

## **NHS People Plan COVID19 update**

The NHS People Plan team supported by NHS Horizons are working on a national offer to support staff wellbeing during the COVID-19 pandemic.

The NHS is using learning from the military on how to protect its staff when predictably putting them in harms way. Helping people feel that the risks they are taking are warranted risks requires honesty, trust, compassionate leadership, team resilience, psychologically safe spaces and a support offer when needed.

### **National offer for NHS staff:**



### **Accessing support during COVID-19 for NHS staff**

#### **Helplines:**

- National helpline for NHS staff between 7am to 11pm everyday with the Samaritans 0300 131 7000
- 24 hours a day text line with shout, which is part of Mental Health Innovations which was set up after The Royal Foundation's Heads Together campaign. Shout is free from most of the UK's major mobile phone network providers. Text 'FRONTLINE' to 85258 to start a conversation

#### **Silvercloud access:** use code NHS2020

Free access to Silvercloud mental health modules for stress, resilience, stress and anxiety for NHS staff. Next week this is will also be for social care staff.

Silvercloud is an online platform with online courses to help manage stress, anxiety and depression designed to be completed in your own time and at your own pace.

Free access to mental health apps

[Unmind](#) a mental health platform that enables you to assess, track and understand their mental wellbeing over time

[Headspace](#) everyday mindfulness and meditation for stress, anxiety, sleep, focus and fitness

[Sleepio](#) online sleep improvement programme

[Daylight](#) personalised mobile app for worry and anxiety

Website and app hosting the information <https://people.nhs.uk>

**Ways to access support during COVID-19** **NHS**

- Website and App**  
Information, and access to group and 1-1 support direct to your phone, laptop or PC  
NHS Leadership Academy
- Helpline**  
For all NHS Staff – call **0300 131 7000** 07:00-23:00  
SAMARITANS hospiceUK
- TEXT**  
Send the text 'FRONTLINE' to **85258** to start a conversation  
shout
- Silvercloud**  
Mental Health Modules for Stress, Resilience, Sleep and Anxiety. Use the code **NHS2020**
- Free access to Mental Health Apps:**  
Unmind  
Headspace  
Sleepio  
Daylight

Different offers during the phases:

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

	Anticipating peak of demand	Demands reach peak	Through the peak
	<b>P &gt;</b> <b>Prepare</b>	<b>A &gt;</b> <b>Active</b>	<b>R &gt;</b> <b>Recover</b>
<b>What will be happening?</b>	<ul style="list-style-type: none"> <li>Worrying about own and family <b>safety</b></li> <li>Fear about the demand to come</li> <li>Worry about what I/we will be asked to do</li> <li>Will I be enough? Will I be OK?</li> <li>Who has my back?</li> </ul>	<ul style="list-style-type: none"> <li><b>Intense and consuming</b> periods of work</li> <li><b>Limited attention</b> to own self and needs</li> <li><b>Guilt, remorse, worry</b> about own performance and expectations of others e.g. families, colleagues, media</li> </ul>	<ul style="list-style-type: none"> <li><b>Thrive and growth</b> – I got through this – every moments counts</li> <li><b>Morale injury</b> – I have had to make tough decisions had negative impacts and were beyond my control</li> <li><b>Survivor guilt</b> – I made it through – why me and not them</li> <li>What &amp; how have I just been through</li> <li>What if this happens again</li> </ul>

@sonyawallbank

Sources: Major incident Clinical Expertise and associated Literature. Specialist Task Force and Clinical Advisors.

## 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
What support we will need to offer	<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><b>Line 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>

### Webex 15/4/20

An interactive guide is being developed for a 'pause space' on the <https://people.nhs.uk> website.

Guidance is being developed on inclusion and reducing bias while working in stressful situations. It is recognised that our biased thinking is amplified when we are under stress.

There is free coaching from Frontline 19 for NHS staff.  
A free offer for coaching will be made available for GPs and practice managers.

