

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

July 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.

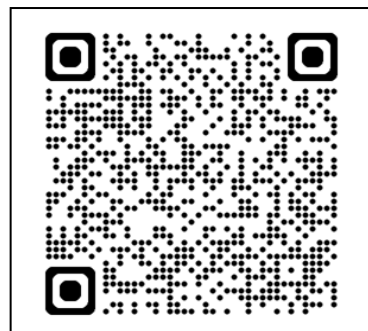
Getting help is simple:

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

 Email: hubstheword@cntw.nhs.uk

 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. 1375 staff members from health and social care contacted the Hub for support between January and June this year. This represents a more than 300% increase compared to referrals received in the first six months of 2025.

The good news is that we have enough capacity to support more people each month than this. 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! 

- *"I have felt really supported, and the service is so easy to access for NHS staff".*
- *"After reaching out for support, I had an appointment quickly with someone who listened but also skilled enough to direct me appropriately. Thank you for your support, I'm in a much better space now".*
- *"Can't thank Natalie enough. Made more progress than I expected, I was in a very dark place and now I'm feeling hopeful about the future. Thank you".*
- *"The hub has been fantastic. I feel like a different person compared to my first telephone appointment. The support and advice given to me enables me to deal with situations a lot better and with that I have been able to work as I used to before I went on maternity leave. My home life is a lot better and my anxiety is more manageable. It is now not ruling my life as it was before. I can't thank the service and James enough. I'm so glad I reached out to receive this support".*
- *"My counsellor was extremely supportive, attentive, and engaging throughout our sessions. She listened with empathy and understanding, which made a significant difference in my journey. I truly believe I would not have been able to overcome this hurdle without her guidance and encouragement. Please keep up the excellent work".*
- *"Jacqui was fantastic. She showed an expert level of understanding and explained everything at a level I could understand. Her advice has been well received and actioned first thing this morning. I can't thank her enough".*
- *"Rachel provided exactly what I needed at that time, which was to listen. This enabled me to process my thoughts and feelings in a safe space".*
- *"This service was brilliant and helped me through a really tough time".*
- *"Very quick access to support, invaluable at a time of need".*
- *"Attended Stress-less course which was excellent. Learnt new skills, good to be with other NHS professionals and share experiences. Staff hosting course were excellent, supportive and offered follow-up support when required".*

💬 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.



✦ 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!

Email: hnf-tr.workwelladvisors@nhs.net

Shake & Swirl: Meeting Modern Culture with Mindfulness

Join us at 12 noon on Monday 12th 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 hubsttheword@cntw.nhs.uk to book your place.

Hub Groups

There are still some places available for our groups starting later this month.

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!

 **Managing Emotions Group starts Monday 20th July, 1pm–2.30pm** (6 weeks, online)
Build emotional resilience and learn strategies to manage difficult emotions.

 **Stress Less Group starts Wednesday 22nd July 10am-11.30am** (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

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 20th July
 - Monday 21st September
 - Monday 19th October
 - Monday 16th 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



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

Online Yoga for Every Body: Our Next Series

There are still some places available for our online yoga series starting on **Wednesday 15th July 2026**, running from **6pm to 7pm** on Microsoft Teams. This is a 4-week series, places booked as a **4-week block**.

Following this, our next online yoga series starts on **Wednesday 9th September 2026**, running 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.

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 hubsttheword@cntw.nhs.uk.

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 hubsttheword@cntw.nhs.uk with subject 'Briefing sign-up'