

Staff health and wellbeing

Supporting you during the COVID-19 pandemic



Great People

Great Place

Great Western Hospitals

A message from Jude Gray

Director of Human Resources and Organisational Development

The COVID-19 pandemic is an unprecedented situation for us all and during this challenging time, many of you may feel anxious, overwhelmed or out of your comfort zone. I want to remind you that it's ok not to be ok.

We may spend most of our day caring for our patients, colleagues and loved ones, but if we are going to continue rising up to significant challenges over the next few months, then we need to pace ourselves, whilst looking after both our physical and mental wellbeing.

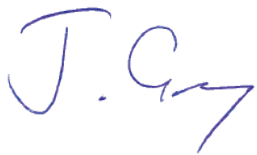
To support you through these times, we are offering a range of health and wellbeing interventions and support sessions.

Every week, we will communicate a weekly calendar of health and wellbeing support that is available to staff across the Trust and you can choose whatever works best for you.

We know that you will have your own preferred ways of coping with stress and managing your own wellbeing, but do consider using some of the support and resources detailed in this document in your everyday life.

Stay well and look after each other.

Best wishes,



Jude Gray
Director of Human Resources and
Organisational Development

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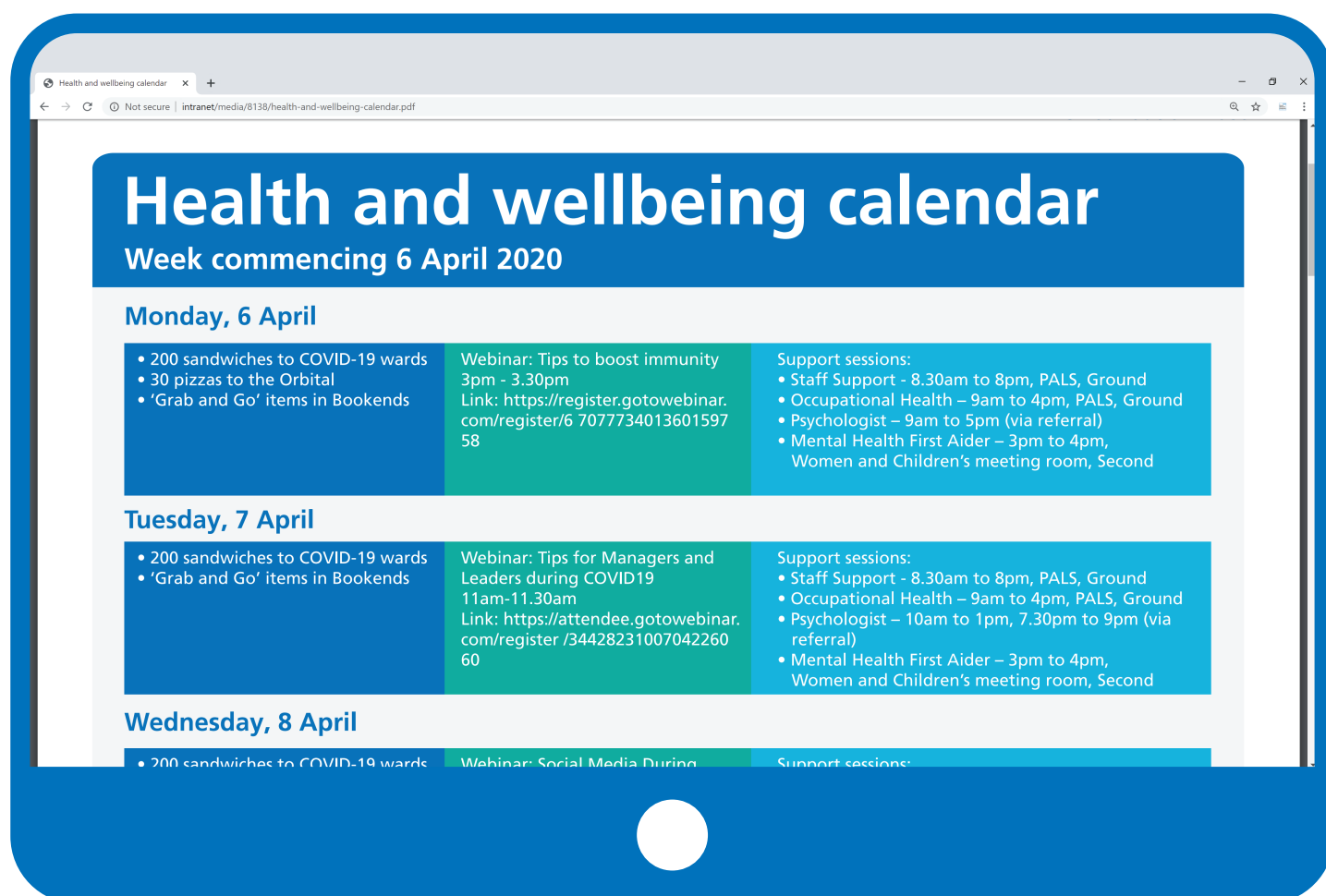
08

