

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

October 2025

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Staff Wellbeing Hub

We offer fast, confidential support from experienced NHS clinicians who understand the pressures you face. If you're struggling at work or home, reach out today.

Our Staff Wellbeing Hub 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.

Quick, Free & Confidential Support for You!

Free, confidential support for all health and social care staff across the North East and North Cumbria. We aim to 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.

Whether you're facing challenges at work, at home, or both, we're here to help. Our experienced NHS clinicians are ready to listen and support you with flexible, timely appointments.

Getting help is simple:

 [Click here](#) and self-refer online with our confidential brief form

 Email us: hubstheword@cntw.nhs.uk

 Leave us a confidential voicemail: 0191 223 2030

Don't wait. Reach out today! 

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.

✦ An Expanding and Enhanced Service ✦

Our expanded and enhanced service is supporting more and more staff each month. The number of staff using our service has rapidly increased with approximately **four times** the number of staff accessing the service this month compared to six-months ago. We will also be further increasing our range of offers over the next couple of months and will announce this extra support in future Briefings once these go live!

✦ Two New Groups ✦

We receive such fantastic feedback from our groups!

“The 6-week course around managing stress has been brilliant for me. I have utilised a number of skills with good effect. Staff were extremely knowledgeable and professional. I have already forwarded the hub details to other colleagues. I cannot say strongly enough as to how great this experience has been. Thank you all so much.”

November sees the launch of two more of our popular and valued groups. We hope you can join us!

✦ Starting Tuesday, 11th November from 10am-11.30am our **Managing Emotions Group**, a 6-week online course on Microsoft Teams:

If you're looking to build your emotional resilience and better manage difficult emotions, this 6-week, skills-based group is for you!

This is a great opportunity to learn new ways of managing emotions and connect with others in a safe space.

✦ And, starting Monday 17th November at 2.30pm – 4pm our **Stress Less Group**, a 6-week online course on Microsoft Teams:

If you're looking to understand how stress works and how to tackle it, this 6-week, skills-based group is for you!

Interested in one of these groups? [Click here](#) to self-refer or email hubstheword@cntw.nhs.uk.

🧘 Online Yoga for Every Body: Our Next 6-Week Series 🧘

Start the New Year by easing your stress and anxiety. Our six-week online yoga course is now taking bookings for January 2026. Expect calm, gentle movement to build body awareness, and grow self-trust with mindful tuition. Suitable for all fitness levels and complete beginners. **Block booking for the full six weeks.** Runs early evenings on Microsoft Teams

Interested? [Click here](#) to self-refer or email hubstheword@cntw.nhs.uk.

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 referral to the Hub.

Interested? [Click here](#) to self-refer or make a referral, 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.

Outstanding Feedback

Your feedback lets us know that reaching out to the Hub is a positive experience for almost everyone doing so. More than 9 in 10 staff using the Hub tell us that it has helped them remain at work or return to work.

Some feedback we have received in the last month is below. It is so rewarding to know we are valued and making a difference. 

- I felt that I was actively listened to and they understood how I was feeling. I felt broken due to work related stress. Their support helped me remain at work while also enabling me to set clear goals and feel confident in prioritising my own health and wellbeing.
- Couldn't fault the service, speed of response was particularly good. Thank you!
- Amazing service! Really appreciated the self-referral option, extremely quick to get an appointment. Fantastic range of options available for psychological support. Natalie was lovely, very helpful, very skilled at what she does. Really appreciated being able to access this so thank you, I have been recommending the service to others as well who need some support.
- I referred myself to the support hub and was put in touch with Rachel. From the very first minute of our call I felt at ease and can't thank her enough for all her help and support. The sessions are well structured, and planned to your individual needs and requirements. Rachel is an asset to the Staff Wellbeing Hub. She's helped me no end. Thanks again so much for your help and support.

✦ New Wellbeing Resource on Boost Website ✦

A free new health and wellbeing offer is now live on the Boost platform for all staff and volunteers across the North East and North Cumbria. It includes resources for emotional, physical, and financial wellbeing, plus resilience tools and useful apps. You can also explore support for organisational change. Perhaps, start with the 'Emotional Wellbeing' section for quick tools you can use today. Find out more information [here](#).

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