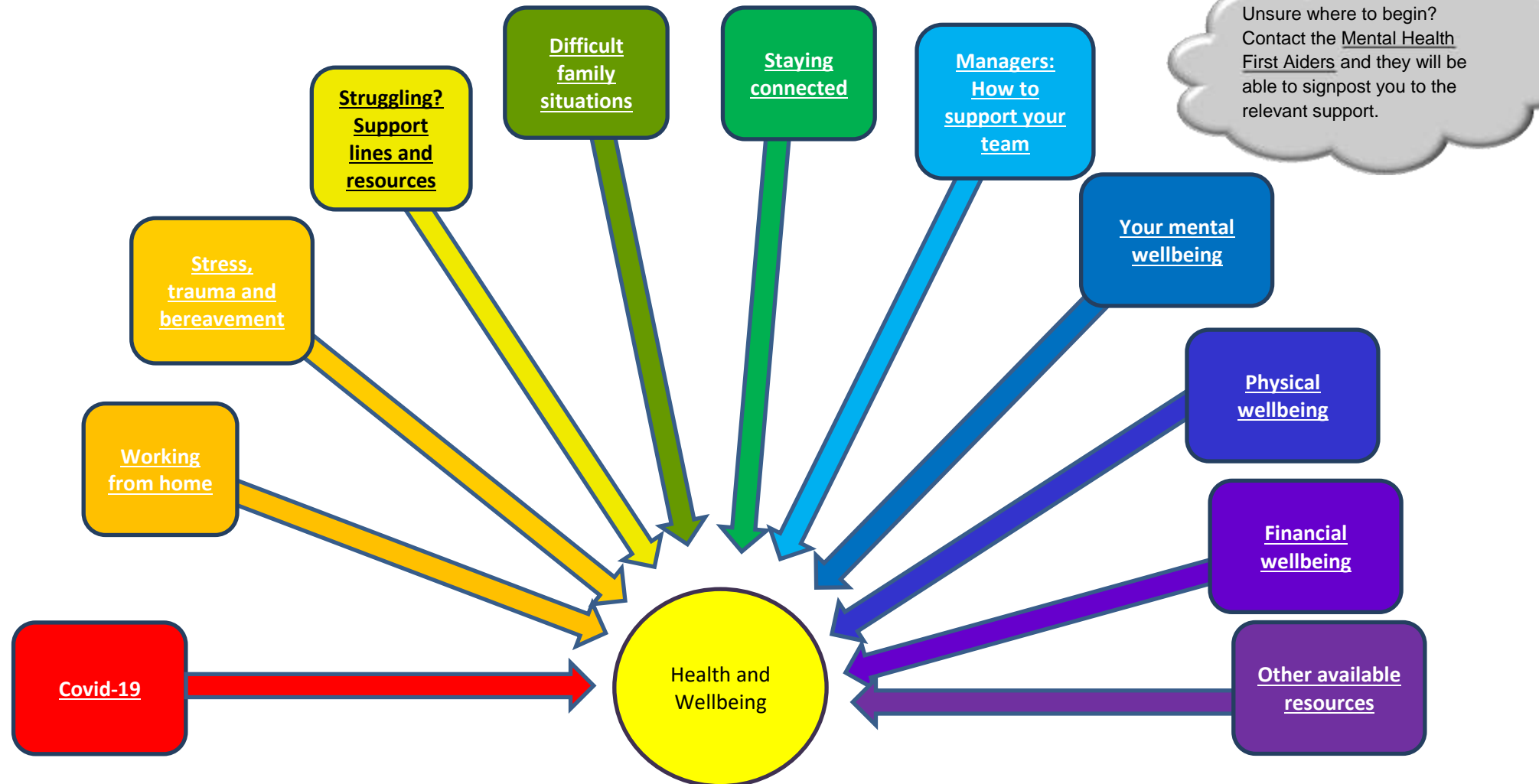




Introduction

Health and Wellbeing Toolkit

COVID-19 has led to a change in what we are doing, how we work and where we work. In addition to this change to the nature of your work, you may also be dealing with worries about your health, finances, loss of supporting friends, family or colleagues having a difficult time. In this challenging period, your health and wellbeing is really important. This toolkit is for you - we have shared advice and links to a number of resources to help support you now and in the future.



Note: To go straight to a particular section, press control and click on the relevant icon of the rainbow.

Access Support Now



Confidential Staff Support Line:

0800 069 6222 operated by the Samaritans and free to access from 7:00am – 11:00pm, seven days a week.



Confidential Staff Text Support : Text **FRONTLINE** to 85258 for support 24/7 via text.



Confidential Bereavement support line

0300 303 4434 operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week.



Employee Assistance Programme (EAP) - 0800 783 2808 The service is available 24/7 and is free and confidential. This service is here to support to help you to manage and reduce the impact of all life events. Username: HIW Password: EAP.



Domestic And Gender-based Violence Support Line – 0808 2000 operated by Refuge for support 24/7.



How are you feeling?

Ask for support | Talk to someone | Get practical help

It is OK to not feel OK

Bereavement
(8am - 8pm)
0300 303 4434

Confidential support
(7am - 11pm)
0800 06 96 222

Text FRONTLINE to
85258 (24/7)



**Our NHS
People**



Access to:

- Support with worries, stress and anxiety
- Free access to apps, including Daylight, Headspace, Unmind, Sleepio and more
- Financial advice
- Bereavement support

Group and 1:1 support:

- 1:1 support and counselling
- Virtual Staff Common Rooms and other support groups
- Mentorship and #ProjectM

people.nhs.uk



**Looking After
Our People**



Talk to someone:

- Fast track access to bitesize coaching
- Priority access to mental health support
- Listening sessions

Practical support:

- For staff working in high risk areas, parents and other groups
- Advice on how to better recognise and understand your needs
- Staying well resources

se.leadershipacademy.nhs.uk

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Covid-19

What is it?

Coronavirus disease (COVID-19) is an infectious disease caused by coronavirus. The transmission of COVID-19 is thought to occur mainly through respiratory droplets generated by coughing and sneezing, and through contact with contaminated surfaces.

Prevention – help stop the spread

Please make sure to keep yourself safe at home and at work. For those that have been redeployed; you may be in a new environment, working longer hours than usual and you may be the only person in your family still going out to work each day. To help you all stay safe and prepared we have come up with a few tips for you when returning home from work or even just the shops. There are general principles you can follow to help prevent the spread, including:



- Washing your hands more often - with soap and water for at least 20 seconds or use a hand sanitizer when you get home or into work. You should also do this every time you blow your nose, sneeze or cough, eat or handle food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who have symptoms.
- When entering the house, leave your shoes outside or by the door.
- Clean and disinfect frequently touched objects and surfaces in the home.
- After a member in the household with suspected coronavirus (covid-19) has left an area, clean this area with household disinfectant. This will reduce the risk of passing the infection onto others in the house.
- When cleaning the area that has been potentially contaminated by the member of the household with suspected coronavirus, wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours and thrown away in the regular rubbish. You may also want to consider using protection for the eyes, mouth and nose.
- When washing clothes, use the warmest water setting and dry items completely. The dirty laundry of the household member with suspected coronavirus can be washed with other people's items. Try not to shake dirty laundry, this minimises the possibility of dispersing the virus.

[Back to the top.](#)

COVID-19 e-learning resources

Health Education England has created an e-learning programme in response to COVID-19 that is free to access for the entire UK health and care workforce, including NHS Staff. This programme includes key materials to help you respond to COVID-19:

- Essential Guidance from the NHS, UK Government, WHO and BMJ
- Public Health England - Personal Protective Equipment (PPE)
- Infection Prevention and Control
- Resources for Staff Working in Critical Care Setting
- Resources for Staff Working in Acute Setting
- Resources for Staff Working in Primary Care and Community Setting
- Resources for Return to Work Healthcare Staff
- Resources for Pharmacy Staff
- End of Life Care COVID-19
- Wellbeing for Staff



To access this e-learning programme, [click here](#).

The main symptoms of coronavirus are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

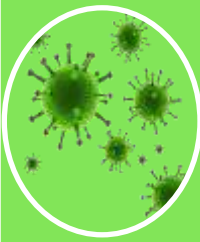





This list is not exhaustive; you may have coronavirus and be displaying other symptoms or no symptoms at all. If you think you may have coronavirus please consult 111 or your GP.

[Get a free NHS test to check if you have coronavirus symptoms](#)

Vulnerable Groups

We recognise that some groups may be more at risk or have additional challenges and therefore, need extra support. Safe space discussions are currently being run for carers, individuals who live alone, staff with disabilities/health conditions, BAME staff and staff with children. For more information about the safe space discussion groups, please contact whccg.safespace@nhs.net.