Take five - Questions
to ask yourself daily

01 Weekly calendar of wellbeing events



To see the weekly calendar of wellbeing events, please visit the [COVID-19 Health and Wellbeing page on the intranet homepage](#).



The screenshot shows a web browser displaying the 'Health and wellbeing calendar' for the week commencing 6 April 2020. The page is titled 'Health and wellbeing calendar' and 'Week commencing 6 April 2020'. It lists events for Monday, Tuesday, and Wednesday, 8 April.

| Day | Events | Webinar | Support sessions |
|--------------------|---|---|---|
| Monday, 6 April | <ul style="list-style-type: none"> 200 sandwiches to COVID-19 wards 30 pizzas to the Orbital 'Grab and Go' items in Bookends | <p>Webinar: Tips to boost immunity 3pm - 3.30pm Link: https://register.gotowebinar.com/register/6_707773401360159758</p> | <p>Support sessions:</p> <ul style="list-style-type: none"> Staff Support - 8.30am to 8pm, PALS, Ground Occupational Health - 9am to 4pm, PALS, Ground Psychologist - 9am to 5pm (via referral) Mental Health First Aider - 3pm to 4pm, Women and Children's meeting room, Second |
| Tuesday, 7 April | <ul style="list-style-type: none"> 200 sandwiches to COVID-19 wards 'Grab and Go' items in Bookends | <p>Webinar: Tips for Managers and Leaders during COVID19 11am-11.30am Link: https://attendee.gotowebinar.com/register/3442823100704226060</p> | <p>Support sessions:</p> <ul style="list-style-type: none"> Staff Support - 8.30am to 8pm, PALS, Ground Occupational Health - 9am to 4pm, PALS, Ground Psychologist - 10am to 1pm, 7.30pm to 9pm (via referral) Mental Health First Aider - 3pm to 4pm, Women and Children's meeting room, Second |
| Wednesday, 8 April | <ul style="list-style-type: none"> 200 sandwiches to COVID-19 wards | <p>Webinar: Social Media During</p> | <p>Support sessions:</p> |

02 Mental health support



Wellbeing support team

Mental Health First Aiders are trained to support you with any concerns. See our [list of Mental Health First Aiders](#) and their contact details.

Occupational Health Nurses can support you with any COVID-19 related questions including assessment, guidance with physical wellbeing and preventative advice.

Staff Support Counsellors can provide mental health and emotional wellbeing support including self-management and mindfulness techniques. If you are self-isolating and you need some extra support, email gwh.staffsupport@nhs.net or call 01793 815279

Clinical Psychology Team can provide professional assessment, treatment and support with prevention of psychological distress, critical incident trauma and emotional disorder.

For a list of support sessions with our wellbeing support team, please refer to the [weekly calendar of wellbeing events](#).

Wobble Rooms

Visit one of our Wobble Rooms for a few minutes to share your worries, verbalise your emotions, have a little cry or just sit quietly.

