

We are in the midst of a significant global challenge. At times of extreme stress it is normal to experience a range of different responses and for these experiences to impact our work life.

Being NHS workers does not make us immune to these normal reactions. Our work life is directly impacted and it may impact our personal coping and resilience.

It is okay for us to find it challenging.

How to use this workbook:

Support will mean different things at different times, as we go through our own journey of adjustment and coping. Use the pyramid to identify what support you need and follow the page links.

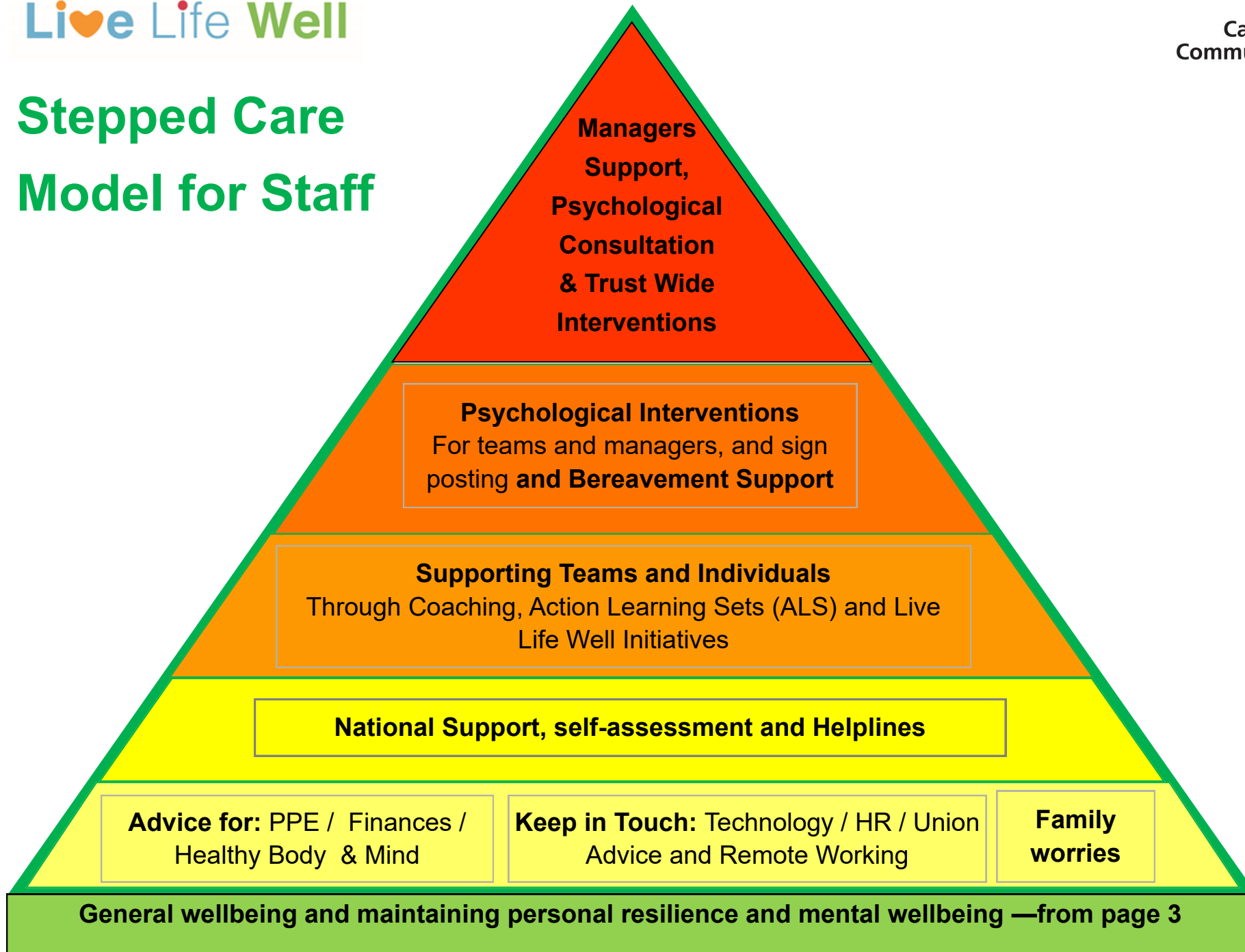
If you manage a team there are a number of resources we can recommend to help you support your team (see back of booklet).



March 2021 issue— Where you see a light bulb, training opportunities are being offered, nationally or regionally. If you'd like to let us know about any training courses that you try please email us at ccs.trainingandeducation@nhs.net. Please ensure your team can cover your absence when attending training.



Stepped Care Model for Staff



**Page
number**

25

23

20

17

14

Start here
←

Maintaining Personal Resilience

Project5.org

About Us

Suicide Risk

Volunteers

Self-help

NHS Trusts

Our Research

GIVE US FEEDBACK

GET SUPPORT

Free Wellbeing Support Service for our Health/Care Workers

Thousands of coaches and mental health practitioners have signed up to offer evidence-based support to support the national health/care teams.

This is a not for profit community interest company led by Clinicians and coaches, linking staff in need to specialists with the skills to assist at any time of need.

project5 - a bespoke healthservice worker wellbeing service, designed by experts and delivered at clinical standards

Over 1000 highly skilled and trained coaches, Psychologists, therapists etc, to work with NHS staff to provide contact, through FREE 1-to-1 sessions, to those who are finding work hard, are sleeping less, are eating more, and are showing the early signs of strain. <https://www.project5.org/>.



