4. If time allows, please give a breakdown of the reasons staff are accessing the service, e.g. 2018, 40%/40 people for personal stressors and 60%/60 people for work related stressors.

**Response:**

**Those staff that have data recorded on reasons for accessing the service equate to the following:**

**2016 – specifically work related = 47%**

**2017 – specifically work related = 36%**

**2018 – specifically work related = 39%**