

Wellbeing and mental health throughout Covid-19

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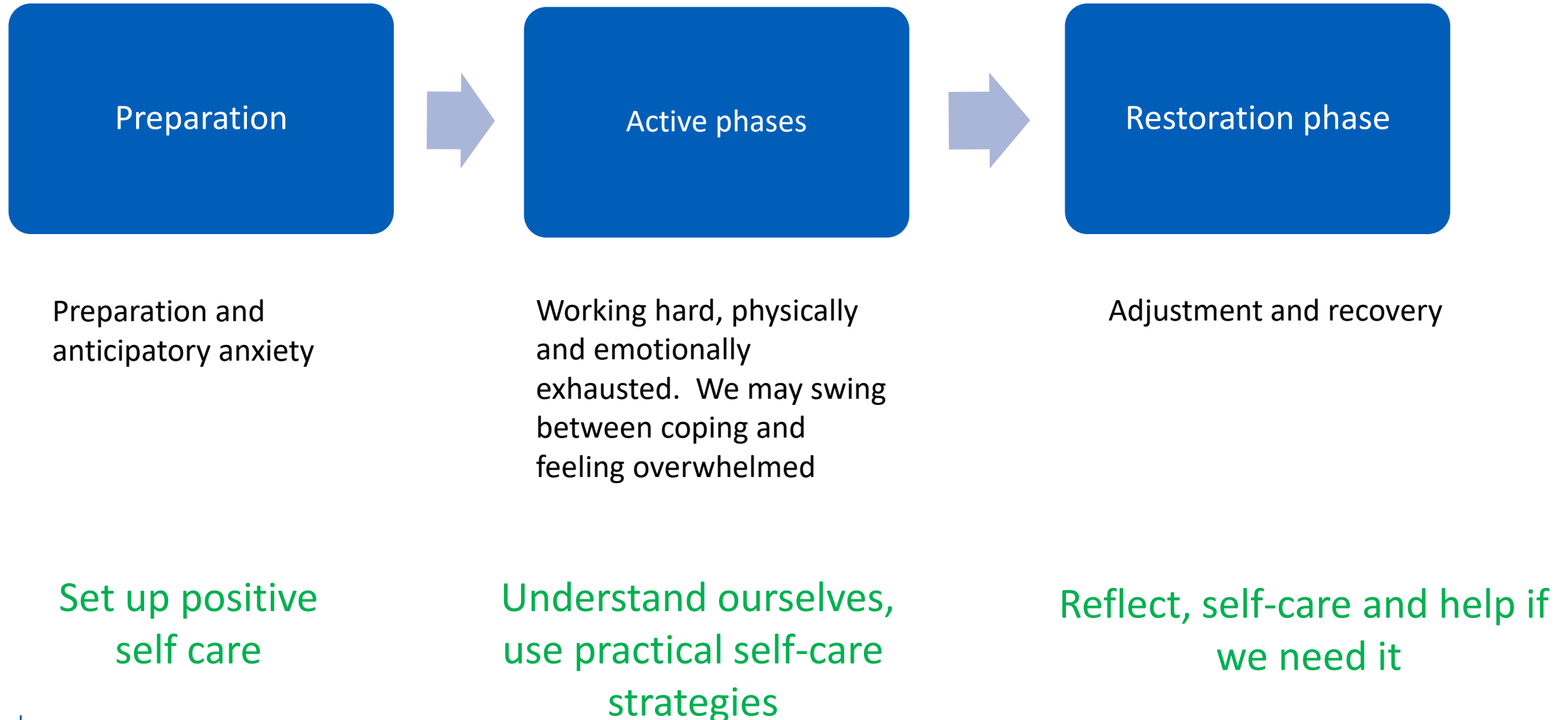
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This presentation