Maintaining Personal Resilience Mental Wellbeing

Who offers it	What is it	How do I access it:
NHS Staff Common Rooms	An opportunity for NHS people to come together virtually and support each other. The staff common rooms are a safe and supportive environment through which colleagues can continue to stay mentally well.	https://www.practitionerhealth.nhs.uk/upcoming-events
SUMO Guy (Paul McGee)	Resilience (40 minutes)	Leadership Forum (17/09/20) https://vimeo.com/459033483/cfaf8ade7a
MIND	Mental wellbeing	https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/
Headspace	Mindfulness exercises and relaxation	NHS staff have free access to a 1000+ hours of mindfulness exercises and more
Social Anxiety UK	Social anxiety	https://www.social-anxiety.org.uk/
Unmind	Mental wellness platform	Visit: nhs.unmind.com/signup (requires NHS email address).
Daylight	Worry and anxiety	https://onboarding.trydaylight.com/daylight/access/100#1/1?utm_campaign=C19_FreeAccess&utm_medium=Employers&utm_source=NHSE_Daylight



Maintaining Personal Resilience Mental Wellbeing

Covid-19 Control — add your personal concerns to the following:

I **CAN'T** CONTROL (and will let go of):

If others follow the rules of social distancing

Actions of others

Amount of toilet paper at the shop

Other people's motives

Predicting what will happen

How others react

How long this will last

I **CAN** CONTROL (and will focus on):

My positive attitude

Turning off the news

Limiting my use of social media

My own social distancing

My kindness

Finding fun or useful things to do at home



Maintaining Personal Resilience Mental Wellbeing

Social Anxiety

Social anxiety disorder, or social phobia, is an overwhelming fear of social situations that causes mental and physical distress.

Over the last few months we have been asked to distance ourselves from social situations, but may now be gradually transitioning back into the workplace. This change may cause anxiety for many reasons, one of which is social anxiety as the need to communicate more with others arises again.

Many people struggle with social anxiety, and there is more to it than just shyness; just the thought of being around other people can cause an upset stomach, rapid breaths, a pounding heart, sweaty hands or even a shaky voice. It is not surprising that it sometimes feels easier to keep away from other people.

Social anxiety can spoil your work and personal life by getting in the way of what should be an opportunity to connect with others, and can significantly affect your quality of life.

Overcoming anxiety opens the door to so much, such as a better working environment, increased productivity, and of course adds more fun to your life and can bring joy. The good news is, social anxiety is a fully treatable condition, so here are some helpful tips to start.

10 tips to overcome it

1. Practise relaxation – breathing exercises, mindfulness and meditation
2. Count backwards, slowly, from ten to one when you feel anxious
3. Start visualizing – transport yourself to somewhere truly relaxing
4. Think positively – replace the negative thoughts
5. Be yourself – accept who you are, do not compare yourself to others, and celebrate your differences
6. Stop using avoidance as a coping strategy and try to face your fears
7. Take small steps – gradual exposure to previously avoided situations will give you control

8. Focus your attention outward and away from your thoughts in social situations
9. Exercise regularly – this will calm you and increase the happy chemical we enjoy – dopamine
10. Practice acceptance, starting with yourself – avoid judging yourself, focus on your positive aspects

Please bear in mind that although it is certainly a positive thing to increase your social interactions, when you are entering face-to-face situations it is still important to be mindful of government advice on social distancing to stay safe at this time. Do not let this deter you from facing your fears and increasing your social network, just do so safely.

For more information see the [NHS](#) page on social anxiety

Some useful links and support

- [Social Anxiety UK](#)
- [Social Anxiety Institute](#)
- [NHS Psychological Therapies](#)
- [Worcester Health and Care NHS Trust](#)

MANAGING CORONA VIRUS (COVID-19) ANXIETY

For You

- Avoid excessive exposure to media coverage
- Connect through calls/text/internet
- Add extra time for daily stress relief
- Practice self-care
- Focus on your mental health

For Kids

- Reassure them that they're safe
- Let them talk about their worries
- Share your own coping skills
- Limit their news exposure
- Create a routine & structure

BlessingManifesting

For Quarantine/Isolation

- Keep in contact with your loved ones via social media, texts, and phone calls
- Create a daily self-care routine
- Keep yourself busy: games, books, movies
- Focus on new relaxation techniques



Maintaining Personal Resilience

Physical Wellbeing

Who offers it	What is it	How do I access it:
Active Norfolk / Active Suffolk	Exercises to do at home	https://movingmedicine.ac.uk www.activenorfolk.org/active-at-home www.activesuffolk.org/keeping-active-at-home for suitable exercise
The Learning Architect / Beat Covid	Healthy eating / improving your immune system	https://www.thelearningarchitect.com/bite-sized-books/healthy-eating/ https://www.beatcovid.co.uk
Yoga Online	Free yoga classes app	Home page: https://www.downdogapp.com/ Link to healthcare form: https://www.downdogapp.com/healthcare
CSP	Keep fit at your desk	Check out these exercises shared by the Chartered Society of Physiotherapists
Sleepio	Sleep improvement programme	https://onboarding.sleepio.com/sleepio/access/77#1/1?utm_campaign=C19_FreeAccess&utm_medium=Employers&utm_source=NHSEngland
Intensive Care Society	Wellbeing resource library: tips for approaching self-care, managing personal wellbeing, improving work, when to ask for help	https://ics.ac.uk/ICS/Education/Wellbeing/ICS/Wellbeing.aspx?hkey=92348f51-a875-4d87-8ae4-245707878a5c



Maintaining Personal Resilience through Exercise

Moments of Mindfulness—15 minutes

Scott Ferguson (Principal Clinical Psychologist in Bedfordshire Acquired Brain Injury Service) and Fritha Roberts (Trainee Psychologist) have developed a series of virtual mindfulness sessions:

<https://vimeo.com/user/93371153/folder/2294993>

“First time I've tried that, so relaxed. Thank you Scott.”

“Thank you, needed that, forget how hooked up one can get throughout the day :-)”

Mindfulness helps us pay more attention to the present moment – to our own thoughts and feelings.

Dynamic Health’s workouts

Missed Raj? The DynamicHealth workouts are no longer running live, but previous workouts are saved in the physical wellbeing section of the staff health and wellbeing webpage:

<https://www.cambscommunityservices.nhs.uk/staff-health-and-wellbeing>

**"After 20 years this is the most fun we have had at work.
Thank you from CDC admin"**

"Thank you that has really made me smile and feel energised!!"