Additional Resources:

					
Click on the icon for more information about COVID-19	Click on the icon for more advice on symptoms	Click on the icon for more information about testing	Click on the icon for Hays Thrive - Training Programme for keyworkers during COVID-19	Click on the icon for more for Self Care Forum - COVID-19 Factsheets	Click on the icon for more about recovering from COVID-19

Working from home

Working from home comes with many challenges and will require us to adapt. Some of us may be struggling as we work from home for longer. Please see below for some guidance around setting up your workstations and for taking care of yourself during this time.

Take regular breaks: Do not be afraid to leave your screen and take a break, this will ensure you do not sit in the same position for too long. Sitting for long periods has been found to slow the metabolism, which affects the body's ability to regulate blood sugar, blood pressure and break down body fat. Make sure you change your posture as often as is practicable. Frequent short breaks are better for your back than fewer long ones. This is because it gives the muscles a chance to relax while others take the strain.

Your physical health has a big impact on how you are feeling emotionally and mentally, so it is important to stay active – even if you don't normally work out, now is a good time to start! Even small bits of activity during the day can make a difference.

Tips to reduce time spent sitting:

- Make a tea or coffee regularly
- Set a reminder to stand every half hour for a minute or every hour for 5 minutes.
- Take your laptop to a higher surface like a chest of drawers or your window sill and work standing up
- Stand or walk around whilst you are on the phone
- 20/20 rule – every 20 minutes look at something 20 feet away for 20 seconds. This will give your eye muscles a rest and protect against eye strain.
- Try stretch exercises, for examples of stretch exercise, please take a look at our [Sitting Exercise Guide](#).
- Try the desk [jockey workouts](#)
- Visit [Consult OD](#) for an online Display Screen Equipment (DSE) assessment

How to set up your workstation

Support your back: Make sure your lower back is properly supported; this will reduce the strain on your back. **Tip:** Try using a rolled up t-shirt or towel to support your back.

Feet on the floor: Ensure your feet are placed flat on the floor and try not to cross your legs; as this may contribute to [posture-related problems](#). **Tip:** If you are unable to place your feet on the floor, look around your house for a footrest or an object that lets you rest your feet at a level that's comfortable. Your knees should be slightly lower than your hips.

Arms and wrists: Look at the positioning of your arms and wrists, you should be able to use the keyboard with your wrists and forearms straight and level with the floor. This can help prevent [repetitive strain injuries](#). Your elbows should be by the side of your body so your arm forms an L-shape at the elbow joint. **Tip:** If the height of your chair/desk is not allowing for



the correct positioning of your wrists and forearms, consider changing chairs, the desk or putting a pillow on the chair to adjust the height.

How to position your screen: Place your screen directly in front of you, about an arm's length away, with the top of the screen at eye level. If the screen is too high or too low, you'll have to bend your neck, which can be uncomfortable and may lead to [posture-related problems](#). **Tip:** To achieve this, you may need a monitor/laptop stand or you can get creative and use something in your house. Make the most out of your amazon deliveries and reuse the box or even try a biscuit box, just make sure your monitor/laptop is stable.

Make sure your screen is free from reflection from overhead lighting and sunlight. A glare can cause you to squint and may lead to eye strain. Some may find that they blink less when staring at a screen and this can lead to dry eyes. Try to make a conscious effort to blink more. You may also find that your neck is extended forward. **Tip:** pull your neck in and be aware of your shoulders – many people type with their shoulders nearly touching their ears!

How to position your keyboard: Place your keyboard in front of you when typing. Leave a gap of about 10cm-15cm to rest your wrists between bouts of typing. **Tip:** You may want to use a wrist rest to keep their wrists straight and at the same level as the keys. If you do not have a wrist rest, try rolling up a t-shirt and using it as a makeshift wrist rest.

How to position your mouse: Keep the mouse as close to you as possible.

Blue-Light-Filtering Glasses: Research suggests that blue-light-filtering glasses (which reduce the amount of light that reaches your eyes) boost the quantity and quality of people's sleep, and this can lead to all sorts of positive benefits at work, including improved engagement, more ethical behaviour, and increased creativity. Wearing blue-light-filtering glasses may be particularly useful when you're at home, where work time often bleeds into personal time, and screen time can pile up fast. This tip comes from [Harvard Business Review](#).

Other Useful Resources

- Organisational psychologist, Professor Adam Grant's [podcast](#) on coping with working from home.
- Micro's ultimate [guide](#) to remote working.
- [Remote work survival kit](#) by Chris Weston
- [Desk-based exercises](#) from Chartered Society of Physiotherapy
- [Evening Standard Article](#) on how to stay motivated at work when working from home
- [Wellness Action Plan](#) – How to improve you mental health and wellbeing at home and identifying triggers at home
- [Short leaflet](#) on setting up your workplace and creating the right environment from Chartered Institute of Ergonomics and Human Factors (preview below).
- [Beating the work from home burnout](#) by Virgin Pulse for how you can help yourself and your team from burnout.



Additional Resources:



To find out more about the effects of sitting for long periods of time click on the icon above or check out: Benatti, F. B., & Ried-Larsen, M. (2015). The effects of breaking up prolonged sitting time: a review of experimental studies. *Medicine & Science in Sports & Exercise*, 47(10), 2053-2061.



Southern Health have released a video showing how to sit and correct your posture whilst working at home. To view the video, click on the icon.



ACAS has shared some advice for working from home - click on the icon.



Click on the icon for Mind's 7 working from home tips.



You may also like to look at advice in the [Physical Wellbeing](#)

Stress, trauma and bereavement

Identifying signs of stress

Some of you may be feeling anxious or stressed about COVID-19, which is completely understandable, whereas others may be less worried. Your ability to understand and influence your emotional reactions will help during this time.

What is stress?

Stress is the body's reaction to feeling threatened or under pressure. Stress is common and can be a good reaction; it can help motivate and push us to complete tasks and meet the demands of not only work but also home life. However, too much stress can have a negative effect on our mood, health and relationships.

What are signs of stress?

Stress affects us all in different ways and so you may present other signs but below we have outlined common signs of stress:

- feeling overwhelmed
- have racing thoughts or difficulty concentrating
- being irritable, overly critical or controlling of people or yourself
- feeling constantly worried, anxious or scared
- lack of self-confidence
- trouble sleeping or feeling tired all the time
- avoiding things or people
- change of eating habits - eating more or less than usual
- drinking more alcohol, using drugs or smoking more than usual
- memories of difficult or stressful situations plaguing your mind
- feeling numb
- headaches
- muscle tension
- jaw pain from grinding teeth
- stomach pain
- chest pain

Individuals and Stress

As mentioned above, we all react differently to stress and so we different things will trigger us and will need different things to things to help us cope. What works for you may not work for someone else.

[Myers-Briggs](#) has identified 16 personality types in people and that each type approaches the world differently. From how you interact with others to how you process information is related to your Myers-Briggs Type Indicator (MBTI). By identifying your MBTI you can identify what triggers you, learn the best way to cope with stress, understand the most effective way to decompress. Click on the following links to identify:

- [Your Myers-Briggs Type Indicator](#)

- [What triggers different Myers-Briggs Type Indicators](#)
- [How to cope based on your MBTI](#)
- [Best ways to deal with stress based on your MBTI](#)

What to do when you are stressed?

If you are feeling overly stressed and experiencing negative effects, there are a few things that you could try to help manage this. One thing you can do is break your tasks down, order them in level of importance/due date and take them one step at a time. It can be easy to feel overwhelmed and that everything needs to be done immediately but once you break it down, it will be more manageable. Our motivation is highly dependent on the dopamine system and so, if we lack dopamine whilst doing tasks, we will lack motivation. By giving ourselves smaller tasks, which are therefore more achievable, we increase our dopamine levels each time we tick it off and this will encourage us to carry on.

There are a number of things you can do to help you cope with stress and it may take some trial and error to identify what works for you. You could walk, meditate, do yoga, practice mindfulness, do breathing exercises and connect with loved ones, colleagues and friends.

Try this breathing exercise and repeat until you feel relaxed. When you exhale longer than you inhale, you reduce the activation of your stress state and encourage your body to move into a calm state. For more breathing techniques, [click here](#) or check out the [Calm App](#).