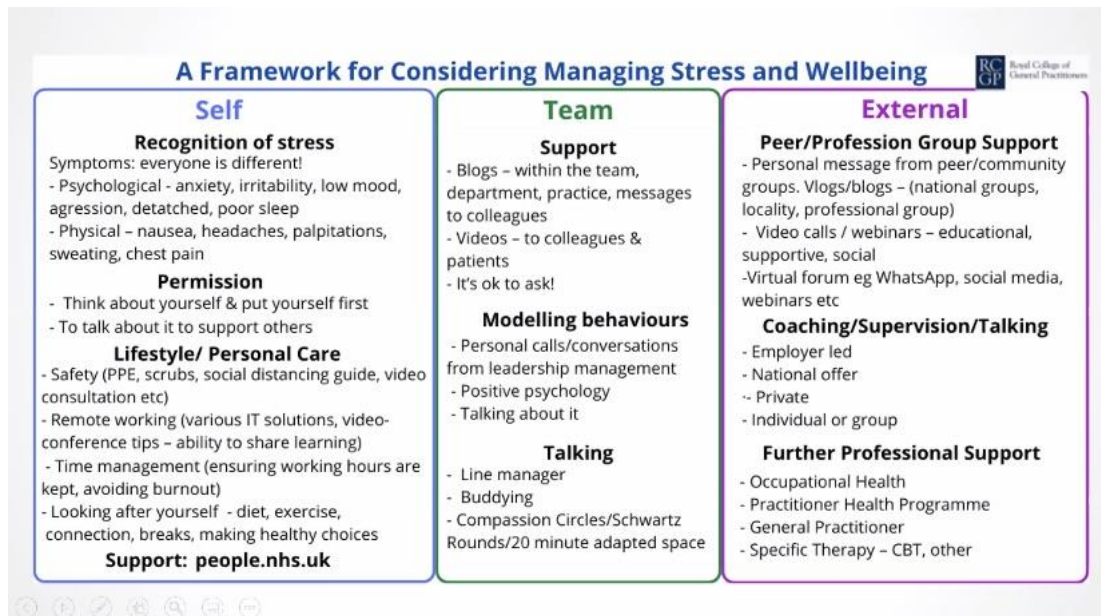
## Recognising stress

Signs of stress will be different for everyone.

Knowing how to recognise it in oneself as well as in one's team can be helpful.

Stress can manifest as silence, withdrawal or loss of focus.

The RCGP have developed a framework on manage stress at different levels.



## Options for team huddles:

20 minute Schwartz rounds

Compassion circles 10 minute or 5 minutes

West Midlands Ambulance Service: An organisational approach to supporting wellbeing

Supporting large teams working across a large geography.