"That was amazing MSK and Raj, made us all smile at HQ !!"

Create a Pause space in your team:

<https://people.nhs.uk/guides/10-minute-pause-spaces/>



Maintaining Personal Resilience Art Of Brilliant / Bounce Back Ability

We are also pleased to announce we now have more of the brilliant **bite size sessions** brought to us by **The Art of Brilliance**. These are short workshops (2 hours long) and they are all fabulously named and look to provide participants with skills and techniques to deal with aspects of working from home, bouncing back and resilience, to assist and ensure that you are your own brilliant self. **Spaces are limited therefore the online booking will close once the event is fully booked; we have a waiting list (RSVP) on our event pages. We are also pleased to announce new events for Leaders/Team leaders at all levels.** (If the link below does not work first time, please try using a different device or platform)

The Art of Being Brilliant – Johnathan Peach 10th March 2021 – 18.00 – 20.00pm [click here to book](#)—reserve list in use if session is full **THE ART OF BEING BRILLIANT** helps you shine by reconnecting you with you. It acts as the cornerstone of any personal or organisational change programme. We use cutting edge research, but have carefully removed the big words and replaced them with simple, do-able principles that are applicable at work and home. We like to think of it as a personal upgrade that allows you to thrive in a world that's doing its worst.

Bouncebackability Ability – Johnathan Peach 12th March 2021 – 9.30-11.00am [click here to book](#) 19th March 2021 – 14.00-16.00pm [click here to book](#) 13th April 2021 – 18.00-20.00pm – [click here to book](#) **BOUNCEBACKABILITY is a learned behaviour. We can all cultivate personal skills and resources which help us not just cope better with stress and adversity, but embrace change and use challenges as opportunities to grow.**

“Ordinary Magic”

Resilient people possess what we call ‘ordinary magic’, an ability to bounce back when things get heavy. This workshop drills down into their resilience: What skills do they possess? What do they actively do to help themselves cope and deal with change and challenge? What support systems do they have?



Maintaining Personal Resilience through Exercise

NHS Fitness Studio exercise videos

Choose a workout from the NHS Fitness Studio's online exercise videos on one of four themes:

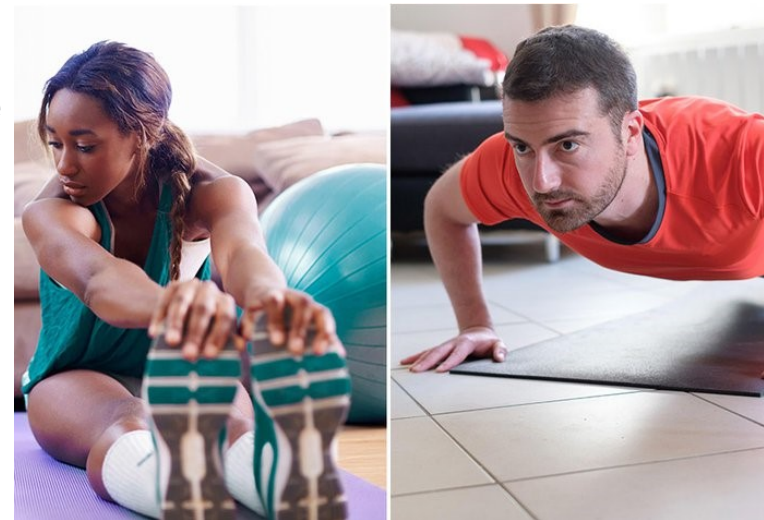
Aerobic Exercise / Strength and Resistance / Pilates and Yoga / Other Fitness Plans

Take your pick from 24 instructor-led videos across our aerobics exercise, strength and resistance, and pilates and yoga categories. These workouts have been created by fitness experts [InstructorLive](#) and range from 10 to 45 minutes.

There are exercises to [tone your abs](#), [raise your heart rate](#), and tone your [upper arms](#). You will also find workouts suitable for new mums, such as [postnatal yoga](#), or health problems, such as [pilates for back pain](#).

Plus, there's the [Wake up! workout](#), [Vinyasa flow yoga](#), and [Belly dancing for beginners](#) to get you moving.

<https://www.nhs.uk/conditions/nhs-fitness-studio/>



Maintaining Personal Resilience— General Internet Resources / Training

Who offers it	What is it	How do I access it:
Open Learn	Open University pages to help teachers and children aged 13-18 with schoolwork, all free	http://www.open.ac.uk/courses/coronavirus
NHS England	General wellbeing apps	https://www.nhsemployers.org/news/2020/03/free-access-to-wellbeing-apps-for-all-nhs-staff
Support the Workers	Various resources	http://www.supporttheworkers.org/ website Leading Through Change to Personal Resilience
NHS Employers	General support	Home working, advice on fatigue, mental health and domestic violence https://www.nhsemployers.org/covid19/health-safety-and-wellbeing
NHS People Guides	Develop new coping skills	https://people.nhs.uk/all-guides/ On a variety of subjects, including bereavement, working remotely, supporting staff through Ramadan and developing your own resilience (10-20 minute guides)
Personal Resilience Training—Power Skills	Resilience training—now delivered as 3 x 90 minute “bite sized” elements	Roddy Herbert who delivers our face-to-face training has developed an MS Teams course. Contact marjie@koruinternational.com



Wherever you're working—Tips for a resilient working day

Working in a base

Working from home



Prepare for work
Get yourself in the “zone”
and plan your day

Work safely
Is your space well planned.
Do you have the right equip-
ment?

