

COVID-19  
(Novel Coronavirus)



## COVID 19 Health and Wellbeing staff response

Role	Named Lead
Workforce cell SRO	Prerana Issar
Deputy SRO	Em Wilkinson-Brice
Clinical Health and Wellbeing Lead	Dr Sonya Wallbank
Physical Health and Wellbeing Lead	Caroline Corrigan

Further information:

Email: [nhsi.wellbeingc19@nhs.net](mailto:nhsi.wellbeingc19@nhs.net)

Clinical contact:

[sonya.wallbank@nhs.net](mailto:sonya.wallbank@nhs.net)

# 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

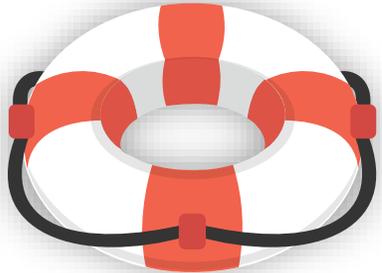
- **Thrive and growth** – I got through this – every moments counts
- **Moral injury** – I have had to make tough decisions had negative impacts and were beyond my control
- **Survivor guilt** – I made it through – why me and not them
- What & how have I just been through
- What if this happens again

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

# Ways to access support during COVID-19



## Help now

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

**Listening Line** - For all NHS Staff – call **0300 131 7000**  
07:00-23:00

**Bereavement and loss support** call **0300 3034434**  
07:00-23:00

shout  
for support in a crisis

SAMARITANS

hospiceUK

## On-line

[www.people.nhs.uk](http://www.people.nhs.uk)

A range of materials to support you and your teams perform under this pressure.



SCAN ME

## Webinars

Access to the latest information and support

<http://horizonsnhs.com/caring4nhspeople/>

<https://www.practitionerhealth.nhs.uk/>

NHS  
Practitioner Health

## Self guided mental health support



SCAN ME

**Silvercloud**  
<https://nhs.silvercloudhealth.com/signup/>  
use the code **NHS2020**

## Common Rooms

Meet other professionals in a safe and guided space. Get support and share your experiences.

<https://www.practitionerhealth.nhs.uk/upcoming-events>

NHS  
Practitioner Health

## Apps

Free access to psychological support – use your nhs.net email address to download

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

**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

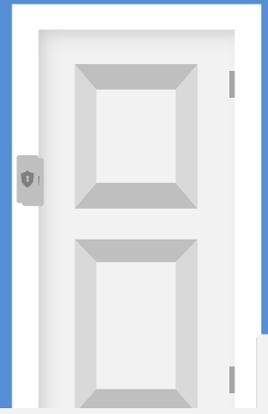
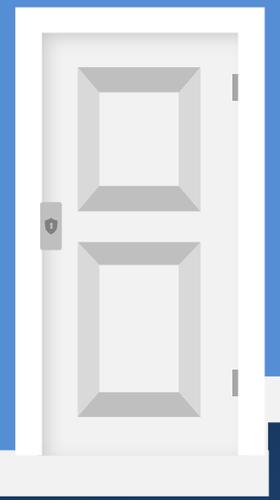
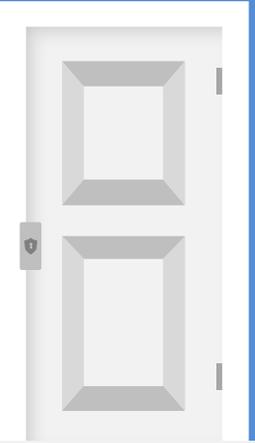


**Individual, Line  
manager and  
team** upskilling  
and support  
offer



**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 10<sup>th</sup> – 24<sup>th</sup>

## 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 30<sup>th</sup> – May 15<sup>th</sup>

## 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

COVID-19  
(Novel Coronavirus)



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

For specific clinical advice or further discussion:  
Contact: [sonya.wallbank@nhs.net](mailto:sonya.wallbank@nhs.net)

Scan the  
link to send  
us feedback

