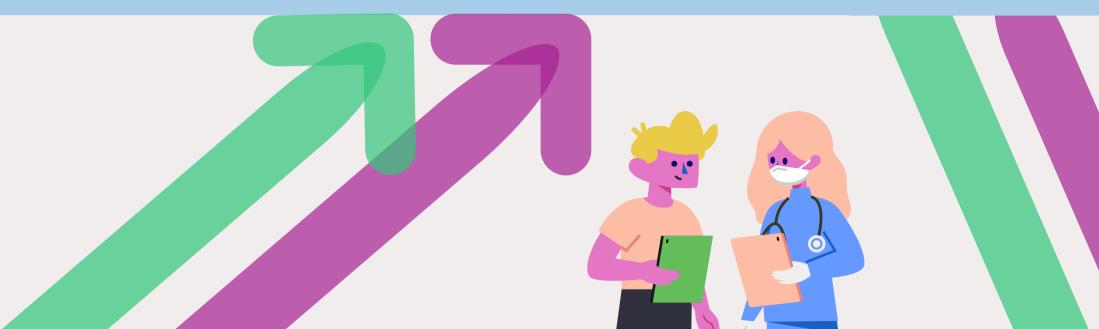
Coaching for wellbeing les institute for employment studies

Looking After You Too is a virtual, personalised coaching service offered by NHS England and NHS Improvement to support frontline primary care workers as they respond to the pandemic. During the first 14 months, 3,860 primary care staff received coaching.

The Institute for Employment Studies (IES) conducted an evaluation of the service. This infographic presents key findings about the impact of the service for staff wellbeing.



Does coaching improve wellbeing?



Staff not coached

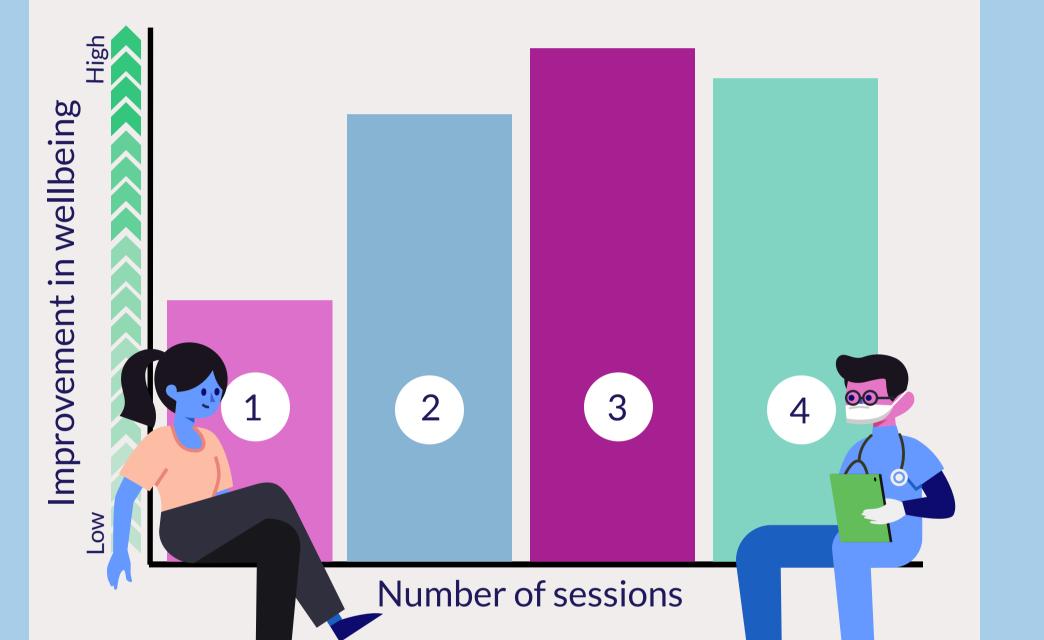
Staff who weren't coached saw a deterioration in their levels of wellbeing and resilience.

Staff coached

Following participation in the coaching, there was a significant increase in staff wellbeing and resilience.

Number of sessions

Employees who had multiple coaching sessions demonstrated a greater improvement in wellbeing compared to those who only had one session.