Who's in your network?
Who's supporting you? Are
you looking after each other?
Socialising is important

Take breaks
Move around, leave your
screen, drink water

Switch off
Pack your “office away”.
Have a walk. Book annual
leave



[Tips for Strengthening the Resilience of Remote Workers](#)

Working from Home Training Sessions – Suzie Lav-
ington and Nikki Ayles [click here to book](#)

Maintaining Personal Resilience

Domestic violence, also called domestic abuse, includes physical, emotional and sexual abuse in couple relationships or between family members.

Domestic abuse has been reported to have risen sharply by 25% since the commencement of lockdown due to the Covid-19 response. Domestic violence or abuse can happen to anyone and anyone can be an abuser, including staff employed in the NHS. The Trust would like to ensure its employees know they will be supported to seek help and how to get help if they need it.

- **Police:** 999 press 55 when prompted if you can't speak
- **Refuge UK wide 24 hour helpline :** 0808 2000 247
- **Forced marriage and honour crimes:** call Karma Nirvana on 0800 5999 247 (Monday to Friday 9am to 5pm) or 020 7008 0151 to speak to the GOV.UK Forced Marriage Unit
- **Respect helpline:** free on 0808 802 4040 if you are worried that you are abusive and would like advice to address this
- **Men's Life Advice :** 0808 8010 327 (Monday and Wednesday, 9am to 8pm, and Tuesday, Thursday and Friday, 9am to 5pm) for non-judgemental information and support or email info@mensadvice.org.uk
- **ManKind :** 0182 3334 244 (Monday to Friday, 10am to 4pm)
- If you identify as **LGBT+** you can call Galop on 0800 999 5428 for emotional and practical support, or email: help@galop.org.uk
- **Women's Aid:** email helpline@womensaid.org.uk. Staff will respond to your email within 5 working days

The Survivor's Handbook from the charity Women's Aid is free and provides information for women on a wide range of issues, such as housing, money, helping your children, and your legal rights.

Keeping yourself safe while you seek support:

The Women's Aid website tells you how to cover your tracks online, if you need to hide it from other household members. If you email for support, remember that it's important you specify when and if it is safe to respond and to which email address or telephone number.

Family / Food / Money

Coronavirus [fact sheet for children](#) developed by the Alderhey Children's Hospital and [animation](#)

The Autism Educator: written for children with autism:

<https://theautismeducator.ie/wp-content/uploads/2020/03/The-Corona-Virus-Free-Printable-Updated-2-The-Autism-Educator-.pdf>

Together for Short Lives: Q&A for parents: <https://www.togetherforshortlives.org.uk/get-support/supporting-you/family-resources/coronavirus-qa/>

Kooth: self-help materials, mood-tracking and goal setting tools, and live, moderated forums. Young people can log on to one-to-one online counselling sessions with a qualified counsellor from 12 noon - 10pm on weekdays, and from 6pm until 10pm on weekends. Visit <https://www.kooth.com>.

Young Minds: has guidance on talking to your child about coronavirus which can be found [here](#).

Positive Psychology: [mindfulness activities](#) that families can get involved with: <https://positivepsychology.com/mindfulness-for-children-kids-activities/>

ALL NHS Staff Discounts:

<https://www.england.nhs.uk/coronavirus/nhs-staff-offers/>

Martin Lewis, Money Saving Expert: <https://www.moneysavingexpert.com/news/2020/03/uk-coronavirus-help-and-your-rights/>

Neyber Finance Checklist: <https://wellbeing.neyber.co.uk/news/coronavirus-how-could-it-impact-your-work-and-finances>

Set up accounts with local farm shops and food suppliers to support small businesses and buy local.

Basic needs

Going home checklist

<https://people.nhs.uk/clinical/going-home-checklist/>

- Take a moment to think about today
- Think about one thing that was difficult – let it go
- Consider 3 things that went well
- Are you ok? If not, have you told someone? Your colleagues, senior team and Occupational Health are here to support you.
- Check in on your colleagues before you leave – are they ok?
- Acknowledge your colleagues' contributions – have you said "Thank you"?
- Now switch your attention to home.
- How are you going to rest and recharge? Consider the range of [free mindfulness apps available to NHS staff](#)



Place2Be have offered an online programme of expert support and resources to keyworkers, including all NHS colleagues. These resources are available free of charge until 31 December 2020 and have been made possible through charitable donations, coordinated by a group of NHS doctors looking to support the mental health and well-being of keyworker children.

The programme consists of:

- Three webinars that cover: recovery and self-care; holding supportive conversations; understanding and managing anxiety in uncertain times
- An Art Room resource pack for children and parents and carers to craft and create together. The Art Room pack includes stories, instructions and activities exploring the ways in which parents and children can stay connected even when they're spending more time apart <https://people.nhs.uk/place2be/>

Basic needs

HR Support

We're here to help you with queries about your employment, however the first point of call should always be your line manager and the Frequently Asked Questions.

If neither of these sources offer a resolution please contact us at ccs.hrteam@nhs.net or contact your local HR business partner.

Trade Union Support


Trade Unions are another important resource for different types of support during this pandemic.

As well as supporting you with advice around employment issues they can also provide financial support and advice for debt and unexpected bills. Many of them are also giving grants to support members when a crisis occurs. Please contact the union you belong to through their website or helpline if you need support and advice.

Your local union representative can support you as well. Local representative details are on the intranet under the Staff Side page.

If you have any general enquiries please contact Heather Bennett, Staff Side Chair, on: 07939528664 or email: heather.bennett3@nhs.net

National Support and Helpline

Who offers it	What is it	How do I access it:
Every Mind Matters	If you're not feeling okay, create your own mental wellbeing support plan	https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/
One Front Door National Helpline	Helpline for staff support	 <p>The graphic is a blue and white NHS poster. At the top, it says 'Wellbeing support for our NHS people' with the NHS logo. Below this, on a dark blue background, it lists contact information: 'Telephone: 0300 131 7000 7am to 11pm daily' with a telephone handset icon, and 'Text FRONTLINE to 85258' with a smartphone icon. At the bottom, it features the hashtag '#OurNHSpeople'.</p>
Crisis Support – NHSEI and Shout	You will be put in touch with a trained Crisis Volunteer (CV) who will chat to you using recognised techniques via text.	
NHS Talking Therapies	Help with common mental health problems like stress, anxiety and depression. Which therapy you are offered depends on which one has been shown to be most helpful for your symptoms. Counselling or CBT, as a group or as 1:1s	NHS Talk Therapy (NHS website)

National Support and Helpline

Wellbeing support helpline



Education for health offers a General Wellbeing support helpline manned by experienced wellbeing coaches, who can provide a listening ear, help with managing stress, talk through any practical concerns and how to find small amounts of time flexibly amid this incredibly busy time. These coaches will be available for 121 telephone calls or to answer any queries people may have by email.

