



Supporting the wellbeing of staff during COVID-19

We are living in unprecedented and changing times and everyone at EEAST is being asked to do some things they may never have expected, and certainly would not have prepared for.

In this uncertain time, we want you to know that we recognise how important your physical and mental wellbeing is. Unless you look after yourself you will be in no position to look after everyone around you – whether that's your family, friends, or our patients. You will also need to find that extra level of resilience to adjust back when more normal life eventually resumes.

On Need to Know, we will be starting a series of articles, exercises, videos, tips and tools to give you some information and ideas. Some will be serious, and some will try to bring some much-needed humour. We know you know what's best for your patients, but we also want to help and support your wellbeing in any way we can - we are all in this together.

Here we're starting with the practical - a list of support services available to you and places to go for physical, social, emotional and mental health support.

It's really important to remember that psychological wellbeing is just as important as physical health.

Sources of Support

Your Line Manager

In the first instance, please discuss any challenges, queries, issues with your line manager. They will be briefed by the Trust regularly and kept informed of changes to systems or policies. If they're unable to answer your question themselves, they will be in a good position to ask someone who can. They can also feedback up the line so that decisions made centrally are based on the best possible information. Please also remember that many cases need to be considered individually so it may take a little while to answer your specific question.

Need to Know COVID-19 homepage

<https://ntk.eeastamb.nhs.uk/news/covid-19-homepage.htm>

Need to Know is the place to go for all guidance and advice about the Trust's response to COVID-19. Please check daily.

Kays Medical

Our occupational health provider can support you in several ways as follows:

24/7 Employee Assistance Programme (EAP) - 0808 196 2374

You can call this number about personal and/or work-related problems that may impact on your job performance, health, mental or emotional well-being. The service provides 'In the moment' advice and support from our EAP specialists for:

- Worries or anxieties about the current situation
- Mental health & stress issues
- Workplace and / or personal relationship problems
- Legal and family advice
- Substance misuse concerns
- Financial advice.

However, neither the EAP service nor Kays Medical can answer queries about how medical conditions or COVID-19 self-isolation impacts on your work attendance. Please see the COVID-19 advice on *Need to Know*, speak to your Line manager or email wellbeing@eastamb.nhs.uk if you cannot find an answer.

General OH referrals - management.referral@eastamb.nhs.uk

General OH Enquiries - 0151 459 9711 or ohgeneral.enquiry@eastamb.nhs.uk

Crisis Line - 0808 196 2370

Kays also offer an **In-Crisis telephone support line** for employees in distress, considering self-harm or with suicidal thoughts. However, please respect the nature of this service and avoid calling this number for any other reasons - the EAP line may be more appropriate.

Please note that Kays are also having to change their practice due to Covid-19. Although they are continuing to provide the full range of services, face-to-face contact will be more restricted at this time.

TRiM

TRiM will continue to be run by EEAST wellbeing. Managers can refer anyone they believe has experienced trauma in carrying out their role using the referral form on NTK. You can self-refer too. During these exceptional circumstances some TRiM assessments may be carried out by video conference or by telephone.

Referral forms need to be sent to trim@eastamb.nhs.uk (please note new email address).

Any queries regarding TRiM should be forwarded to debra.winterson@eastamb.nhs.uk

Chaplains

Our team of Chaplains are here to provide confidential spiritual support to all who would like their support. Please use the number or email addresses below and someone will respond and signpost you if necessary. The Chaplains team continue to pray for all EEAST staff, their safety and protection.

Lynda Logan, Lead Chaplain

Phone: **01582 585400**

Email: lynda.logan@btinternet.com or lynda.logan@eastamb.nhs.uk.

TASC -The Ambulance Charity - 0800 1032 999

This charity is dedicated to supporting the mental, physical and financial wellbeing of the ambulance community in times of need. Services include counselling, support with trauma and PTSD, physiotherapy, debt advice, financial grants, bereavement support and general wellbeing advice.

External sources of support during Covid-19

If you are having thoughts of suicide, are harming yourself or have thought about self-harm, it's important to tell someone. Please call **Kays Medical Crisis Line 0808 196 2370** in the first instance and they will be able to provide confidential advice which can help you.

| | | |
|---------------------------------------|---|--|
| Living Life To The Full | <p>This approach has been endorsed by National Ambulance Trust Leaders.</p> <p>This poster gives some useful advice and you access a range of Wellbeing resources and courses.</p> | <p>code.lttf4.com (no www needed)</p> <p>Registration is free for 3 months for NHS Staff.</p> |
| MIND | <p>A useful supply of information to support mental health and emotional wellbeing during the COVID-19 outbreak.</p> | <p>https://www.mind.org.uk/information-support/coronavirus/coronaviruses-and-your-wellbeing/#collapse5aa8b</p> |
| MHFA | <p>Tips on preserving your mental health when working from home.</p> | <p>Supporting mental health while you are working from home poster</p> |
| Chasing the Stigma Hub of Hope | <p>The Hub of Hope is a first of its kind, national mental health database which brings together organisations and charities, large and small, from across the country who offer mental health advice and support, together in one place</p> | <p>https://chasingthestigma.co.uk/hub-of-hope/</p> |
| UNMIND | <p>UnMind is a workplace mental health platform working with employees to improve their own mental health.</p> <p>All NHS staff can sign up for the app which helps you assess, track and understand your mental wellbeing over time. Covers sleep, parenting, supporting others. Provides tools and training too. Created from top authors, academics, and different psychological methodologies</p> | <p>All NHS staff can sign up for the app for free</p> <p>https://nhs.unmind.com</p> |
| CALM | <p>Relax with Calm, a simple mindfulness meditation app that brings clarity and peace of mind into your life</p> | <p>https://www.calm.com/</p> |
| HEADSPACE | <p>Meditations for calming and relaxation especially in an uncertain world</p> | <p>Free meditations to listen to at any time during this time of crisis.</p> <p>https://www.headspace.com/</p> |
| CovidCare | <p>A supportive site specifically for NHS workers through this crisis.</p> <p>This is a uniquely stressful time: it's ok not to be ok. This site provides some resources to help deal with the new challenges we are all now facing</p> | <p>https://www.covidcare.me/</p> |