

The Impact of a Staff Well-Being Service for a Multi-Site Research Study

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Abstract : Over recent years there has been an increasing interest in the topic of well-being at work, and staff support is an area of continued growth. The present qualitative study explored the impact of a staff well-being service that was specifically attached to a five-year multi-site research programme (the Neighbourhoods and Dementia Study, funded by the ESRC/NIHR). The well-being service was led by a clinical psychologist, who offered 1:1 sessions for staff and co-researchers with dementia. To our knowledge, this service was the first of its kind. **Methodology:** Interviews were undertaken with staff who had used the service and who opted to take part in the study (n=7). **Thematic analysis** was used as the method of analysis. **Findings:** Themes included: triggers, mechanisms of change, impact/outcomes, and unique aspects of a dedicated staff well-being service. **Conclusions:** The study highlights stressors that are pertinent amongst staff within academic settings, and shows the ways in which a dedicated staff well-being service can impact on both professional and personal lives. Positive change was seen in work performance, self-esteem, relationships, and coping. This exploratory study suggests that this well-being service model should be further trialled and evaluated.

Keywords : academic, service, staff, support, well-being

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