If you want to speak to a wellbeing counsellor email: contact@educationforhealth.org with **'Wellness Support'** in the title bar.

If you are trained in counselling or psychology and would like to join the expanding team, please send your contact details to the email address above.



Feeling stressed, anxious or low in mood?

Free, fast and confidential psychological support



Get help quickly, call:
Bedfordshire: 01234 880 400
Luton: 0300 555 4152
Milton Keynes: 01908 725 099

www.keepingwellblmk.nhs.uk

Keeping Well is a free confidential psychological support service run by care professionals for care professionals, in Bedfordshire, Luton and Milton Keynes

Ref: 3181 JAN2021

National & Regional Support and websites

Suicidal Thoughts?

If you or a colleague feels this is all too much please access one of the attached resources. There is always someone there to support you.

Samaritans:

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year. On 116 123 or email jo@samaritans.org for a response within 24 hours

Suicide Alliance: <https://www.zerosuicidealliance.com/>

Save a life by doing 20 minutes' training or find out what do if you have suicidal thoughts

Staying Safe: <https://stayingSAFE.net/>

Even situations that seem almost impossible to face can feel different if you remind yourself that feelings don't last forever and you have an idea of what you can do to get through this painful time. Resources include—developing a safety plan (see next page) and knowing who can support you. Please share our hope that you can find a way forward.

National Support and Helpline

My Safety Plan

Staying Safe: <https://stayingSAFE.net/>



Getting through right now

Making your situation safer

Things to lift or calm your mood

Things to distract you

People to support you

List who you can talk to if you are distressed or thinking about self-harm or suicide

Emergency professional support

Supporting Teams and Individuals



Counselling and Occupational Health

Experiencing an outbreak like coronavirus can be very unsettling and affect our mental health, causing both stress and anxiety. If you have any concerns, please do speak to your manager. Additionally, you can also access our staff counselling services.



Help (previously known as Insight Wellbeing at Work) is for all staff except Luton staff. **Telephone 0800 031 4549** for confidential, independent and unbiased information and guidance from a team of trained wellbeing and counselling practitioners. In addition, staff have access to Optimise portal <https://ccs.optimise.health/> which provides personalised wellbeing content and an extensive library of wellbeing resources.



The Counselling Foundation is for Luton based staff only and provides a free, confidential service to explore issues impacting on emotional and mental wellbeing. **Telephone 01727 856693.**

Occupational Health

The Trust subscribes to two occupational health services

Optima Occupational Health is for all staff except Luton staff. To help simplify and give managers more control over occupational health referrals for team members, referrals can now be made via an online portal which can be accessed here: https://ang.cohort.hosting/ang_cohortmanref



Any new referrals should be made via the portal, however Optima will continue to accept paper forms until 1 May 2020. In addition, you can also make a referral by **telephone 0333 121 3000** or **email nhseast@optimahealth.co.uk**.

Luton & Dunstable Hospital Occupational Health is for Luton staff only. **Telephone 01582 497 226** or **email occreception@ldh.nhs.uk**



Supporting Teams and Individuals

<p style="text-align: center;">Coaching Action Learning Sets and Coaching Individuals</p>	<p style="text-align: center;">Encouraging a Coaching Conversation in your team (see link to TGROW Model below):</p>
<p>Sometimes it is good to talk to someone trained to listen who will notice how you are and ask questions that help you to find a way forward - coaching can do that, visit out short coaching animation through google.</p> <p>We are offering short 30-60 minute telephone or MS Teams sessions that are confidential and are provided by ILM / EMCC trained CCS coaches</p> <p>In the interest of objectivity and confidentiality we match coaches with members of staff that they wouldn't come in contact with day to day from another service or locality.</p> <p>If you would like to book a session please email ccs.gentrainingandeducation@nhs.net</p> <p>Alternatively if you'd like to speak to someone outside the organisation Health Education East of England runs a service called "CoachNet"</p> <p>https://coaching.eoe.hee.nhs.uk/</p>	<p>Avoid 'telling' the employee:</p> <ul style="list-style-type: none"> • GOALS need to be agreed • Support employees to come up with their own answers by talking round the situation's REALITY • Current skills, knowledge and attitude explored • Available OPTIONS and OBSTACLES need to be considered • What WILL / WAY FORWARD the employee choices to make changes <p>More information about coaching models:</p> <p>https://www.trainingjournal.com/articles/features/coaching-model-library-tgrow</p>

Mental Health Support

Accessing the Staff Mental Health Service

This new service is designed to support people who require specialist care for moderate mental health needs and in addition to and complements our other staff support services and Covid 19 *Stepped Approach* offer.

The service is a multi disciplinary team , providing psychiatric and psychological treatments alongside enhanced back to work support and aims to provide rapid 72 hour response . It is not an emergency or crisis service and staff at high risk who require urgent assessment should be referred to mainstream MH services . The referral pathway is currently via one of our 2 occupational health services (OPTIMA and the Luton and Dunstable Hospital Trust) therefore Managers should first make a referral to OH, referring to the Staff Mental health service in that referral so the OH service can make the onward referral if they feel this is appropriate based on the referral criteria of:

- Moderate to severe mental health symptoms significantly impacting on functioning and / or creating risk
- Common presentations may include depression, anxiety, acute stress, symptoms of PTSD
- May include complex presentations including psychiatric co morbidities substance misuse or concerns about risks

Managers and staff can contact the CPFT Staff Mental Health Service directly if you have any questions or wish to discuss a referral: 01223 465220 staffmentalhealthservice@cpft.nhs.uk.

