



How can the helpline help managers?

10 reasons why managers should promote the NAPA helpline

1. The helpline team will never get involved in conflicts, but will offer confidential, unbiased, objective support to encourage conversations within the care setting.
2. Staff teams who are encouraged to use different support methods, including the NAPA helpline, feel valued which improves staff morale.
3. High morale ensures difficult situations are managed using best practice.
4. Having someone to 'listen' when you are anxious reduces stress.
5. Reduced stress decreases the number of sickness absence.
6. Staff that feel valued and supported stay in the job, retention is improved.
7. Encouraging staff to use the helpline for support enables them to be their own leaders and to take responsibility for their wellbeing.
8. The helpline team will encourage communication within the care setting.
9. The helpline team will support the importance of activity and interactions and provide ideas for new activities within the care setting.
10. Less than 5% of managers' time is spent in formal or informal discussions with the teams they are leading – the helpline team can provide a 'listening ear'.