Other things that you can do:

- Create an end of day routine - Tidying your desk or making a list of what needs to be done tomorrow can help you to switch off from work.
- Balance your time - Occasionally you may need to work longer hours but try not to do this long term. If you feel things are getting on top of you, try taking a short stroll or having a hot drink.
- Don't do too much at once - Give each task your full attention. It often takes longer if you try to do too many things at the same time.
- Take control and get organised - Get started by doing one task you feel you can manage – for example making an appointment. And make a list of jobs – tackling one task at a time, and alternate dull tasks with interesting ones

If you are feeling overly stressed or overwhelmed, please speak with your manager, your mental health first aiders, the [Employee Assistance Programme](#) (enter username: HIW and password: EAP), or a colleague you trust. Please do not carry on in silence.

Stress Container Sessions

Understanding what causes us stress and taking action to manage our stress levels is a key part of looking after our wellbeing. The Stress Container can help us understand how we experience stress and how to address our stress levels. [Find out more in the Stress Container Sessions run by the Mental Health First Aiders, explore how you find your balance.](#)

5 Ways to wellbeing at work

Like physical health, we can all benefit from looking after our mental health. Research has identified five simple things we can do – the Five Ways. When practised regularly, they build resilience, boost wellbeing and offer some protection from developing mental health problems. They're beneficial for everyone, whether you have a mental health problem or not. To find out about the Five ways to wellbeing, [click here](#).

Stress Risk Assessment

A Team Stress Risk Assessment should be carried out on at least an annual basis in much the same way as other Risk Assessments are. However, action plans should be reviewed at least every 6 months and more frequently if changes are taking place and you can also look for signs of problems among your team members, such as:

- Arguments and disputes between staff
- General absenteeism
- An increase in grievances and complaints
- Greater staff turnover

Stress Risk Assessment Form

A Risk Assessment approach is at the heart of any plan to reduce the risk of workplace stress. Use the form attached below to help identify issues, level of risk and measures in place to mitigate the risk.



Partnership Stress
Risk Assessment Form

Stress Risk Assessment Manager Guidance

A Risk Assessment approach is at the heart of any plan to reduce the risk of workplace stress. This guidance provides advice for managers on how to conduct a Stress Risk Assessment both for teams as well as individuals.



Partnership Stress
Risk Assessment Man

Stress Risk Assessment Stressor Solution Matrix

Use the document attached below for possible solutions to various stressors.



Partnership Stress
Risk Assessment Stre

Additional Resources:

						
For more information to help you understand and recognise stress, click on the icon.	For more tips to help you manage stress, click on the icon.	The World Health Organisation's tips on coping with stress.	For information about burnout.	Speak with your mental health first aiders if you are struggling.	Video on coping with stress during COVID-19.	Employee Assistance Programme

You may also like to look at advice in the Physical Wellbeing section for ways to reduce stress through exercise.





Trauma

During this time, you may be in highly stressful and traumatic situations and it is important that you process these experiences. Everyone has a different reaction to trauma, so you might not notice effects quickly, or a long time afterwards. Although, you may feel that the traumatic event has not impacted you, you need to process what has happened and acknowledge your emotional response. Please reflect on these experiences and talk it through with your colleagues, manager, people you trust and make use of our support lines. Look out for your team and offer support to those who need it.

Trauma can lead to mental health issues such as flash backs, panic attacks, numbness, anxiousness, sleep problems and low self-esteem. It can also lead to alcohol and substance misuse. After a traumatic event, it is easy to forget about our own wellbeing. Please make sure you are taking care of yourself and that you are sleeping, eating, staying hydrated and exercising. Please note that there is a lot of support available if you are struggling. If you are unsure what avenue to take, please speak with your [mental health first aiders](#) and they will be able to signpost you to the correct service or can be there for you if you just want to talk or make use of the [Employee Assistance Programme](#) (enter username: HIW and password: EAP); where you can get access to counselling sessions. Please do not suffer in silence and if you are concerned, please speak to your GP.

[Trauma Informed Practice slides presented by Dr Giles Allen](#) – To understand the impacts of trauma across the workforce, please click on the link above.

Additional Resources:

			
Understanding trauma - effects, how to cope, treatment and support. Click on the icon.	Click on the icon for a podcast on surviving the trauma of COVID-19	Speak with your mental health first aiders if you are struggling. Click on the icon.	Employee Assistance Programme - Access counselling sessions (enter username: HIW and password: EAP). Click on the icon.

Bereavement

You may be experiencing loss in your family, friends or people you work with. Grief doesn't just happen when you lose someone, it can also be experienced due to any big life change, such as loss of a job, routine or even a hobby. As a result you may be feeling a range of emotions, from sadness, anger and guilt, to loss of concentration or motivation. We all grieve in different ways and there is no right or wrong way to react to the death of a friend, family member or colleague. Many people find it helpful to reach out and talk to someone about their feelings; other may wish to deal with the loss in private. If you feel comfortable, please do let your line manager or a [mental health first aider](#) know about your loss; this is so we can support you and offer you the care you may need. Alternatively, please use the [Employee Assistance Programme](#) (enter username: HIW and password: EAP). Below, we have outlined some support lines should you want to speak with someone about how you are feeling.

Bereavement Support Line operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week. A team of fully qualified and trained bereavement specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work. This includes those affected by witnessing traumatic deaths. You are welcome to discuss any other anxiety or emotional issues that you are experiencing as a result of the Coronavirus epidemic. This service is confidential and open to you and all NHS workers seven days a week, between 8am and 8pm. You do not need a referral. Just call 0300 303 4434.

NHS Bereavement Service operated by Sudden. Sudden is a not-for-profit service hosted by the support charity, Brake, who have received funding support from the Department of Health and Social Care. The helpline number is 0800 2600 400. Sudden's service will offer up to ten weeks of phone-based support from day one. Please [click here](#) to view the new information sheet on how refer into the Sudden service.

Sudden have also created a guide to being bereaved in sudden or too-soon circumstances. To obtain copies of the guide, fill out this short online form [here](#). If you have any questions, please contact: help@sudden.org.uk.

NHS Bereavement & Trauma Line for Filipino Staff - 8am – 8pm, 7 days a week, NHS colleagues can contact a team of fully qualified and trained professionals, all of whom are Tagalog speakers for Filipino Staff. This assistance is available from anywhere in the country and is provided by Hospice UK. Tagalog speaking specialist counsellors and support workers are available to support NHS Filipino employees that have experienced a bereavement, whose wellbeing has been affected by witnessing traumatic deaths as part of their work or to discuss any other anxiety or emotional issues they are experiencing as a result of the Coronavirus epidemic. Call 0300 3031115, for support.

Cruse Bereavement Care is a bereavement charity, which provides free care and bereavement counselling to people suffering from grief. Call 0808 808 1677 (Monday to Friday, 9am to 5pm) or visit www.cruse.org.uk.

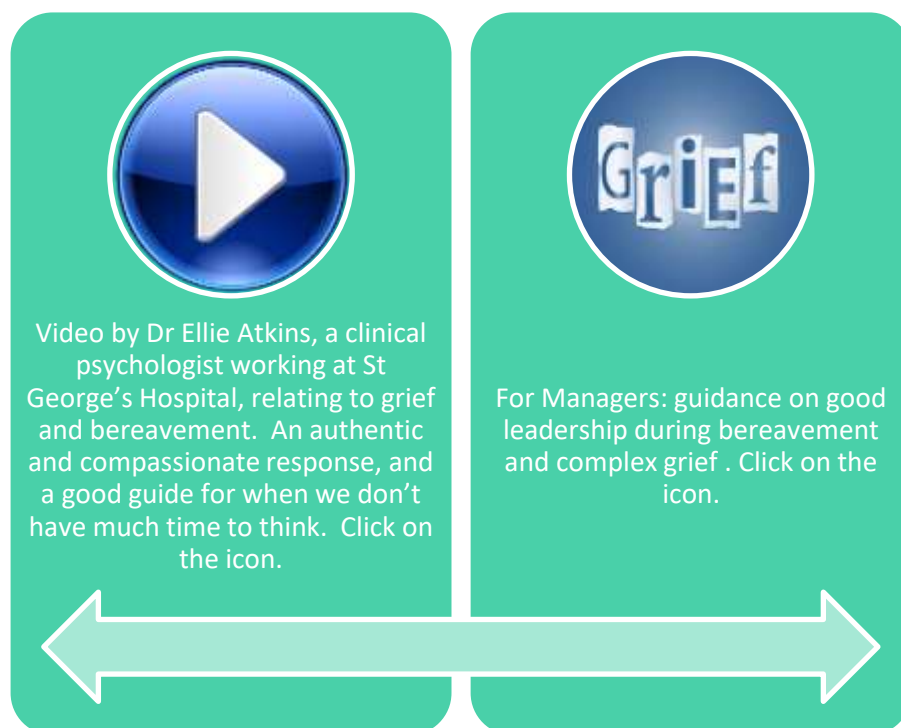
Cultural Bereavement Guidance: Understanding different bereavement practices and how our colleagues may experience grief. This resource will enable you to confidently start conversations with staff who have experienced loss, in a more compassionate way as a

result of gaining a deeper understanding of the different ways in which our colleagues may experience a bereavement.