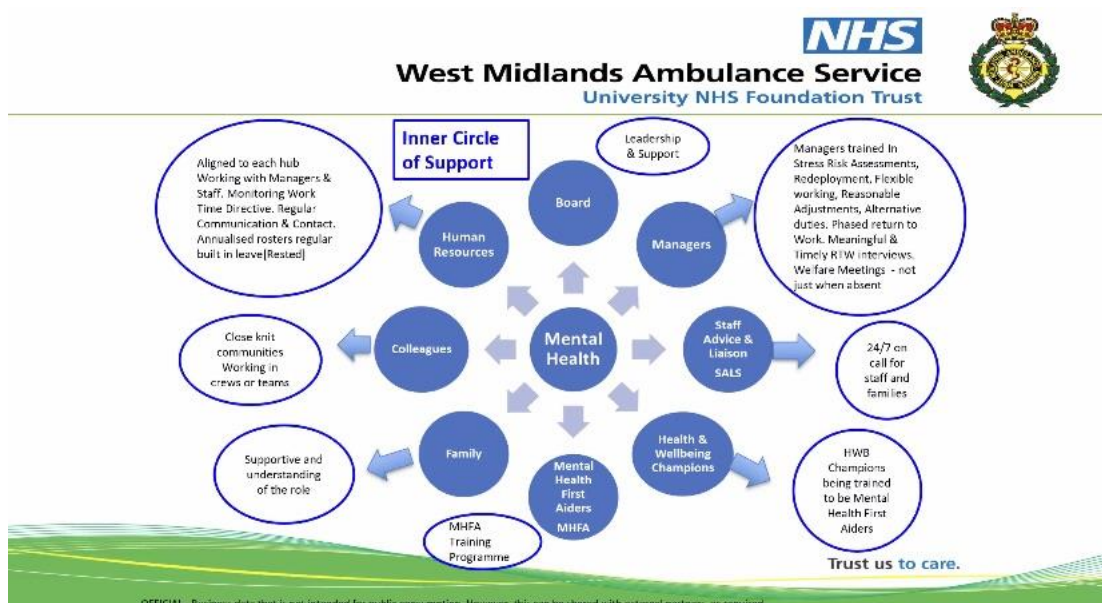
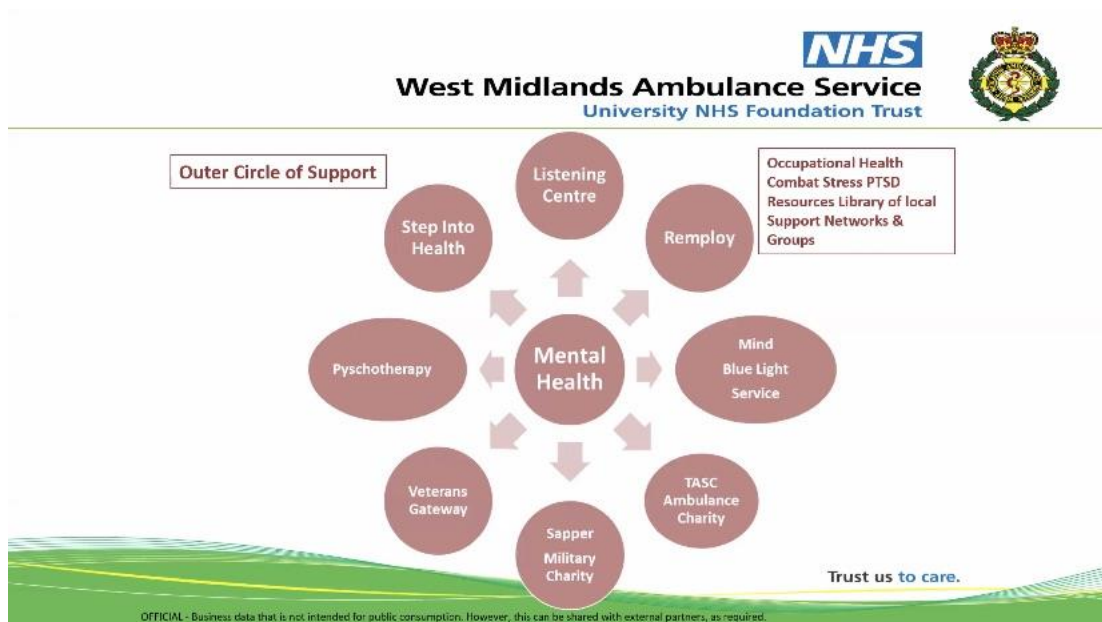
Developed:

Network of health and wellbeing champions



Peer support

Mental Health First Aid training for all managers

Dedicated psychotherapists and physiotherapists exclusively providing support for staff



An interactive dashboard

**West Midlands Ambulance Service**  
University NHS Foundation Trust

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**WMAS currently provides the following HWB initiatives**

Occupational Health Services	Counselling Services	Physiotherapy	Remedial Massage Service
Health Promotion Events	Sickness absence Reviews	Sickness Absence Policy	Absence management training for Managers
Weight Management programme	Smoking Cessation Service	Smoke free policy	Health & Wellbeing Champions
Leading a Healthy Workforce training for Managers	MIND Mental Health Blue Light Support	Critical incident Debrief	Alcohol, Drugs and Solvent Misuse Policy
Stress Risk Assessments	Health & Safety Risk Assessments	Health Checks	Listening Centre fast track referral for mental health
Flu Vaccination Programme	Walking Scheme Pedometers provided	HWB Yammer group and web page	HWB delivered on induction including Physiotherapy
Cycle to Work Scheme	SALS Staff Advice & Liaison Service	Designated Leadership at Director level	Regular HWB promotional materials published weekly.

OFFICIAL - Business data that is not intended for public consumption. However, this can be shared with external partners, as required.