- Ground floor - Physiotherapy Clinic Room
- First floor - IBD Specialist Nurse Office
- Third floor - Audiology Rehab Room 3
- Fourth floor - Mercury Ward Relatives Room
- Orbital offices – HR Meeting Room

Freedom to Speak Up

Our Freedom to Speak Up Service is still running. Staff can contact a Guardian on 01793 605851 or gwh.speakup@nhs.net if they have any concerns, whether they be coronavirus-related or not.



24-hour support

Life and Progress EAP

- Call 0800 083 3375 for financial or legal information, virtual counselling sessions, mental health and wellbeing or information on child or dependant care.
- Visit www.lap-access.co.uk for a range of wellbeing interventions.
- Webinars will be published on the weekly calendar of wellbeing events.
- Information and articles are accessible on the [Resources page](#) on the intranet.

Avon and Wiltshire Mental Health Partnership (AWP) NHS Trust

Anyone concerned about their own or someone else's mental health can call 0300 3031320 and speak to mental health experts who will provide advice, guidance and support over the telephone.



Useful websites offering advice on managing your mental health and wellbeing

- NHS England – Supporting our people: <https://people.nhs.uk/>
NHS England is offering a free wellbeing support helpline 0300 131 7000, available from 7am – 11pm seven days a week, providing confidential listening from trained professionals and specialist advice. There is also a 24/7 text alternative to the above helpline - simply text FRONTLINE to 85258
- Anxiety UK: www.anxietyuk.org.uk/coronanxiety-support-resources/
- Mental Health Foundation: <https://mentalhealth.org.uk/> or call 0300 123 3393
- Social distancing support: www.mind.org.uk/workplace/mental-health-at-work/coronavirus-supporting-yourself-and-your-team/
- Therapeutic support for people who have experienced trauma: <https://bodyandsoulcharity.bookinglive.com/>



Domestic Violence Support

If you or someone you know is experiencing domestic violence or abuse, call the 24 hour support helpline 01793 610610 or text 'Shout' to 85258.

You can also contact Lisa Quinn, the GWH Independent Domestic Violence Advisor for confidential advice and support. Her email is l.quinn5@nhs.net



Suicide and Crisis Helpline

You do not have to struggle with difficult feelings alone.

If you need help and support, contact:

- Suicide prevention helpline: Text 07860 039967 or email pat@papyrus-uk.org
- The Samaritans: 0330 094 5717
- CALM (Campaign Against Living Miserably): 0800 585 858



Bereavement support

Staff, patients and visitors can access the Trust Chaplaincy Service 24/7 via switchboard 01793 604020 for non-religious and multi-faith bereavement support, spiritual and pastoral care.

Cruse offers a free and wide range of advice and guidance for bereavement counselling and specific support in relation to bereavement resulting from COVID-19.

Visit www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief

For bereavement counselling, email judynichols.hyp@gmail.com.



Music therapy

Tune into **BBC Music Mixes - The Mindful mix**

03 Family



Children perceive risk differently and do not always know how worried they should be about events.

With changes to schooling, no opportunity to spend time with friends face-to-face and worry about relatives, children look to their parents for information, reassurance and guidance.

We therefore need to be aware of how our own reactions might impact on children as we help them make sense of what is going on.

Some practical sources of support include:

- Zero to Three: www.zerotothree.org/
- Operation Ouch: www.bbc.co.uk/tv/cbbc
- Unicef - Guidance on how to talk to your child about coronavirus: www.unicef.org.uk/
- Explaining social situations to younger children with autism or a learning disability: <https://nationalautismassociation.org/>
- Emerging Minds – Centre for Child Mental Health: Email info@emergingminds.org.uk
- The Child Mind Institute: <https://childmind.org/>
- Companion apps to help children offload their worries: Worrinots and Wotnot

It's understandable for children and adults to feel concerned or anxious about this virus and it is natural for parents to want to support and protect their children. You might do this in many different ways – giving them a hug, playing a game or having a chat.

The most important thing is for your child to know that you are there for them, ready to help them if things get hard.

Childcare

We are working closely with Swindon Borough Council to ensure priority education and childcare provision is available for our critical key workers.

