

COVID-19
(Novel Coronavirus)



COVID 19 Health and Wellbeing staff response

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Evidence base 1: Three phases of support for staff during COVID-19

Anticipating peak of demand

Demands reach peak

Through the peak



What will be happening?

- Worrying about own and family **safety**
- Fear about the demand to come
- Worry about what I/we will be asked to do
- Will I be enough? Will I be OK?
- Who has my back?

- **Intense and consuming** periods of work
- **Limited attention** to own self and needs
- **Guilt, remorse, worry** about own performance and expectations of others e.g. families, colleagues, media

- **Thrive and growth** – I got through this – every moments counts
- **Moral injury** – I have had to make tough decisions had negative impacts and were beyond my control
- **Survivor guilt** – I made it through – why me and not them
- What & how have I just been through
- What if this happens again

Evidence base 2: What we need to be doing during the phases

Do not rush in with Psychological intervention – on average 70% of people recover without the need for intervention given the right support

Phase	Prepare	Active	Recover
<p>What support we will need to offer</p> <p><i>The range of support offered will consider the promotional, access or workplace inclusivity requirements of all staff – including those with protected characteristics</i></p>	<ol style="list-style-type: none"> 1. Collective messaging is key – ‘we’ are here, together and behind you 2. Enhanced line management support – we will make collective decisions – I have your back 3. Safety provision, honest, open and transparent messaging about how we will keep front line workers safe 4. Expectation – preparing people for what is to come and how we will support them Line managers trained and ready to have psychologically informed conversations 6. Teams who understand what is expected of them and how to work together well 	<ol style="list-style-type: none"> 1. Physical provisions, prompts and messaging to support care of basic needs Places to decompress – even if not frequently used – serves to emotionally contain and demonstrate ‘we are here together’ Clear protocols for normalising stress response, opportunities for debrief and networks of support within the workplace Anonymous opportunities for discussions Line managers trained in signs of stress and trauma – specialist psychological services equipped to respond 	<ol style="list-style-type: none"> 12-24 months post active period Can take a while to seek help and triggered by other non-related events Services in place to support the range of presenting conditions e.g. anxiety, depression through to PTSD and complex grief Line managers who know what to look out for and how to manage discussions Fast access for staff to mental health services where complex treatment required Return to work strategies which may require short term redeployment

Ways to access support during COVID-19



1

Website and App

Information, and access to group and 1-1 support direct to your phone, laptop or PC



Free access to Mental Health Apps:

- [Unmind](#)
- [Headspace](#)
- [Sleepio](#)
- [Daylight](#)

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2

Helpline

For all NHS Staff – call **0300 131 700**
07:00-23:00

SAMARITANS



Silvercloud

Mental Health Modules for Stress, Resilience, Sleep and Anxiety.
Use the code **NHS2020**

4



3

TEXT

Send the text **'FRONTLINE'** to **85258** to start a conversation

shout
for support in a crisis

Front Door
National
Helpline
number and
text service

SAMARITANS



Physical Welfare
co-ordination
for essential
food, transport,
accommodation
and childcare
helpline
& information
hub