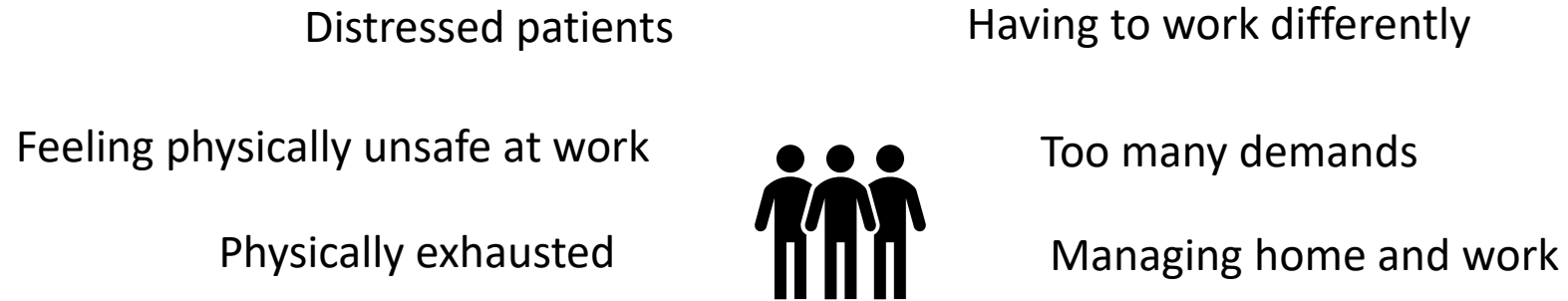
- Introduce guidance - how to look after ourselves and each other
- We will look at -
 - The emotional impact of working on the front-line
 - What we know can help, including practical strategies
 - How to identify if we or others need further help
 - How to access help if we need it