Following a referral, the member of staff will be contacted within 72 hours for an initial triage discussion . Appointments are available from 9am – 5pm, Monday to Friday with some flexibility for evenings and weekends. An option for self-referral is not available at present. Under Covid-19 safety restrictions, most appointments will take place virtually via a secure online platform (Attend Anywhere) but face to face assessments are also an option with offices and clinical rooms located in Cambridge and Peterborough. We recognise this may mean travel for staff outside these location's. The online appointment link and a guide to therapies offered are available on the [Staff Mental Health Service webpage](#).

Protecting your confidentiality and privacy- The service team has considered this very carefully and ensured that safeguards are in place when NHS staff use the service, so you are not seen by anyone you know or work with closely. Check the team guide available on the [webpage](#). Your care records will be secure and can only be legally accessed by professionals looking after you, checked through daily security audits. CPFT's [Confidentiality](#) and [Clinical Record Keeping](#) policies have clear guidance which all staff must follow. Staff are reminded of the other support available via their line manager, and or by reviewing the staff health and wellbeing (Live Life Well) intranet pages, confidential counselling service Covid 19 Psychological health and wellbeing Stepped offer and the national support offers .

Psychological Interventions IAP Services

In the first instance please ensure you use a service as local as possible. This ensures continuity when a face-to-face service resumes.

Support line for staff provided by NSFT NHS Trust

Seven days a week (2-5pm). Psychological practitioners can give advice, talk through difficult shifts and discuss current working challenges. Calls are protected by confidentiality guidelines. **Call 0300 123 1335**

(aimed at Norfolk and Suffolk staff initially but will speak to anyone from CCS)

ELFT have the following offer to our staff during Covid-19: <http://www.bedfordshirewellbeing.service.nhs.uk> or 01234 880400 – telephone line open Monday – Friday 9am – 5pm – online link available 24/7. In addition there are webinars available on a number of conditions.

Bedfordshire Wellbeing Service can help with: Depression and Low Self Esteem, Generalised Anxiety Disorder (GAD), Post Traumatic Stress Disorder (PTSD, Obsessive Compulsive Disorder (OCD), Health Anxiety, Social Anxiety amongst other things.

The website also includes a number of self help leaflets created by the Bedford Clinical Commissioning Group, a digital bookshelf to help manage and improve your health.

Psychological Interventions and Bereavement Support and Wills

Supporting each other through loss and bereavement The British Psychological Society's Covid-19 bereavement task force has produced a document on [helping one another](#) to cope with death and grief, at a time when many people are experiencing the loss of a friend or family member due to the Covid-19 pandemic.

Cruse Bereavement Care Helpline open 9.30—5 (excluding bank holidays) with extended opening hours until 8pm, Tuesday, Wednesday and Thursday. A bereavement volunteer is available to chat for up to half an hour on the first phone call. During this time they will try to sign post to local cruse support services. 0808 808 1677 or help@cruse.co.uk

Accord Wills Accord Legal Services are offering **free will writing** for NHS staff throughout the pandemic.

Contact : 08453 506 5115 / Email: info@accordwills.co.uk / Website: <https://www.accordlegalservices.co.uk/>

NHS Bereavement during Covid-19—NHS England and NHS Improvement have put together a suite of resources that aim to help you access support during what will be a difficult time for our staff, given the restrictions and changes to normal grieving patterns and processes for staff who come from diverse backgrounds.

<https://people.nhs.uk/guides/bereavement-support-during-covid-19/>

St Paul's Cathedral book of remembrance—`Remember Me' - an online book of remembrance to commemorate those who have died from coronavirus The memorial book is online and open to people of all faiths or none. Family members, friends and carers of anyone who has died can submit the name, photograph and a short message. The deceased person must be British or have been living in the UK <https://www.rememberme2020.uk/>

Managers Support, Psychological Consultation & Trust Wide Interventions

Psychological Consultation (remotely):

Managers and Team Leads are welcome to take up the offer from our clinical psychologists and systemic therapists from Monday 27th April 2020.

Psychological Consultation:

A psychological consultation is a process that will provide you with a space to think about an issue or team difficulty, with a psychological lens. It can examine processes, relationships and/or dynamics that may have arisen as a result of the pandemic and be negatively impacting on the wellbeing of your team. The consultation will allow you time to unpick processes and provide a space for reflection and the development of a plan (if necessary). Each consultation can last up to 50 minutes. A brief note of the themes discussed and plan identified will be emailed to you following the consultation.

To arrange a consultation, or to find out a little more about the support available, please email ccs.covid.psychconsult@nhs.net and someone will contact you to discuss the next steps. Please note that these will be confidential conversations, unless there is cause to believe that someone is at risk of harm.



Managers Support, Psychological Consultation & Trust Wide Interventions

The King's
Fund >



Leading >

through Covid-19

The King's Fund have created new support resources and practical guidance for managers and leaders that they are updating weekly. <https://www.kingsfund.org.uk/projects/leading-through-covid-19> This includes short videos, webcasts, articles and models on the following topics:

- Managing self
- Working with others
- Learning from experience

Managers Support, Psychological Consultation & Trust Wide Interventions



EAST OF ENGLAND—NHS LEADERSHIP ACADEMY

The dates and information for upcoming workshops can be found [here](#) on the website.

Courses of particular interest include:

Trauma-informed Leadership Workshop: Trauma-Informed Leadership understands and appreciates the emotional scars that people may struggle with. These might be directly related to the pandemic, indirectly triggered by what has happened with Covid-19, or may result from people's wider life experiences. The session will be co-facilitated by **Dr Jeanne Hardacre and Georgia Twigg**.