Hospice network
Complex
bereavement and
grief support

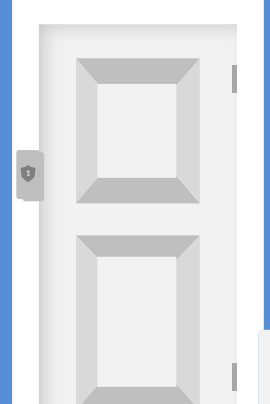
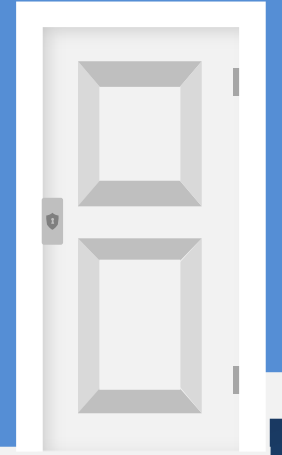
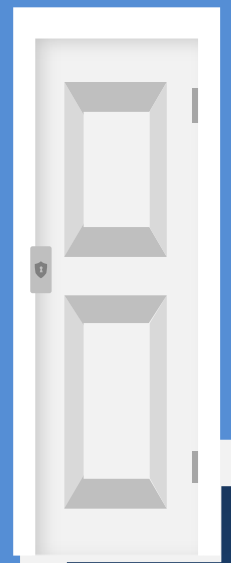
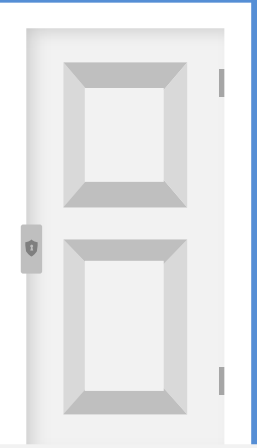


**Individual, Line
manager and
team** upskilling
and support
offer



Free access to
physical and
psychological
support apps &
microsite
information hub

Group and 1-1
emotional and
psychological support



**Investment &
upskill of OH
& EAP
services**

**Priority access to
critical physical &
mental health services**



#Caring4NHSPeople

Health and Wellbeing Covid 19 – Plan on a page

April 6th

PHASE 1 Launch



Website/App content

- Teams under pressure – individual and team resilience. End of shift checklist and 10 -minute pause space for restorative effect at the end of shift.

Direct support

- Partnered with Samaritans helpline 7-11
- Partnered with SHOUT 24/7 text line
- Partnered with Hospice UK – bereavement support access 8-8
- Free access to apps and Silvercloud module
- Builds on local offers of employee assistance & Occ Health

Practical support

- Co-ordination of commercial offers and staff discount page set up – build on local provision e.g. pop up shops

Organisational Support

- Do's and Don't video for providing staff support
- Evidence frame for understanding what staff might need over the crisis period and beyond
- Echo groups set up so we can respond to what we hear
- Flexible working definitions, principles and guidance
- Supportive guidance for working carers

Apr 10th – 24th

PHASE 2 Test, Listen & Improve



- Bite size online and virtual skills materials – leading through crisis. Developed with Sandhurst Leadership centre. Local Peer Support training offer. Employers for carers online resource. Remote team management support

- Warm transfers between helpline services
- Citizens Advice Pilot results
- Understand and respond to need for 1-1 peer support
- Establish local protocols for access to key physical and mental health services
- Partnering with NHSX to review a suite of apps

- Healthy helpers and NED guardian roles for active attention to physical welfare defined and implementation support
- Data to show current local offers – national plan to support gaps and utilise commercial offers

- Weekly webinar series starts – understanding Health and Wellbeing through the crisis
- Building a community who care – utilising networks to listen and respond to support needed
- ESR amendments to record unpaid carers
- Materials to support enhanced Occupational Health offer

Apr 30th – May 15th

PHASE 3 Refine, learn, adapt



- Continued video and interactive content development
- Testing and evaluation results understood – responsive content development and signposting to other resources

- Responding to themed data from calls and texts
- Open the virtual group common rooms for peer support
- Peer support model implemented
- 1-1 offer refined and access developed
- Workforce readiness for mental health support reviewed in line with demand

- Scale of practical and relationship advice access
- Focused national efforts on ensuring access standards for practical support are met

- Continued webinar series in response to themes and feedback from our network interaction
- Workforce mental health apps reviewed and recommended for active monitoring of psychological wellbeing and responses required

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For further information, recommendations or requests please use our dedicated inbox at: nhsi.wellbeingc19@nhs.net

For specific clinical advice or further discussion:
Contact: sonya.wallbank@nhs.net

Scan the
link to send
us feedback