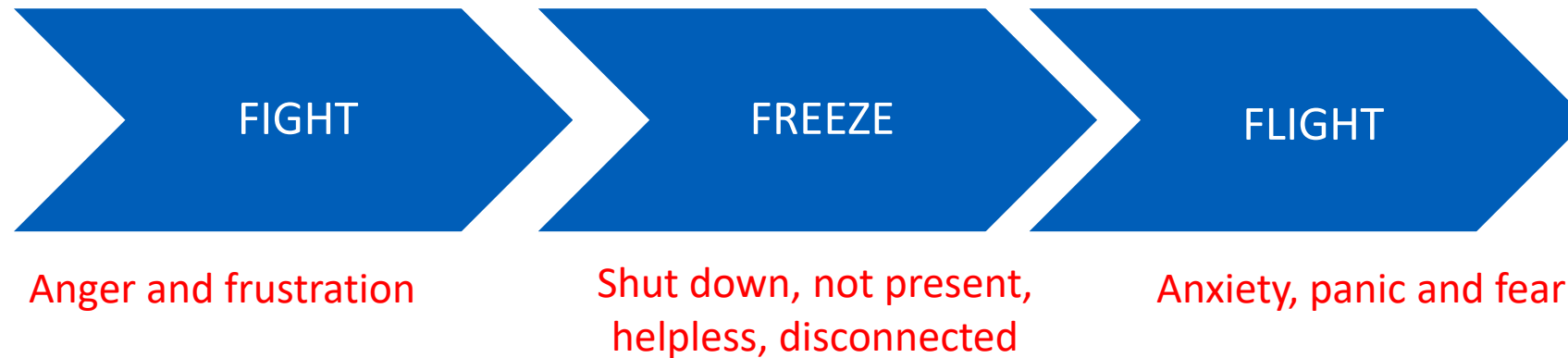
Phases of Covid-19



CHALLENGE



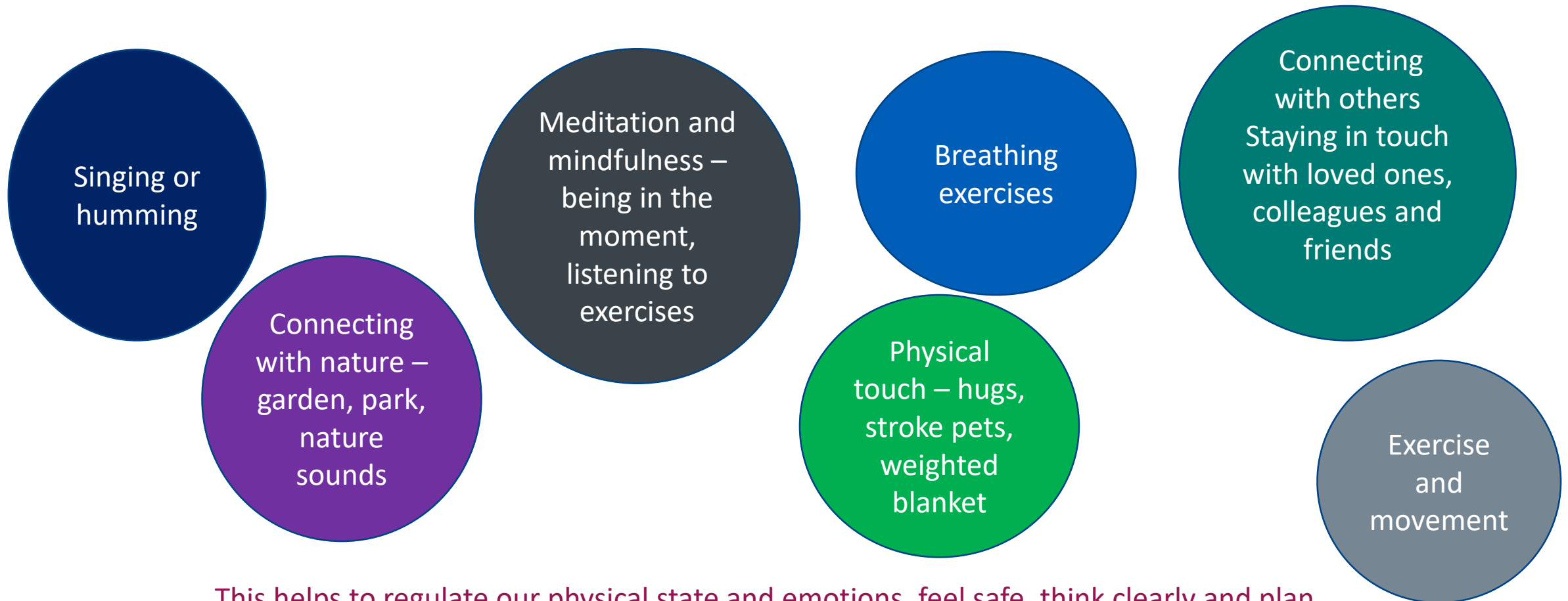
SURVIVAL MODE



To reduce the chance of chronic stress and burnout we need to move into a state of feeling connected to others and calmer over time

Some simple tips

To reduce the impact of chronic stress, we need to try to step out of survival mode and into a 'calm and connected' mode. There are some simple ways you can move into this state:



This helps to regulate our physical state and emotions, feel safe, think clearly and plan.

3-4-5 breathing

Breathe in for three seconds, hold for four seconds and breathe out for five seconds.

Do a few rounds of this.

When your outbreath is longer than your in-breath, you reduce the activation of your stress state and encourage your body to move into a calm state.

Guidance

- Reach out to colleagues, friends or family members for support.
- Take time to look after your physical wellbeing – this will have a big impact on how you feel emotionally. Taking breaks at work, maintaining a routine, eating well and exercising can help.
- Think about what has helped you cope in the past to cope with stressful situations. Focus on what is in your control, try to pace yourself and remember that this will not last forever.
- Extend the self-compassion and care you have for others to yourself.
- Look after your emotional health. After difficult or stressful experiences at work it is normal for memories or images of what has happened to come into your mind. Try to let these memories come and go rather than blocking them or trying not to think about them. Try not to stay focused on difficult thoughts and feelings – using some of the resources below can help.