Coaching in a crisis

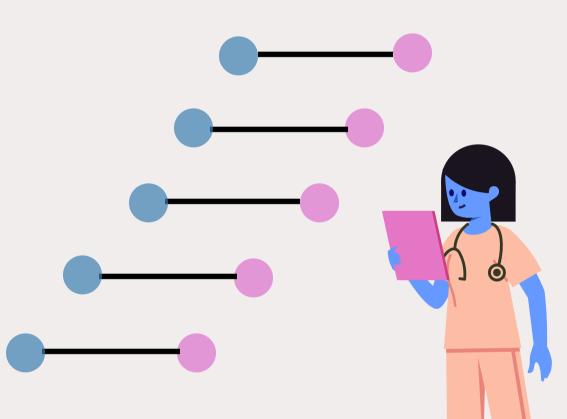
Coaching was equally as effective at improving wellbeing and resilience regardless of when coaching began.

- Pre coaching
 Coaching start date
- Post coaching

Wellbeing scale (low -high)



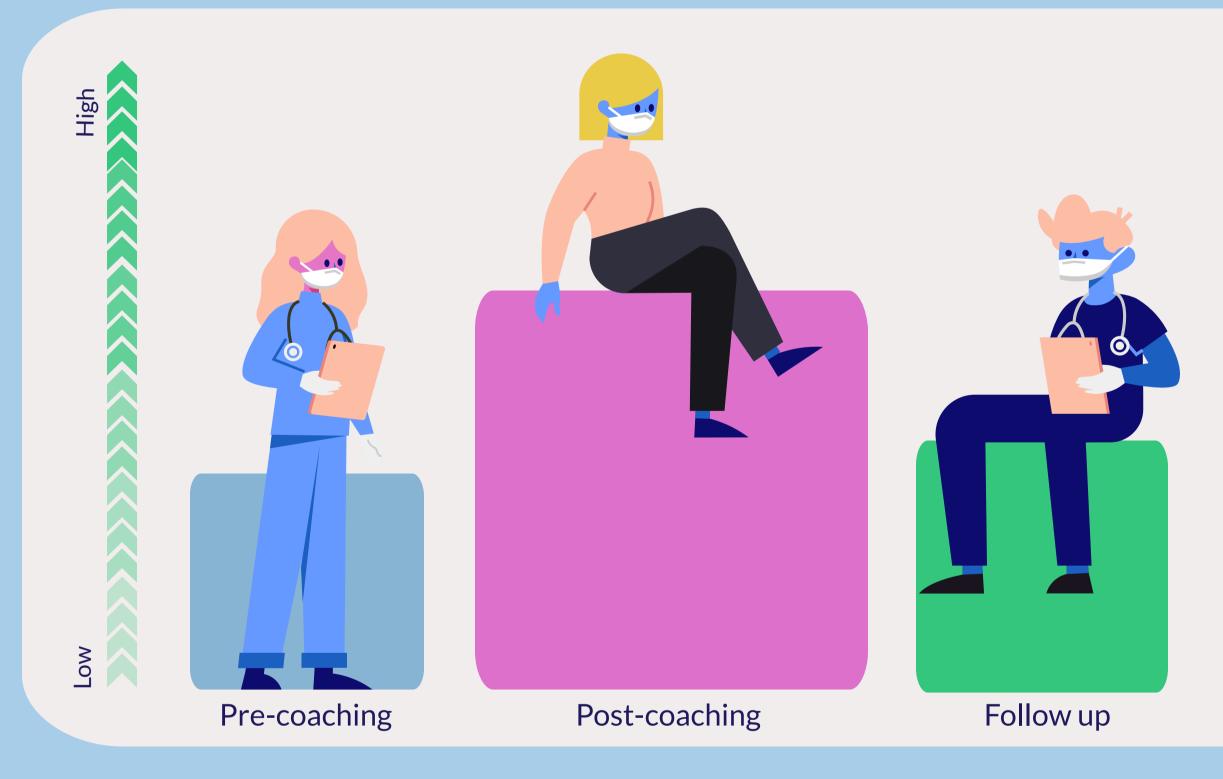
Apr - Jun 20' Jul - Sep 20' Oct - Dec 20' Jan - Mar 21' Apr - Jun 21'



Employers should provide and encourage use of multiple sessions.