Additional Resources:

[Bereavement Guide](#) - guidance & support following the loss of a colleague, friend or family member during COVID-19.

[Coping With The Coronavirus Bereavement](#) – a leaflet containing advice on coping with loss and/ or supporting someone else who is dealing with loss.



We have a number of resources and services to support you during this time of extreme change and uncertainty.

Mental Health First Aiders - Your Mental Health First Aiders are available to listen to you, support you and to help signpost you to other services if necessary. MHFAs are able to speak with you using the type of communication you feel happy with – be that an email, a telephone call, a Skype call or Microsoft Teams call. For more information, please [click here](#).

Getting support anonymously - Sometimes it isn't easy to talk to a Mental Health First Aider, or indeed anyone, when you are feeling overwhelmed, fatigued, stressed or burnt out, especially if you are concerned about who knows. Perhaps for you **anonymity** is really important and is key to you contacting someone. Your Mental Health First Aiders all have mobile phones. If it is easier for you, **just text**, use your **personal mobile number** and **reach out via an anonymous text**. Your opening sentence needs to say 'I am texting you as a Mental Health First Aider'. We will then know and will be able to text you back and support you in the right way. Any communication with a Mental Health First Aider is confidential and if being anonymous helps you to access us, then please do text any one of us. [Contact details can be found here](#).

Health and Wellbeing Champions - The wellbeing champions ensure that, throughout the year, we are focused on staff wellbeing. We also act as a source of support for our colleagues which we can fulfil just by listening, or signposting for further advice or support if needed. Staff wellbeing is a key priority and we have wellbeing champions from around different teams and CCGs. The champions work closely with our Mental Health First Aiders (MHFA) and will signpost you to the MHFA team when appropriate.

Wellbeing champions work to:

- Inspire by modelling behaviour, exploring ideas and possibilities with a growth mind set
- Support through listening, empathy and compassion.
- Encourage wellbeing through gratitude and focus on existing skills and strengths
- Inform through information and signposting

The wellbeing champions are involved in and organise a range of activities and share resources to ensure that, throughout the year, we are focused on staff wellbeing. We also ask staff what they would like to see and have seen more people, not just our wellbeing champions, getting involved in promoting and leading activities for staff.

Lookout for the wellbeing activities we have planned and do get in touch with any of the wellbeing champions if you would like a cuppa and a chat or have any ideas of what more we can do. If you would like to get in touch with the wellbeing champions or find out more, [click here](#). Wellbeing is not something we do, it's a state of mind that helps us to live and work as happy and healthy as we can.

CCG Safe Space - The CCGs have set up Safe Space sessions for the following staff groups:

- Safe Space for staff that live alone
- Safe Space for staff with young children

- Safe Space for staff with long-term health conditions or a disability
- Safe Space for staff that are carers
- Safe Space for staff from ethnic minorities

The sessions run regularly and are an opportunity to talk to, and receive support from, colleagues with a similar lived experience. To find out more email

whccg.safespace@nhs.net.

Employee Assistance Programme (EAP) - This service is here to support to help you to manage and reduce the impact of all life events, both at home and at work. The service is available 24/7 and is completely free and confidential. Please look on your intranet, newsletter or shared drive for login information. Alternatively, you can call 0800 783 2808 to access confidential support. **Access:** Click on this [link](#) and enter Username: HIW Password: EAP.

Citizens Advice - Citizens Advice is an independent national service that offers confidential and impartial advice for free. Citizens advice counsellors can advise on a wide range of issues, including, benefits, debt, money, work, housing, family, law, immigration and health. To use this service please click [here](#) and fill in a short form, you will then receive a confirmation email and a dedicated call back within 5-days.

Support Lines - NHS England and the Samaritans have set up a support line for all NHS staff. This support line will provide confidential listening from trained professionals and specialist advice, including coaching, bereavement care, mental health and financial help. You can access this helpline on 0300 131 7000, available from 7.00 am – 11.00 pm seven days a week. There is also a 24/7 text alternative to the above helpline – text FRONTLINE or NHSPH to 85258. For more information, [click here](#).

NHS Bereavement & Trauma Line for Filipino Staff – 8.00 am – 8.00 pm, 7 days a week, NHS colleagues can contact a team of fully qualified and trained professionals, all of whom are Tagalog speakers for Filipino Staff. This assistance is available from anywhere in the country and is provided by Hospice UK. Tagalog speaking specialist counsellors and support workers are available to support NHS Filipino staff that have experienced a bereavement, whose wellbeing has been affected by witnessing traumatic deaths as part of their work or to discuss any other anxiety or emotional issues they are experiencing as a result of the Coronavirus epidemic. Call 0300 3031115, for support.

Refuge – For advice on dealing with domestic violence visit Refuge. Refuge is the UK's largest single provider of domestic and gender-based violence services. Call 0808 2000 247 (24-hour helpline) or visit www.refuge.org.uk.

NHS Volunteer Responder scheme – this scheme has been commissioned by NHS England and NHS Improvement and is being delivered in partnership with the Royal Voluntary Service. The scheme is open for self-referrals for people who have been advised to shield and those most at risk who are isolating at home from coronavirus. These people can ask volunteers for short-term help by calling 0808 196 3646 between 8.00 am and 8.00 pm. You can find more information about the programme at www.nhsvolunteerresponders.org.uk.

Daily Virtual Common Rooms - an opportunity for NHS staff to come together virtually and to support each other during this difficult time. The staff common rooms are a safe and supportive environment through which colleagues can continue to stay mentally well. For more information, [click here](#).

Mind Wellness Action Plans - Wellness Actions Plans (WAPs) are an easy, practical way of helping you to support your own mental health at work. Everyone can [complete a Wellness Action Plan](#); you don't need to have a mental health problem in order to feel the benefits. It just means that you already have practical steps in place to ensure you are supported when you aren't feeling great. Mind have created a:

- [Guide for employees](#) is for any member of staff who would like to try a WAP for themselves and introduce the idea of using WAPs to their manager or supervisor.
- [Working from home WAP](#) is designed to support staff with their mental health and wellbeing when working from home.

One to One Support – NHS England have partnered with Project5 to offer FREE 1-2-1 support sessions for our NHS people. Project5 can link you to coaches and mental health practitioners that have the skills to assist you whenever you feel that life or work is getting too hard. You can choose the type of help you need when you need it (prevention is as good as a cure). For more information, [click here](#).

Improving Access to Psychological Therapies (IAPT) - is a programme which aims to improve access for people with anxiety, depression and OCD (obsessive Compulsive Disorder). It uses evidence based psychological therapies such as Cognitive Behavioural Therapy to assist. For more information, [click here](#).

[Psychological support with Southern Health](#) – this service allows you to access confidential mental health & wellbeing support through text message support via Chat Health and a Silvercloud Digital therapy support and italk talking therapies service. This is there to provide expert psychological support following any difficult experience allow access to a comprehensive wellbeing hub and provide education, webinars and resources.

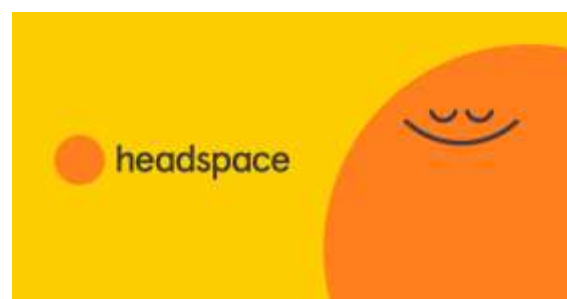
Free useful Apps and Well-being Tools

[Unmind](#) is a mental health platform that empowers staff to proactively improve their mental wellbeing. Using scientifically backed assessments, tools and training you can measure and manage your personal mental health needs, including digital programmes designed to help with stress, sleep, coping, connection, fulfilment, parenting and nutrition; they provide tools and training across the entire spectrum of mental health.



How you can get free access Download on your app store, via the link above or their website and sign up with your NHS email address. Your organisation name is 'NHS'

[Headspace](#) is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep. On this app, you can explore guided exercises, meditation,



videos, podcasts and more to help you be kind to your mind.