Resources

Health and social care resources –

Bereavement support line – call 0300 303 4434 (8am to 8pm 7 days a week)

Text service text 85258

Help for heroes – a field guide to self care

Every mind matters

Staff resources –

Wellbeing support line

Staff common rooms

Wellbeing apps – silvercloud, daylight, sleepio, unmind,
headspace

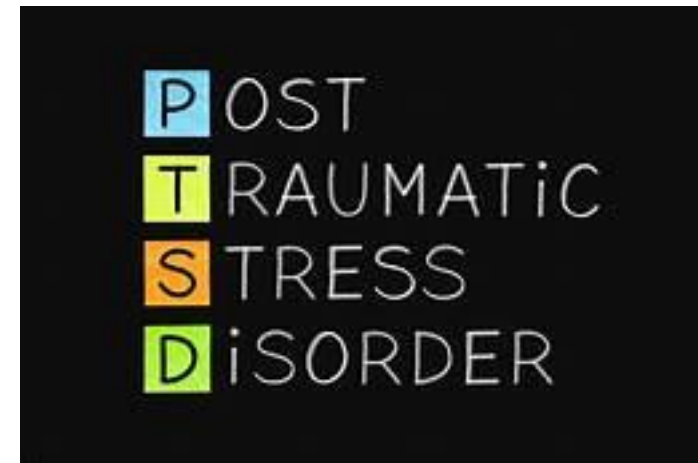


What do we need to look out for?

- Most of us won't need to access psychological therapies
- It is normal to have bad dreams, feel anxious, scared, worried or flat and have problems sleeping
- Look out for signs of feeling emotionally exhausted, tearful, overwhelmed or low – these feelings are a cue to get support including telling your manager how you are feeling

PTSD

- A psychological reaction occurring after experiencing (a) highly stressing event(s).
- It is characterized by depression, anxiety, flashbacks, anger, poor concentration, irritability, sense of disconnection, recurrent nightmares and avoidance of reminders of the event(s)
- NICE recommended therapy can help, if symptoms persist for at least one month



Accessing local IAPT services

- Local, evidence based psychological therapies
- Some of us will need psychological interventions if we experience anxiety, depression, complex bereavement or PTSD over time. Local IAPT services are available to treat these conditions.
- You can self-refer or be referred by your GP
- Services have developed an online offer and are open for referrals
- Contact www.nhs.uk – find a psychological therapies service



Thank you

Health and Wellbeing
Webinar 6th May 2020



Canon Andrew Horsfall
Chaplaincy & Spiritual Care Manager



Catherine Randall
Deputy Head of Safeguarding
NHS England / Improvement



@NHSSafeguarding
@Randallcath



East Lancashire Hospitals NHS Trust
Bereavement and Spiritual Care

Continuing care and compassion in the Covid 19 Pandemic
Health and wellbeing of Patients and staff

NHS England and NHS Improvement



In 6 weeks we have.....

- Developed guidance to aid Care after Death and Bereavement Care during Covid-19
- Rolled our strategy out across the Trust – two acute hospitals, two community hospitals and community teams
- Increased our Bereavement Team - from one Bereavement Nurse to include two extra bereavement support worker and two counsellors
- Established a Bereavement Care Helpline available 7 days a week 8am – 6pm
- Established a dedicated ‘Ask Bereavement’ email for staff queries and support available

In 6 weeks we have.....

- Support calls to bereaved families to offer support and guidance
- Had contact from families previously supported by the bereavement nurses who are finding their current situation and isolation difficult
- Inputted Covid -19 deaths into the National CPNS Database for NHSI/E
- Maintained regular contact with relatives of patients in the last days of life (both Covid19 and Non Covid 19 patients) and updated them on their relative's condition - this has been maintained by the Specialist Palliative Care Team

Spiritual Care Team have

- Established a Staff Pastoral Support Line – providing emotional support and a listening ear for staff
- Facilitated ‘virtual Visiting’ with patients and families by ‘Zoom’
- Supported staff to facilitate ‘virtual visits’ for patients and families using Ipads (donated by the Fire Service and others)
- SOP – visiting / patient property
- Established ‘Oasis’ at Trust sites for staff to take time out and reflect away from the clinical area –available for ALL staff to use 24/7
- Written and recorded blogs by the Chaplains

Supporting staff
in stressful
times.

emotional, physical,
spiritual.