Leading with Compassion Masterclass: For many of us, our diaries are packed with screen-based meetings and conversations. For others, we are working directly with patients and colleagues, but with distancing or protective measures. We feel a pressure to cope, deliver, innovate, adapt and be positively future-focused. Yet we're emotionally drained. We're facing an extremely uncertain future. We're missing many aspects of 'normality'. This session will be facilitated by **Dr Jeanne Hardacre**.

Managers Support, Psychological Consultation & Trust Wide Interventions

Deal with anxiety, frustration, worry - the team is experiencing change

Read the article, [‘That discomfort you are feeling is grief’](#) to understand the impact of change that is being experienced by individuals and the team. Support team members to raise their awareness of how they are thinking, the impact on themselves and others, and how they can develop helpful mind-sets to stay resilient

Before a 1:1 Session

Offer a 1:1 session – and, if they would like one, at a time when they are ready to meet and ready to think

Notice the rapport between you – aim to build trust, respect and understanding – listen with genuine interest, non-judgementally – this will encourage them to listen to other perspectives

Hold a positive mindset about them – e.g. - I believe that they have what they need to resolve their challenges

Listen with your full attention – hear what it is like from their perspective without judgement or giving solutions – the situation is theirs to ‘own’ and resolve as a responsible adult

During the Session

Ask what they want to think about in this session – explore that a little to clarify the topic

Ask what they want to achieve in this session (their goal) – and ask what more will they have if they explore that?




Ask what they have tried already and what else is important to know – ask what is important to them about this situation – this helps for them to understand their values and beliefs

Notice the mindset they are holding - a mindset is a belief or values they hold about the situation that leads to how they think and feel and guides the actions they take – ask if that mindset is helpful to them – if not, *offer* alternative perspectives about the situation and explore these with them – help them to understand the wider context e.g. – in the service

Now, explore options with them for a way forward – support them to look for practical solutions that they think and feel will work for them – they need to be able to put these into action

Finally, ask what actions they want to take now to take it forward – ask what will they do in the next 24-48 hours? Ask what more they might need to achieve the action

Managers Support, Psychological Consultation & Trust Wide Interventions

Support The Workers	With a section on leadership tips and links and fact sheets for a variety of issues that arise from Covid-19	https://www.supporttheworkers.org/ -	
CIPD	Support for leaders and managers with everything work related including mental health at work and remote working	https://www.cipd.co.uk/Images/mental-health-at-work-1_tcm18-10567.pdf	
Institute of Leadership and Management (ILM)	Offers free online training, factsheets and tools to support you to manage your team	https://www.institutelm.com/free-tools.html -	
YouTube	'The Power of Vulnerability' by Brene Brown	https://www.ted.com/talks/brene_brown_the_power_of_vulnerability?language=en	
YouTube	'Transformational Leadership', Lesley Hayes	https://youtu.be/n3sEybeRzZl	
YouTube	'Why good leaders make you feel safe', Simon Sinek	https://youtu.be/lmyZMtPVodo -	
Edward Jenner—NHS Leadership Training	Develop essential leadership skills; leads to an NHS Leadership Academy award in Leadership Foundations.	https://www.leadershipacademy.nhs.uk/programmes/the-edward-jenner-programme/	
Home Working—Lexus Nexus	An introduction to remote and home working through on-line learning FREE UNTIL FURTHER NOTICE	http://www.safety4business.com/courses/WWO13/index.html#/id/5e788d716a21c6074e184b4a	

Managers Support, Psychological Consultation & Trust Wide Interventions

<p>1:1s and Supervision</p>	<p>Supervision discussions are virtually important during Covid –19. We need to keep connected with our teams.</p>	<p>We have updated the managers’ supervision template which can be found in the document library - type ‘appraisal policy 9.2 supervision template’ into the search facility. This template can be used by all staff and line managers and we encourage these supervision conversations to take place at least once a month.</p>
<p>Personality Styles and Covid -19</p>	<p>Stress and stress reactions are unavoidable at a time like this. Recognising this, accepting this and having the tools and language to discuss this is crucial, and exactly the kind of support people are telling us they are looking for.</p>	<p>The following fact sheet explains why you might react in a particular way in relation to your preferred personality style: https://creakyjoints.org/living-with-arthritis/coronavirus/emotional-wellness/myers-briggs-personality-type-coronavirus-coping/</p>
<p>BAME Risk Assessment Template—for any staff that are “clinically vulnerable”</p>	<p>The BAME risk assessment can be used during a 1:1 to record additional considerations of any staff that are “clinically vulnerable”. The Risk Assessment will be held by managers</p>	<p>The risk assessment can be found here.</p>
<p>Health Foundation</p>	<p>Post-covid: 5 things your team wants from you</p>	<p>https://www.health.org.uk/news-and-comment/blogs/innovation-and-leadership-post-covid-5-things-your-teams-want-from-you</p>
<p>Psychological safety and performance</p>	<p>This brilliant TED talk by leading Harvard Professor Amy Edmondson makes clear that psychological safety is key in enabling groups, teams and organisations to perform#</p>	<p>https://www.youtube.com/watch?v=LhoLuui9qX8</p>

IF YOU'RE NOT OKAY



HOW TO COPE IN A CRISIS OR HERE'S WHAT TO DO WHEN THE UNEXPECTED HAPPENS

For over twenty years I've been writing and speaking about the subjects of change, resilience, leadership, and dealing with uncertainty. So, as we all learn to navigate uncharted waters in unprecedented times, I wanted to share four ways we can cope.

1. Understand how your brain works

In his bestselling book *Thinking Fast and Slow*, Daniel Kahneman talks about two systems in our brain. Our Fast system is our primitive, emotional brain. I often represent this brain with a red baseball cap. It's the oldest part of our brain and its primary purpose is to keep us alive. Its number one priority is our survival. It's this part of our brain that triggers our fight, flight or freeze response.