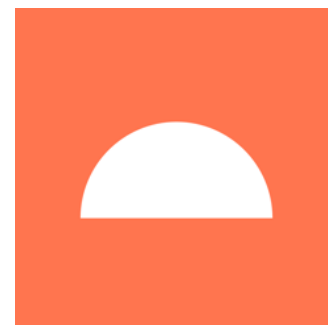
How you can get free access: Download on your app store, via the link above or their website and sign up with your NHS email address.

[Sleepio](#) is a clinically evidenced based sleep improvement programme that is fully automated and highly personalised, using cognitive behavioural techniques to help improve poor sleep. Big Health is offering free access to Sleepio for all NHS staff until 31st March.

Sleepio

How you can get access: Download on your app store, via the link above or their website and sign up with your NHS email address. Answer a few short questions to tailor the programme to you.

[Daylight](#) is a smartphone-based app that provides help to people experiencing symptoms of worry and anxiety, using evidence-based cognitive behavioural techniques, voice and animation. Big Health is offering free access to Daylight for all NHS staff until 31st March, active now.



How you can get free access: Download from app store (Daylight-Worry less), via the link above or their website and sign up with your NHS email address. Answer a few short questions to tailor the programme to you.

[Stay Alive](#) is a suicide prevention app that you can use personally if you are feeling suicidal, or you can use if you identify that someone you know is feeling suicidal. It can offer support and also direct you to crisis if needed and you can tailor your own account to best manage your wellbeing. It is currently being offered through the [People site](#) in both the help and bereavement sections. The app has been designed by a charity called Grassroots, who aim to prevent suicide through open and direct conversations. The app (which is free for anyone to use) is considered an easily accessible suicide prevention resource – it includes useful information on how to help colleagues stay safe and can be used either by individuals who are having thoughts of suicide, or you can use it if you are concerned about someone else.



[Bright Sky Domestic Abuse Support](#) is a free app, launched in a partnership between Thames Valley Partnership, [Hestia](#) and the [Vodafone Foundation](#). It provides support and information to anyone who may be experiencing domestic abuse, or is concerned about someone they know. Bright Sky offers the online, nation-wide directory of specialist domestic abuse services and a unique risk assessment that can support a user to better understand their situation.



The app offers information about issues around domestic abuse such as online safety, stalking and harassment, and sexual consent. We know that the population levels of Domestic Violence are rising sadly through lockdown and given the pressure our NHS people are under, that they are also going to be at risk.

Movement for Modern Life is an online yoga platform that brings together world class yoga teachers, inspired movement and mindfulness into your home or a place of comfort. It encourages members to look after their physical health, in order to promote good mental health and wellbeing. NHS staff are being offered free access to a range of resources, including breath work sessions, stress reduction classes which can be done at a time convenient to you, in your home or in the workplace, a selection of energising morning classes and evening classes that aim to help you wind down or recharge.



How you can get free access: Download on your app store, via the link above or their website and sign up with your NHS email address.

Liberate is a meditation app for the black and ethnic minority community. Listen to dozens of guided meditations to ease anxiety, find gratitude, heal internalized racism and micro-aggressions and celebrate Blackness.



How you can get free access: Download on your app store, via the link above or their website and sign up with your NHS email address.

Togetherall is a brand new service, commissioned by our Mental Health Team, offering support to **all health and social care colleagues** across the Integrated Care System (ICS). Togetherall is an additional online mental health and wellbeing service that staff can use alongside the Employee Assistance Programme. This short video provides further information: [Member Facing Video - 2 Minute Overview](#) or [click here](#) for more information.



Togetherall is a confidential online mental health support community that is available 24/5. It offers courses and resources and a safe place to express yourself and support each other through a forum. Register for free by visiting www.togetherall.com/joinnow/hiow.

Cityparents offers expertise and support to help you balance work with family life. Cityparents has offered their online programme of support and resources to NHS employees without charge until March 2021.



How you can get free access: Download on your app store and sign up with your NHS email address.

As you can see, there are a number of avenues you can take if you are struggling. If you are unsure what avenue to take, please speak with your [mental health first aiders](#) and they will be able to signpost you to the correct service or can be there for you if you just want to talk. Alternatively, you can use the [Employee Assistance Programme](#) (enter username: HIW and password: EAP). Please do not suffer in silence and if you are concerned, please speak to your GP.

Getting support anonymously - Sometimes it isn't easy to talk to a Mental Health First Aider, or indeed anyone, when you are feeling overwhelmed, fatigued, stressed or burnt out, especially if you are concerned about who knows. Perhaps for you **anonymity** is really important and is key to you contacting someone. Your Mental Health First Aiders all have mobile phones. If it is easier for you, **just text**, use your **personal mobile number** and **reach out via an anonymous text**. Your opening sentence needs to say 'I am texting you as a Mental Health First Aider'. We will then know and will be able to text you back and support you in the right way. Any communication with a Mental Health First Aider is confidential and if being anonymous helps you to access us, then please do text any one of us. [Contact details can be found here](#).

Additional Resources:



Coping in uncertain and challenging times

1. How to build inner strength

- [5 tips to help you live with uncertainty](#) – Article from Psychology Today offering practical advice on how to manage uncertainty.
- [Rising to a Challenge](#) – Podcast with practical ways to reduce negative emotions and bounce back from setbacks.
- Build on your own resilience – resilience is associated with having inner strength, competence, optimism, flexibility and the ability to cope effectively when faced with diversity (Abiola and Udofia, 2011). Everyone fluctuates

in their levels of resilience; it is not a special trait that only some individuals have. It involves managing your behaviours, thoughts and actions.

2. Managing emotions

- [**You aren't at the mercy of your emotions - your brain creates them**](#) – Ted Talk on how we have more control over our emotions than we think and how to control them.
- [**5 irrational thinking patterns that drag us down — and how to challenge them**](#) – Article on five faulty thinking patterns and how to start correcting them today
- [**Breaking bad habits**](#) – Podcast on why we have bad habits and what we can do to break them

3. Managing energy

- [**6 ways to exercise self-compassion**](#) - A video reminder of things we can do to be kind to ourselves to boost wellbeing
- [**4 ways to boost your self-compassion**](#) – Article with four simple ways to build self-compassion into our busy days
- [**Why sleep matters now more than ever**](#) -Podcast on the impact of sleep on mind and body and actions we can start (and stop) doing to rest better

4. Keeping calm

- [**How to turn off work thoughts during your free time**](#) – Ted Talk video on how to turn off work thoughts in free time, how to set boundaries and optimise our environment
- [**Staying calm during COVID-19**](#) – Article on how to rebalance life in an unbalanced time
- Practice mindfulness breathing – We have approximately 65,000 thoughts a day so it's not surprising that many of us can often feel overwhelmed and anxious. Mindfulness “defrags” our brains and gives it space to help focus on choosing helpful thoughts. Try using the Blue circle technique (<https://www.youtube.com/watch?v=5DqTuWve9t8>) to control your breathing, inhaling as the circle expands and exhaling as it shrinks. Use mindfulness breathing techniques to disengage from the busy world around you and focus your attention inward using your breath. By disconnecting for a short period of time, research shows benefits in psychological distress and emotional wellbeing. If you would like to learn more about Mindfulness techniques why not download the free app Headspace which is available on both IOS and Andriod. Or join a Meditation session run by your Mental Health First Aiders. Please contact Helen Coleman (helen.coleman5@nhs.net) or Nikki Kenny (nicola.kenny1@nhs.net) if you are interested.
- [**Day-to-day mindfulness**](#) – Podcast on how we can learn to us everyday activities to help be in the present moment

Difficult family situations

Working from home with children: Working from home comes with its own challenges, especially when you factor in childcare duties. The challenges of balancing family life and work life may make you feel overwhelmed and you may feel as if you are being pulled in several directions. Try to remember it is a completely natural response to a very challenging and unprecedented situation and many other people will be feeling the same way.



Communicate:

- Talk to people about your concerns; although they may not be able to solve your issues, just having someone listen could take a load off your shoulders.
- Communicate with your colleagues. It's OK to be transparent about the fact that you're also juggling the needs of your kids. If you're on a call, it's OK to say, "Just to warn you, I might have kids interrupt." Most people will understand and keeping everyone in the loop will help establish mutual understanding of the challenge.
- Let your team know if you need a break or extra support. Offer support to those who may be struggling. We are all in this together.

Balancing work and family:

- If possible, have a separate space which will enable you to keep your parenting and working roles as distinct as possible, giving each your full attention and energy when it is necessary.
- Maintaining a routine is integral to family life and so, establishing a new schedule and sticking to it as far as possible will be vital to keeping things as normal as possible. Help your children get into a routine and let them know when you are working; try to set expectations about when they can interrupt you and when they can't.
- Be kind to yourself, if you need to take a break, take one.
- Although working from home brings many challenges, it also allows additional flexibility. If you find it easier to work late at night, speak with your manager about possibly arranging new working hours.
- [Cityparents](#) offers expertise and support to help you balance work with family life. Cityparents has offered their online programme of support and resources to NHS employees without charge until March 2021.