Oasis at ELHT

'A place to be' Spiritual Care Centre opp. C14

During the current situation, the Spiritual Care Centre has been transformed into a place of peace for staff to drop in

Free biscuits and chocolates

Free hot and cold drinks

Quiet music

An area to light a candle

Bean bags to relax

Inspirational images

Free photos of Jasper for you to take to your work place

...and a chance to speak to someone, if you wish

Opening times 11am - 2pm every day, for everyone

Please visit us, even if just for a couple of minutes



Safe | Personal | Effective

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Oasis – ‘A Place to Be’



A safe space for reflection, conversation and relaxation away from the workplace.

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Oasis – ‘A Place to Be’

How am I feeling today?

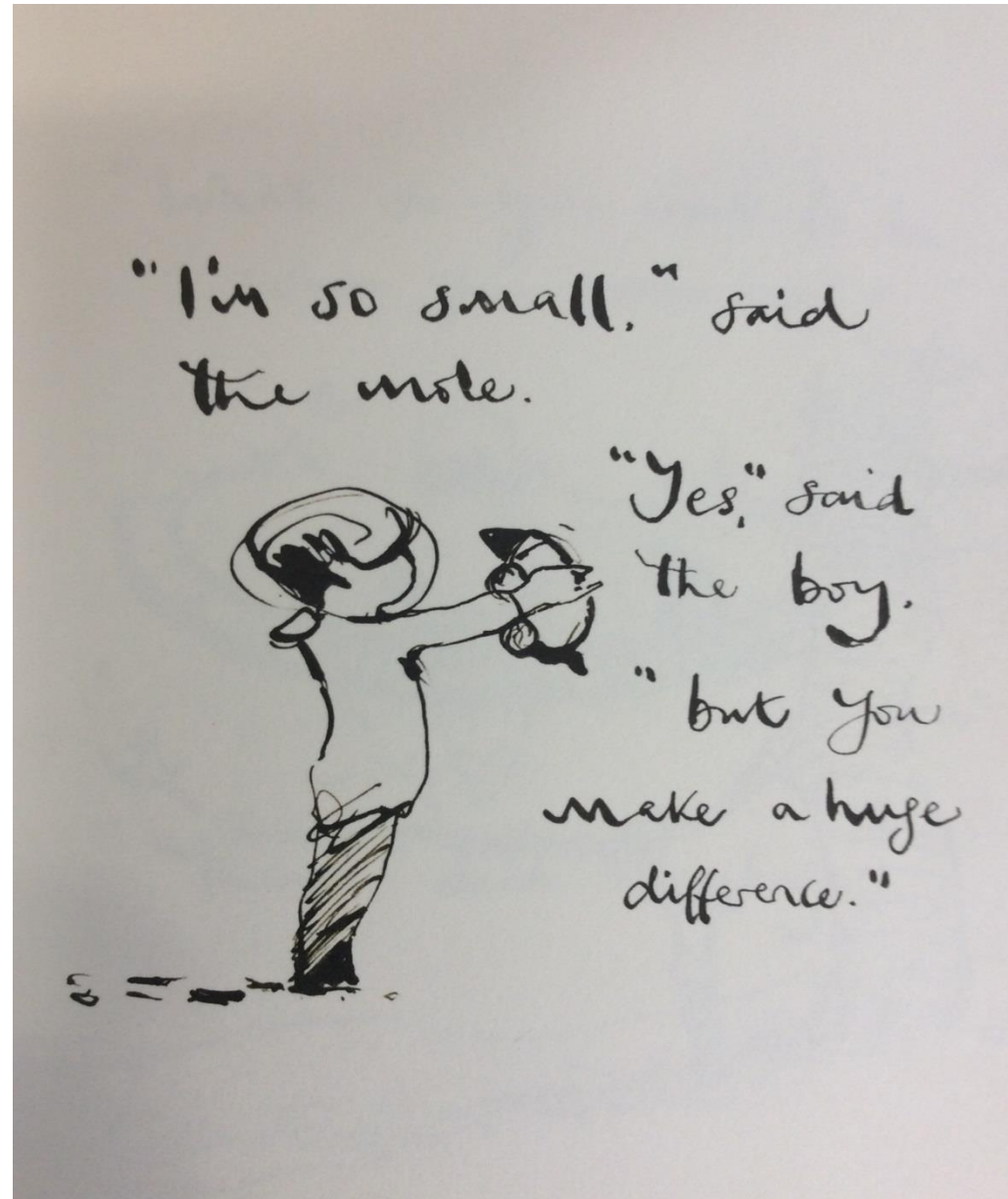


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Sometimes staff feel overwhelmed

“Coming here has saved me from being stressed and going off sick.”



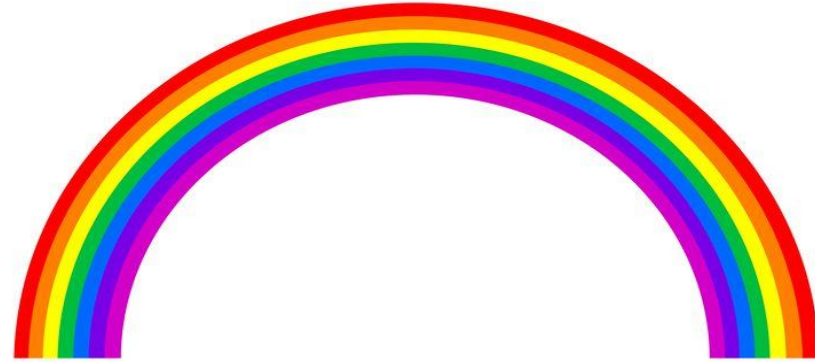
Jasper is the newest member of the Spiritual Care Team

‘Jasper instantly makes me smile, no matter how hard my day.’ (staff member)



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EAST LANCASHIRE HOSPITALS NHS TRUST FAMILY LIAISON SERVICE

**ELHT Safeguarding Team's Response
to the COVID-19 Pandemic**

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MEET THE TEAM

- **Safeguarding Adult and Children Practitioners**
- **Independent Domestic Violence Advisor**
- **Sexual Violence Liaison Officer**