Many childcare providers have amended their registered opening hours to ensure our workforce can continue to do the vital roles we do, whilst ensuring children are safe.

If you are not in a position to be able to safely leave children at home, with another parent for example, please complete the [declaration form](#) on the intranet and return it directly to Swindon Borough Council at earlyeducation@swindon.gov.uk, and the team will be happy to support you.

04 Stay connected



Fortunately, we live in a time where we can use digital methods to keep in touch with friends and family.

Explore the idea of virtual lunches, coffees and chats. There are lots of options so do some research, give it a go and have some fun:



Skype



Google Hangouts



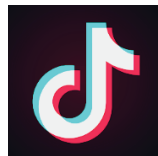
Whatsapp



Facetime



Zoom



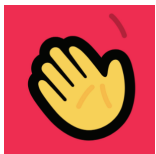
TikTok



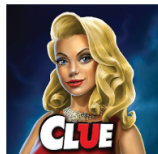
Netflix Party



Words with
Friends



House Party



Cluedo

Be mindful of your social media usage. It's great for helping us stay connected, but can also have a negative impact on our mental health if we are online for too long.

05 Self-care



News and updates

Seek information updates from a trusted source; www.gov.uk at least once or twice every day.

The Trust shared daily coronavirus updates for staff on the intranet and via email.

Take care of your basic needs

Food delivery service

The Refresh Restaurant on the ground floor of the main hospital building is running a food delivery service for staff who are unable to leave their ward or department due to caring for patients with Coronavirus. The service includes orders for baguette and sandwich meal deals. Hot food is not included.

This means that you can place and pay for your order at the restaurant on the ground floor anytime from 6.00am or order and pay over the phone by calling 01793 603697, seven days a week.

You can book one of these time slots for it to be delivered to your area of work: 8.00am; 11.00am; 2.00pm; 5.00pm; 8.00pm.

If an order is placed over the phone, a receipt will be provided in the takeaway bag. All orders must be placed at least one hour in advance and a receipt will be issued. The restaurant will not accept payment on delivery.

Wellbeing Wednesdays

Every Wednesday, care packages will be available staff across the Trust:

- Staff working in the hospital can collect them from Bookends on the lower ground floor from 10am.
- Care packages will be delivered to staff working in the community, primary care and health centres.
- Free pizzas in Bookends.



Grab and Go items

Every day, staff can collect snacks and drinks at Bookends from 10am for that extra boost of energy to get them through their shift.

Please only take what you need so others can benefit from this service too.

We will also be delivering sandwiches to COVID-19 wards and departments.



Healthy living

Get healthy eating tips (with limited ingredients) online:

www.nutrition.org.uk/healthyliving.html

Ensure rest and respite during work or between shifts.

Stop, breathe, then think - Slowing your breathing slows the stress cycle and re-engages your frontal lobes - then you can think.

Exercise and get fresh air when you can.



Accommodation

If someone you live with has potential symptoms or an underlying condition, you can choose to stay in our Trust funded accommodation to allow you to continue to work and avoid having to self isolate for 14 days. Contact the HR helpline on 01793 607488/89 for further information.



Avoid using unhelpful coping strategies such as tobacco, alcohol or other drugs

Use the following support services if you are struggling:

- Quit smoking: Visit <https://www.nhs.uk/smokefree> or call 0300 123 1044
- Alcohol: Visit <http://drinkaware.co.uk/> ; Call the drinkline on 0300 123 1110 ; Call the Bristol Drugs & Alcohol project on 0117 987 6000
- Domestic violence: Call the Women's Aid 24 hour helpline 01793 610610 or text 'Shout' to 85258

06 Financial support



Transave

Financial support for substantive staff with saving plans with an annual dividend payment and loan applications with better interest rates. Visit <https://lovepaydayevenmore.co.uk/gwh/>

If you have any questions, contact HR Business Partner, Suzie Allison-Green
s.allison-green@nhs.net

Step Change

Free help with a debt management plan so you can pay them off at a more affordable rate.
Visit www.stepchange.org.uk/

Gamblers anonymous

Various aids for the compulsive gambling, including a forum, a chat room, literature and most importantly a meeting finder. Visit www.gamblersanonymous.org.uk/ or call 0330 094 0322.