However, employers should implement coaching early on in a crisis, before wellbeing deteriorates.

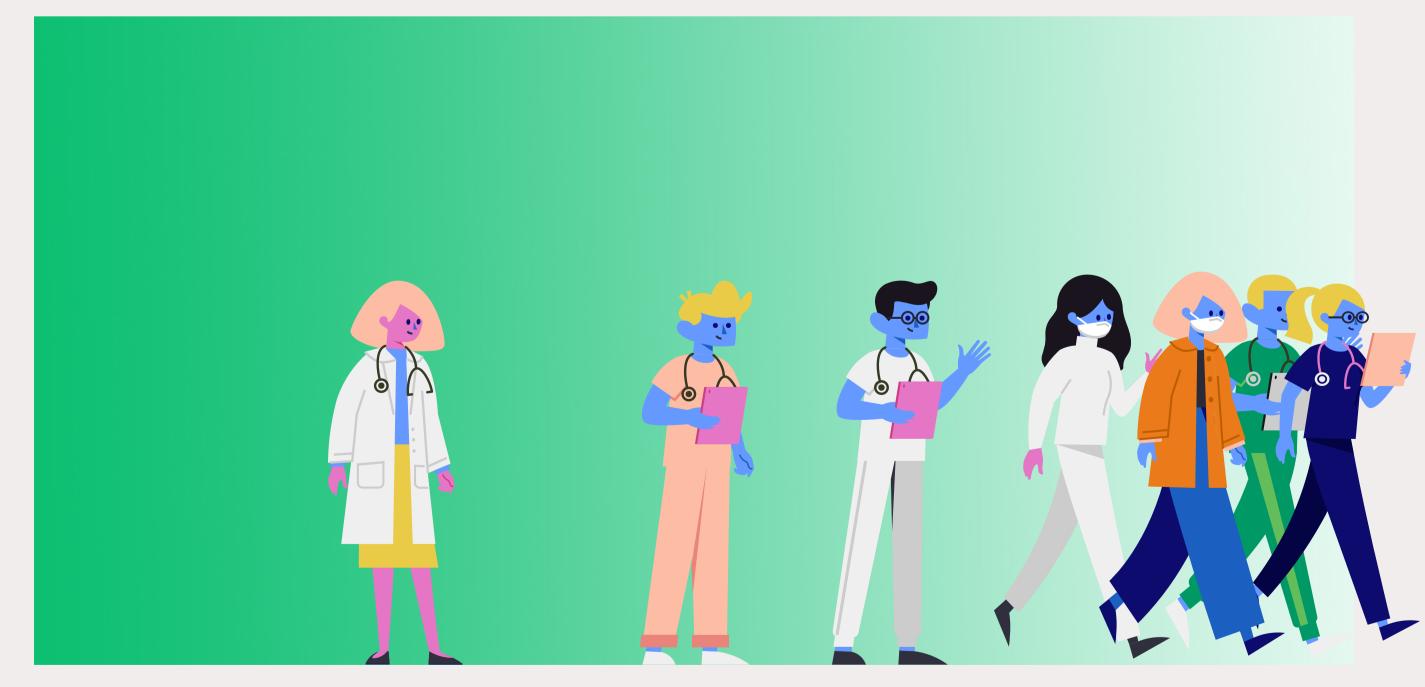
Are the benefits long term?



Although wellbeing scores declined between post-coaching and follow-up, scores at follow-up remained higher than they were prior to coaching.

Finding ways to maintain the wellbeing benefits of coaching for longer, is crucial.

Impact on staff retention



The more employees' wellbeing increased, the less likely they were to have intentions of leaving.

Level of wellbeing High

Improving and maintaining wellbeing can positively impact retention in Primary Care.

What does better wellbeing mean to staff?



Further information

For coaching research or coaching evaluation advice, please contact the IES expert Dr Alison Carter alison.carter@employment-studies.co.uk

For more information about Looking After You Too, please visit the <u>NHSE/I website</u>

IES acknowledges the support and co-operation of NHS England and NHS Improvement for their oversight and assistance throughout; Coaching on Call for encouraging coachees to complete surveys at three time points; and TPC Health, Practive and Beyond Coaching for facilitating access to coaches and coachees for interview.