CITYparents

How you can get free access: Download on your app store and sign up with your NHS email address.

How will I entertain the kids?

- Try and arrange virtual play dates; this can be over FaceTime, House Party or Zoom, whatever works for you! This can be with their friends or you could even arrange games with Grandparents so that they can get social interaction too.

- Let the kids burn some energy! Getting the kids to exercise will enable them to let off steam and will give them something to do. Check out the Body Coach on YouTube; he is posting workout videos which are geared towards children and are going down really well with adults as well!
- Don't worry about entertaining the kids all the time. Let them watch some TV and make the most out of all those channels you pay for!
- Pre-plan games for them to play. This could be board games, puzzles, and twister. You could also get creative and ask them to make paper chains and ask the kids to write on each link something they are happy or grateful for or start a jar of things you miss doing, so you can pick them out when things go back to normal. These can help keep the family positive during what can be an anxious and stressful time.
- Educational content that will keep your children busy: [Twinkl](#) – learning resources for kids, [Future Learn](#) – access 100s of courses, [BBC Bitesize](#), [Duolingo](#) – learn a language.
- Use the [Calm App](#) - Free mindfulness tools including breathing exercises, meditations, music, sleep stories and journaling prompts to help stay grounded. They also have materials for children: www.calm.com/blog/take-a-deep-breath#calmkids
- The [Think Ninja app](#) is also specially designed to support children and young people's wellbeing.
- If you are struggling with childcare, Koru Kids are offering trained and vetted nannies to look after children at home. They can match families with a nanny to look after children 0-10yrs. The rate is typically £13 per hour; please [click here](#) for more information.
- [The Experience of Parental Absence in Royal Navy and Royal Marines Families](#). This is a guide for adults caring for children. It is useful as suggests a cycle of adjustment that is relatable to experience in lockdown/COVID-19
- [Young Minds](#) have released corona virus advice and mental health support for young people.
- Simple, fun activities for kids, from new-born to five <https://hungrylittleminds.campaign.gov.uk/>
- Online education resources for home learning <https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources#mental-wellbeing>
- [PowerPoint](#) by Oxford University Hospitals on managing work and parenting. Practical actions to take to manage the transitions between home and work.

Children and Young People's Mental Health Services

We recognise that this may be a worrying time for children, young people and their families. Below you can find the support available and how it can be accessed.

Anna Freud National Centre for Children and Families: The Anna Freud National Centre for Children and Families provides a range of different types of support for children, young people, parents and their families. The On My Mind section of the website empowers young people to make informed choices about their mental health and wellbeing. There are also dedicated resources on coronavirus <https://www.annafreud.org/coronavirus-support/>.

Young Minds : Young Minds have a dedicated support section for young people seeking mental health support during the coronavirus pandemic <https://youngminds.org.uk/find-help/looking-afteryourself/coronavirus-and-mental-health/>.

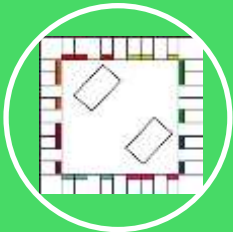
Kooth.com: Digital emotional health and wellbeing service for young people from age 11-18 (up to age 25 for care leavers and those with an EHCP). Young people can access self-help resources, moderated peer support and professional support from counsellors. Young people can register on Kooth.com, no referral required, site available 24/7, counselling available 12noon-10pm Mon-Fri and 6pm-10pm weekends, 365 days per year. Kooth integrates with local services and signposts young people to face-to-face support where appropriate.

Talking Change: A range of therapies and treatments for 16 years plus dealing with common mental health difficulties in a 1-2-1 or group setting. Young people can self-refer. Available: Mon-Thurs: 08.00-20.00/Fri:08.00-17.00/Sat: 09.00-13.00. They should contact: 0300 123 39 34.


Getting Crisis Support: If a young person is experiencing acute emotional distress with high risk to self and others they should contact 111 which is available 24/7.

Additional Resources:


A 'safe space group' for parents with young children who are trying to work at home whilst juggling childcare is available for people to talk about how they are finding things and to offer support. For details, please contact whccg.safespace@nhs.net.




Click on the icon for Board Games



Click on the icon for Bake off ideas



Click on the icon for the Body Coach



Tips for carers

As a carer, it is important that you look after your own health and wellbeing as well as supporting those that you care for. You may be particularly anxious and unsure where to turn to. Please know that you are not alone and there support is available.

If you are worried that you or someone you look after are at high risk from coronavirus, NHS 111 can offer direct guidance; call 111 if your (or their) symptoms become severe, and let them know you are a carer. You may be unsure what to do to protect yourself and the person you care for. The government has released [guidance](#) to help you identify the steps that need to be taken to support yourself and others that you care for. This guidance is for anyone who cares for a friend or family member who, due to a lifelong condition, illness, disability, serious injury, a mental health condition or an addiction, cannot cope without their support.

[Carers UK](#) have created a page for carers and been able to outline a number of useful resources that may be of value to you. Please remember that you are not alone; Carers UK estimates that 1 in 5 NHS staff has a caring responsibility for a family member or friend who is older, ill or disabled – that means 250,000 employees across the NHS in England, significantly higher than the UK average of 1 in 7. If you are feeling alone, you may benefit from their [chat page](#) – this will allow you to get in touch with other carers who may be going through a similar experience to you. You may be struggling with you own mental wellbeing; please [click here](#) for some tips and advice.

Carers UK have provided [Digital Resource for Carers](#), which has useful materials to support you as you balance caring responsibilities with work. Access Code for the Digital Resource for Carers platform is: DNHS9434. The code will also be available to access via ESR.

If you are feeling overwhelmed or unable to cope, please speak with your line manager or a colleague you trust. We want to encourage you to discuss your caring responsibilities with your manager. By discussing the options around support for those providing unpaid care, we can support you to balance the demands of both your work and your caring responsibilities. Line managers have access to the [Employers for Carers \(EfC\) digital platform](#), which provides useful tools and interactive resources to learn how best to support working carers in the NHS (Access Code for the EfC platform is: EFC9434 - The code will also be available to access via ESR). Please let us know about your caring needs so that we can make arrangements to ensure you are supported.

A 'safe space group' for staff who are carers is available for people to talk about how they are finding things and to offer support. For details, please contact whccg.safespace@nhs.net.

Please also visit <https://people.nhs.uk/uncategorized/supporting-our-working-carers/> for more advice and support.

Abuse

During this time, the need to stay at home may be problematic for those who are experiencing or feel at risk of domestic abuse.

If you are a victim of violence and are confined with the perpetrator in home isolation, please note that you are able to leave your house if it is not safe to stay. You may need a safety plan in case the situation escalates. This includes having a neighbour, friend, relative or shelter to go to in the event that you need to leave the house immediately. Please remember that there is help and support available to you and that you are not alone.

With lockdown leading to school closures and many working from home, there are fewer opportunities for people to spot signs of abuse and report it. If you suspect that your neighbours or those in your community are victims of domestic abuse, we encourage you to report it to the police by calling 999. Signs of abuse include but are not limited to, the person being withdrawn, having bruises and not being allowed to leave the house and the perpetrator may be controlling finances, using monitoring technology such as social media platforms.

For more information on the support available, please [click here](#). The government has produced guidance to help you know what support is out there. This includes helplines and charities, for BAME staff, those with disabilities, Womens Aid and Galop for LGTB+ community.

[Bright Sky Domestic Abuse Support](#) is a free app, launched in a partnership between Thames Valley Partnership, Hestia and the Vodafone Foundation. It provides support and information to anyone who may be experiencing domestic abuse, or is concerned about someone they know. Bright Sky offers the online, nation-wide directory of specialist domestic abuse services and a unique risk assessment that can support a user to better understand their situation. The app offers information about issues around domestic abuse such as online safety, stalking and harassment, and sexual consent.



[Refuge](#) is the UK's largest single provider of domestic and gender-based violence services.

Does your relationship not feel right? [Women's Aid](#) has a [live chat function](#) where you can get in touch and have a space to explore your options.

As you can see, there are a number of avenues you can take if you are struggling. If you are unsure which to take, please use the [Employee Assistance Programme](#) (enter username: HIW and password: EAP) and they will be able to signpost you to the correct service. Please do not carry on in silence and if you are concerned, please speak to your GP.