- **Learning Disability Specialist Nurse**
- **Safeguarding Officer**
- **Mental Capacity Act Lead**

WHAT DID WE DO

- **Dedicated phone line / email address**
- **Details circulated- Matrons, Switchboard, PALS, ELHT website, Security**
- **Posters circulated, Wards, Departments and Corridors**
- **Change of Rota – 8am-6pm, 7 days a week service**
- **i-Pads to encourage communication**
- **Staff wearing Scrubs**
- **Database of all calls and responses**

BENEFITS



FEEDBACK

- Thank you so much, you have put my mind at rest.
- It is the first time anyone has asked ME how I am.
- On behalf of all our family I would like to thank you most sincerely for giving us so much support at a time of sadness, worry and uncertainty. Just knowing you were there advocating made so much difference. We were able to establish good channels of communication with the ward because of you.

Next steps – next 4 weeks

- Sharing best practice with ICS / acute trusts
- BBC this week
- Hospital Radio
- Sharing best practice with Nightingale wards
- Regular communication to staff through shout out social media etc
- Memorial Ceremonies to be set up
- Bereavement support groups – community based

Strengths Based Approach

STRENGTHS MODEL APPROACH

STRENGTHS-BASED APPROACH

Individual strengths

- Personal qualities
- Abilities
Talents
Skills
- Interests
Aspirations

8 inseparable areas of life



Environmental strengths

- Resources
- Social network
- Opportunities

Desired results

- ✓ Better quality of life
- ✓ Personal accomplishments
- ✓ Recovery of power and social integration

What matters to you?