However, because it's super-fast in how it processes information it often reacts to situations without having the full facts. If it had a motto it would be **'Act first, think later.'**

There are times when this part of our brain is incredibly helpful. If a driver suddenly swerves into your lane, you brake immediately. (A string of expletives may normally follow!) You don't think, or weigh up your choices, you just react. But your fast response could save your life.

In the current Coronavirus crisis, our Red Cap brain is on high alert. In fact it's on overdrive. Our very survival, and that of our loved ones, is under potential threat and this is dominating how we engage with the world right now. We are living in uncertain times, equivalent to walking through a maze blindfolded. No one is sure what the future holds exactly, and to compensate we crave information. Sadly some of that information is neither helpful or true. It's fake, and it can make us lose our ability to think and respond calmly under pressure.

That's where our Slow brain, which I represent with a blue baseball cap, comes in.

It's the logical and rational part of our brain. It helps us to analyse data, to reflect and to plan. Unfortunately, it's the slow part of our brain that we need to consciously and intentionally access. While Red Cap brain reacts impulsively and on auto pilot, accessing Blue Cap brain takes longer. As a result, we need to acknowledge and recognise that at times we may all react to the Coronavirus crisis irrationally.

We can lose perspective and panic.

When we're in survival mode our first thoughts, perhaps understandably, are about our needs and the needs of our close family. We don't really need all those toilet rolls and paracetamol. By stocking up excessively we may create a degree of security for ourselves, but also potential pain for others.

So it's important we recognise the impact of Red Cap brain: that it is operating instinctively, in a reactionary (and often illogical) way to the challenges we face. That's why learning to slow down and taking a moment to pause and access Blue Cap brain is vital at this time.

2. Manage Your Mental Diet

The ocean is full of water, but it's possible to be lost at sea and die of thirst. In fact, drinking salt water is not only detrimental to your health, it also makes you thirstier.

The same can happen with our consumption of information. We crave certainty but this can lead to us feeding our minds with more and more news that isn't always true. Stories that can, on occasion, exaggerate the real picture and provide a distorted view of reality.

Now don't get me wrong. I'm not a member of the happy clappy brigade. What we are facing is incredibly serious and unprecedented. In no way do I want to downplay the huge impact this virus has had and will have on peoples' lives. I know that from my own experience.

Speaking at events is how I predominantly generate my income. All my events for the next few months are cancelled. Some will be rearranged, but a number won't. My two elderly parents are vulnerable and live alone, so I'm not writing from a place of cosy comfort. I'm writing from a place of reality. A few days ago I discovered that, given my current symptoms, it's likely that I have the Coronavirus. But if we are going to remain resilient and strong for ourselves and others, we need to manage our mental diet. We need to consume water that is pure, not salty.

We can't control what is going on in the world right now, but we can influence what's going on in our inner world. A really great question to reflect on, and one that will engage your Blue Cap brain, is this:

'Who's in charge, the thinker or the thought?'

Here's the deal. You're in charge. Remember that.

But feasting on a diet of negativity and despair will only exacerbate your anxiety. Now I'm not suggesting we play the denial card and pretend everything is

IF YOU'RE NOT OKAY

fine when clearly it's not. What I am asking is simply this: **how balanced is your mental diet?** We need to be prepared and we need to be informed, but we also need to avoid feeding our fears.

I know that's easier said than done. But here's one idea that will help. Having struggled with my own anxiety issues, even before this global crisis began, it's something I practice every day. And it's something I will continue to do, even when this current situation is under control.

Every day I ask myself the following three questions:

Question One – What Am I Thankful 'Four'?

That's four specific things you're thankful for that happened the previous day. They don't have to be life-changing or amazing, just four simple things that could be easy to take for granted, but which you are grateful for. It could be a cuddle with your cat, an easier commute to work, a catch up with a friend, or managing to find a shop that had some toilet rolls!

Question Two – How Am I Showing Kindness to Others?

This could be as simple as asking a harassed checkout operator how they are, smiling, and saying thank you. It could be checking in on a neighbour to see if they need anything. It could be donating to a charity that will be under particular pressure at the moment. Again, it's not about life changing actions, just simple acts of kindness.

Question Three – How Am I Showing Kindness to Myself?

Self-care isn't selfish, it's crucial to our success and sanity. So apart from looking out for others, don't put yourself and your needs at the bottom of your priority list. Perhaps it's going for a walk, having a nice long bath, or choosing to do something that either relaxes or revitalises you. Either way, make sure you look after yourself if you want to be a support to others.

3. Connection Counts

Our current situation might limit the physical connection we have with others, but let's get creative – there are still plenty of ways to connect. Perhaps some people might rediscover the lost art of talking on the phone, writing a letter or sending a card. Join a Facebook group, start a WhatsApp group - when it's appropriate, spread humour. We live in serious times, but sometimes it's really helpful not to take ourselves too seriously. I know I'm not finding having to self-isolate easy, but I'm connecting with lots of people and those funny memes and videos they share are definitely lifting my spirits.

4. Hippo Time is OK

What do Hippos do in mud? They wallow. And we all need to give ourselves permission to do the same. We need to allow ourselves the time to digest what could be the huge disappointment of cancellations and schedule changes, whether that's a holiday, family birthday party, a graduation, or even a postponed wedding. It's OK to be gutted, frustrated and seriously hacked off. In fact, it's normal. The only crumb of comfort is knowing it's not just you facing these setbacks.

However, the next point is crucial.

Hippo Time is Ok, but it's temporary. If you look at China and see how the country is slowly (but cautiously) returning to normal, it's an indication that what we're facing now is not permanent. **So be careful of becoming too stuck in the mud.**

One question I often ask myself is '**How important will this be in six months' time?**' The aftershock of this crisis will, I'm sure, be felt for months and potentially years to come. But I'm also hopeful that the picture in six months' time will be a better and more hopeful one than it is now.