Staying Connected

You may be feeling worried, scared or helpless about the current situation, please remember, these feelings are normal and that you are not alone. Right now it is difficult for everyone. It may help to connect with others and to talk about how you feel. By sharing how you are feeling and the things you are doing to cope, it may not only help you feel heard but also help those around you. Now, more than ever, it's important that we look after ourselves and each other. To help you stay connected, we have outlined tips on how to keep in touch and the support in place should you feel the need for more assistance.

Daily catch-up - We recommend when possible, that you have a daily catch up with your team. This will allow you and your team to share information and discuss with each other what each person is up to. When beginning a meeting, it might be worth going round the group and saying:

- Today, I am feeling...
- I am looking forward to...
- I need help with...
- Today, I am working on...
- I am struggling with...

However, this does not have to be there to discuss work related topics, it can act as just a general catch-up where you discuss what you did the evening before, what you have been watching or cooking, etc. Please make the most of Skype, Microsoft Teams; video call and check in on your colleagues. Rather than sending an email, give them a call.

Virtual coffee morning - We encourage everyone to schedule coffee mornings and to take a break with colleagues. If you used to have a regular catch up at 9am on a Monday then why not carry on and do this over Microsoft Teams? Make use of your team chat and drop everyone a message to see if anyone is free to talk.

Strava - A running club has been set up on Strava; this is a fun way to track your activity levels, keeping yourself and each other motivated. It is for everyone; from beginners to pros; you don't even have to run, you can do gardening, workout, walk, run or cycle by yourself or with family. There will be a weekly challenge, with virtual 'badges' on offer for those who complete them. Please search for Hampshire and IOW CCGs on the Strava app or [click here](#).

Virtual book club - calling all book lovers to join our virtual book. A big thank you to Fran White, Programme Manager – STP Models of Care, GP Forward View and Personalised Care for volunteering to facilitate! If you would like to attend [please email nhccg.partnership.communications@nhs.net](mailto:nhccg.partnership.communications@nhs.net).

Dance Classes and Yoga Sessions – There are a number of dance classes and yoga sessions that you can join sessions to help stay connected and get moving. These classes offer an exciting opportunity to acquire a new skill, find a hobby and meet new people. For more information, please visit the intranet or email nhccg.healthandwellbeing@nhs.net.

Wiggle and Giggle Dance Sessions – Tina Woodcock is continuing to run her Wiggle and Giggle dance sessions every Thursday evening at 6pm. If you would like to join these sessions, please contact Tina at tina.woodcock@nhs.net who will be able to send you the

Teams invite. It is a really fun way to make you feel good, count towards your steps a day and helps you to switch off from work by concentrating on your footwork!

Mindfulness sessions - Helen Coleman, Mental Health First Aider, is facilitating a series of guided mindfulness sessions. If you would like to attend any of these sessions please email whccg.mhfa@nhs.net

Just a minute - Join in the fun and 'take just a minute' to answer some questions; this is a nice way to keep connected. If you would like to participate please follow these [instructions](#). For some inspiration, [click here](#) to see other's just a minute videos.

Mental Health First Aiders - This service is there to support staff whilst we are all working in very new and different ways and is available to everyone. Your Mental Health First Aiders are available to listen to you, support you and to help signpost you to other services if necessary. MHFA are able to speak with you using the type of communication you feel happy with – be that an email, a telephone call, a Skype call or Microsoft Teams call. For more information, please go to your intranet's wellbeing section or [click here](#).

Getting support anonymously - Sometimes it isn't easy to talk to a Mental Health First Aider, or indeed anyone, when you are feeling overwhelmed, fatigued, stressed or burnt out, especially if you are concerned about who knows. Perhaps for you **anonymity** is really important and is key to you contacting someone. Your Mental Health First Aiders all have mobile phones. If it is easier for you, **just text**, use your **personal mobile number** and **reach out via an anonymous text**. Your opening sentence needs to say 'I am texting you as a Mental Health First Aider'. We will then know and will be able to text you back and support you in the right way. Any communication with a Mental Health First Aider is confidential and if being anonymous helps you to access us, then please do text any one of us. [Contact details can be found here](#).



Mindful Health and Wellbeing Champions - The wellbeing champions ensure that, throughout the year, we are focused on staff wellbeing. We also act as a source of support for our colleagues which we can fulfil just by listening, or signposting for further advice or support if needed. Staff wellbeing is a key priority and we have wellbeing champions from around different teams and CCGs. The champions work closely with our Mental Health First Aiders (MHFA) and will signpost you to the MHFA team when appropriate.

Wellbeing champions work to:

- Inspire by modelling behaviour, exploring ideas and possibilities with a growth mind set
- Support through listening, empathy and compassion.
- Encourage wellbeing through gratitude and focus on existing skills and strengths
- Inform through information and signposting

The wellbeing champions are involved in and organise a range of activities and share resources to ensure that, throughout the year, we are focused on staff wellbeing. We also ask staff what they would like to see and have seen more people, not just our wellbeing champions, getting involved in promoting and leading activities for staff.

Lookout for the wellbeing activities we have planned and do get in touch with any of the wellbeing champions if you would like a cuppa and a chat or have any ideas of what more we can do. If you would like to get in touch with the wellbeing champions or find out more, [click here](#). Wellbeing is not something we do, it's a state of mind that helps us to live and work as happy and healthy as we can.

Proud Cloud - Spread some positivity by leaving a thank you to a team or someone in particular that has gone above and beyond. Input your nominations [here](#), this is very easy and will only take a couple of minutes.

Employee Assistance Programme (EAP) - This service is here to provide proactive, practical information and emotional support to help you to manage and reduce the impact of all life events, both at home and at work. The service is available 24/7 and is completely free and confidential. Please look on your intranet or shared Drive for more information. Alternatively, you can call 0800 783 2808 24/7 to access confidential support. **To access:** Click on this [link](#) and enter Username: HIW Password: EAP.

Support Lines - NHS England and the Samaritans have set up a support line for **ALL** NHS Staff. This support line will provide confidential listening from trained professionals and will offer specialist advice. You can access this helpline on 0300 131 7000, available from 7.00 am – 11.00 pm every day.

Experiencing bereavement and trauma - There is a dedicated team of fully qualified and trained professionals ready to help you at the NHS Bereavement & Trauma Line. This assistance is available from anywhere in the country and is provided by Hospice UK. This service available to support employees that have experienced a bereavement, whose wellbeing has been affected by witnessing traumatic deaths as part of their work or to discuss any other anxiety or emotional issues they are experiencing as a result of the Coronavirus epidemic. This service is confidential and open to you and all NHS workers and is available, seven days a week, between 8.00 am and 8.00 pm. You do not need a referral. Just call 0300 303 4434.

Stress Container Sessions - Understanding what causes us stress and taking action to manage our stress levels is a key part of looking after our wellbeing. The Stress Container can help us understand how we experience stress and how to address our stress levels. [Find out more in the Stress Container Sessions run by the Mental Health First Aiders, explore how you find your balance.](#)

COVID-19 Health Impacts: Combating Social Isolation - Check out this [guide](#) to see how COVID-19, chronic conditions and mental wellbeing are connected and key factors in addressing holistic wellbeing.

Togetherall - [Togetherall](#) is a brand new service, commissioned by our Mental Health Team, offering support to **all health and social care colleagues** across the Integrated Care System (ICS). Togetherall is an additional online mental health and wellbeing service that staff can use alongside the Employee Assistance Programme. This short video provides further information: [Member Facing Video - 2 Minute Overview](#)

Togetherall is a confidential online mental health support community that is available 24/5. It offers courses and resources and a safe place to express yourself and support each other through a forum. Register for free by visiting www.togetherall.com/joinnow/hiow.



Additional resources:

Guide to wellbeing during Coronavirus - [Practices, resources, and articles](#) for individuals, parents, educators, and health care professionals facing COVID-19.



Managers: How to support your team

Coronavirus has led to a number of changes; we are all working differently, and this will come with a number of challenges for your team. All this change can be leaving you or those around you with a range of different emotions. Below we have outline guidance and resources to help you support your team during this difficult time.

Supporting yourself

In order to support others, you need to make sure you look after yourself.