GamCare

Free, non-judgmental and confidential support including phone lines, forums, chat rooms and online courses. Visit www.gamcare.org.uk/

Citizens Advice Bureau

Free, confidential and impartial advice about issues affecting people's lives. Call 0344 411 1444 or visit www.citizensadvice.org.uk/

07 Wellbeing apps



EAP in your pocket by Life and Progress

Life and Progress EAP in your pocket or EAP in my pocket for desktop provides free access to counselling, information and advice. Sign in using 'cfiyp1'.



Wysa

Wysa is an emotionally intelligent chatbot which employs research-backed, widely used techniques such as CBT, DBT, Yoga and meditation, to support users with stress, anxiety, sleep, loss and a whole range of other mental health and wellness needs. Visit www.wysa.io/



Unmind

Unmind empowers staff to improve their mental wellbeing and help with stress, sleep, coping, connection, fulfilment and nutrition. Visit <https://nhs.unmind.com/signup>. Sign up with your NHS email address or download from the App store using organisation name 'NHS'.



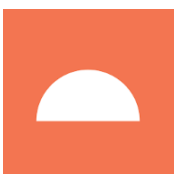
Headspace

Headspace is a mindfulness and meditation platform that provides tools and resources to help reduce stress, build resilience, and aid better sleep. Visit www.headspace.com/nhs



Sleepio

Sleepio is a fully automated sleep improvement programme and is personalised using cognitive behavioural techniques to help improve poor sleep. Visit <https://www.sleepio.com/> and enter code 'NHS2020'.



Daylight

Daylight helps people with symptoms of worry and anxiety, using cognitive behavioural techniques, voice and animation. Visit <https://onboarding.trydaylight.com/daylight/nhs-staff/>



Dr Julian

This app for mental healthcare at www.dr-julian.com is offering free mental health therapy appointments to frontline NHS staff.

The platform and app allows patients to choose a qualified vetted mental health counsellor/ psychotherapist/ psychologist and arrange a virtual appointment via video/ audio / instant messaging.

To access this please:

- 1) Go to the link app.dr-julian.com/nhsstaffhelp
- 2) Click Register and fill out your details you MUST register yourself with your NHS email address
- 3) Go to your email and click the confirm email link, set your password and then login.
- 4) Now you are logged in you can browse the available therapists and book an appointment in that therapists calendar
- 6) Use Discount code NHSSTAFFSUPPORT to get a free appointment
- 7) If using a computer have your appointment via the app.dr-julian.com link, If using a phone/ tablet please download the Dr Julian app from the app/ google play store for the appointment

Please note that this offer has limited availability currently at 300 appointments on a first come first serve basis.



Liberate Meditation

Liberate Meditation have partnered with the NHS to provide staff free access to their meditation and mindfulness app. The app offers culturally sensitive and diverse meditations, curated for the BAME community, by the BAME community, aiming to reduce anxiety, alleviate stress and promote rest.

All NHS staff will have access to this resource via the NHS People site:

<https://lnkd.in/enCiXe>

08 Take five - Questions to ask yourself daily



1. What can I do to treat myself and keep well each day?

Do what you love – whether it's a long hot bath, a home workout or eating your favourite meal. You can also have a look at our weekly calendar of wellbeing events' – there's something in store for you every day of the week.

2. What can help me through a difficult time?

Don't struggle with difficult feelings alone. We have a range of support available, including wobble rooms, a 24 hour support helpline and our wellbeing support team.

3. Am I staying connected to my loved ones?

Have a look at our recommended apps and other digital platforms to help you stay in touch with your family and friends.

4. Am I taking care of my daily needs?

We know that you're busy caring for others, but it's important to pace yourself and look after your own wellbeing. We have a wealth of self-care resources, a food delivery service and staff accommodation, so do make use of them.

5. Am I well-rested?

It's a marathon, not a sprint – Ensure rest and respite during work or between shifts, and make use of wellbeing apps that are available on the market.