- **[Leadership Support Circles](#)**: These are a series of short, themed, online sessions based on 10 principles for leading compassionately during Covid 19. They are a space for people managers at all levels to come together, share their experiences and be heard. Circles are multi-disciplinary, interactive and provide evidence-based guidance and tools. [Click here](#) for further information.
- **[#ProjectM](#)**: A place and space for team leaders and managers to connect, share and learn together. Access peer group support for a space to share concerns and learn from other leaders.
- **[ABC Guide to Personal Resilience](#)**: As healthcare workers, we are already hugely resilient, committed and skilled. It's what we've been trained for and goes with our jobs. Yet with the uncertainty and challenges of the COVID-19 situation, it is completely normal to feel unsettled, anxious and worried. As NHS staff, we are often portrayed as heroes – and we can be. However, it's unrealistic to be heroic all the time and even heroes need help. This ABC guide is a simple set of ideas for maintaining and enhancing your personal resilience during the COVID-19 pandemic.
- **[Virgin Pulse 2021 Mental Wellbeing Toolkit](#)**: Keep mental wellbeing top of mind with these resources to help yourself and your colleagues to exercise mindfulness and build resilience.
- **[Bitesize Coaching For Our People](#)**: Bitesize Coaching is a short, focused, single 45-minute session supported by a qualified external coach to provide colleagues with the opportunity to work through a specific issue or topic to help empower you and move forward in a positive way. This can be achieved in a confidential environment where it feels safe to share vulnerabilities and issues that might otherwise inhibit progress. Our Coaches are completely independent to your organisation and anything discussed is completely confidential. It is fully funded by us and is free to all staff working in the South East in Frontline and/or Leadership roles, who are either employed by the NHS or working with an NHS funded employer delivering NHS funded care in clinical and non-clinical roles. For more information, [click here](#).
- **[Leadership Restoration Groups](#)**: The Leadership Restoration Group is aimed to support leaders to find a sense of balance in their lives. It is designed to offer safe spaces for leaders to talk openly about their experiences, feelings and concerns and find mutual support from colleagues. This group is for anyone who feels comfortable sharing in a mixed group and would be a series of stand-alone sessions, where leaders may attend one or as many sessions as they find useful.
 - To book a place on **Tuesday, 23rd February**, please complete the online form [here](#).
 - To book a place on **Tuesday, 23rd March**, please complete the online form [here](#).
 - To book your place on **Tuesday 20th April**. please complete the online form [here](#).

- **[Coaching and Mentoring:](#)** #OurNHSPeople have partnered with selected coaching companies to provide free, confidential, 1-2-1 coaching or mentoring support sessions for all NHS and social care leaders. There are three options to choose from:
 1. Coaching for any managers who are leading in the moment
 2. Coaching for senior leaders who are leading in and through the crisis
 3. Mentoring support for all leaders at all levels.

Supporting your team during a crisis

As you will know, managing a team from home is vastly different to managing a team in the office and it will require a huge shift in how you offer support and manage. Part of your team may be re-deployed elsewhere whilst others may be working from home, it is important to recognise each individual's situation. As a leader, your role is to ensure that you support and motivate your team by encouraging, communicating and managing their performance just as you would if they were in the office. Pay attention to staff, truly listen to them and hear their anxieties, stresses, and grief. It is important that you are there for your colleagues, not only by meeting their core needs but by also prioritising their wellbeing and motivation and helping them adapt to new working norms and support them through this time of heightened stress. We are in unprecedented times and no one knows for sure what will work and what will not. Please be kind to yourself; if something doesn't work, learn from it and try something else.

- **Managing resilience:** An [article](#) about managing the resilience of teams during COVID-19 from former Secretary General of the RCN. Source: Peter Carter.
- **Maintaining your team's wellbeing:** Hays have created an [info-graphic](#) to guide to help you maintain the employee wellbeing during this crisis.
- **Maintaining your team's wellbeing - 30-minute webinar** by Faculty of Medical Leadership and Management coach Dr Rachel Morris and Dr Amrita Sen Mukherjee; covering simple things leaders can do for themselves and their teams to stay well, keep calm, be resilient and maintain their effectiveness for the long haul. Source: Faculty of Medical Leadership and Management
- **[How are you feeling NHS?](#)** A toolkit to help you encourage conversation in the workplace and enable us all to talk openly and regularly about emotional health.
- **Leading during bereavement and grief:** The NHS People team have produced [guidance](#) on good leadership during bereavement and complex grief.
- **Leading through Covid-19:** The King's Fund has released [a 3-minute video](#) with Dr Sabrina Cohen-Hatton, Chief Fire Officer for West Sussex Fire and Rescue Service, on how leaders can make decisions in difficult circumstances during Covid-19. Source: The King's Fund.
- **Compassionate Leadership:** The King's Fund have also published an [article](#) highlighting the importance of compassionate leadership during COVID-19 and some simple things leaders can do. For a quick summary of the article, [click here](#). Source: The King's Fund by Suzie Bailey and Michael West. Source: The King's Fund.
- **Psychologically Informed Leadership:** The England Partnership have created a [checklist](#) for leaders to take an approach informed by the psychological and emotional needs of team members. Source: The England Partnership
- **Adaptive leadership:** To learn about adaptive leadership; a theory explaining the need to adapt in the face of complex challenges, see p171 – 173 of [The Art of Change-Making](#), a helpful compilation of leadership theory. This sets out the basic

tenets of using adaptive leadership (Ronald Heifetz), in the face of complex challenges including recognising them, managing needs for power, importance and intimacy. Source: The Art of Change-Making, the Leadership Centre: John Atkinson, Emma Loftus, John Jarvis

- **Managing change:** A series of virtual learning sessions are open to all staff and include managing change, motivating your staff, and managing psychological contracts virtually. A full list of learning sessions and how to book is available [here](#).
- **A Manager's Guide to Addressing Mental Health at Work:** Poor mental health can affect the way people think, feel, and behave. It can also have a serious impact on a person's relationships, work, and overall quality of life. Poor employee mental health can affect their performance at work, with their team and impact the workplace as a whole. That is why it is critical that employers keep the mental health and well-being of their employees' top of mind, especially now during the continued COVID-19 pandemic—a time of immense stress and anxiety. To help address mental health, Xpert HR created a [guide](#). In it, you will discover common conditions, warning signs, and considerations when speaking to an employee about mental health concerns, as well as ways to support your employees.

Supporting your team remotely

Below, we have outlined some tips and advice to help you support your team remotely.

- **Ensure employees are properly set up and prepared:** Wherever possible encourage your team to create a workspace that enables each individual to follow [Display Screen Equipment guidance](#), free from clutter and to have clearly defined working hours. Make sure you respect those hours yourself.
- **Encourage breaks:** It is easy for employees to forget to take a break or even feel guilty for doing so, so let them know it is ok to take regular breaks and encourage them to have their lunch or make a hot drink to get away from the screen throughout the day.
- **Give clear objectives:** Regularly set and review objectives for the team so that there are clear priorities and that there is a clear understanding. Accept that some objectives that were set before COVID-19 may no longer be achievable, so review and agree what is feasible.
- **Clarify roles:** Ensure everyone is clear about their role in the team and the roles of others. There must be a shared understanding of who is responsible for what.
- **Regularly plan and review:** Aim to hold weekly, if not daily, meetings to catch up with your team. Check-in and see how your team are doing and let them know that you are there. Wherever possible provide feedback on how well the team are achieving their objectives. Reviews are associated with higher levels of productivity, care quality, and staff wellbeing.
- **Keep the motivation strong:** Acknowledge that this is a difficult time, try to understand what motivates each member of your team and ask them what they need from you to stay motivated. Highlight the contributions of team members and their success; praise their hard work.

- **Promote collaboration and transparency:** Distribute authority and encourage the sharing of information. Connect team members to each other and promote teamwork.
- **Recognise individual needs:** Coronavirus will affect people in many ways so try to pay careful attention to how individuals are managing and take corresponding measures to support them if necessary. Be understanding that home workers have other responsibilities too, such as caring for children or adult relatives, and will not necessarily be instantly available. Be sensitive and flexible to each individual's situations. Where an employee has a disability or long-term health condition that requires workplace reasonable adjustments, take time to check that current working arrangements are not negatively impacting on their health, or that a lack of reasonable adjustments at home is preventing them from working effectively.
- **Promote wellbeing:** Encourage your team to openly discuss their thoughts, feelings and concerns without fear of repercussions. Promote the use of all the support available, be there to listen and point individuals to the relevant support if need be.
- **Take care of your own wellbeing:** As stress, fatigue, and uncertainty build up, you may forget to take care of yourself, please make sure you are taking breaks and looking after your own health and wellbeing. Remember the support is there for you to use as well!
- **Encourage a climate of compassion:** Encourage compassionate support for each other; listening, understanding and helping each other, checking in with each other to make sure we are ok.
- **Set up a remote co-working space:** Arrange a Teams Meeting at an agreed-up time where people can simply work quietly in each other's virtual presence. This allows team members to informally chat, share ideas, and spontaneously ask questions, the same way they would in the office.
- **Establish a weekly, open office hour:** A Teams Meeting without an agenda, and invite your entire team to ask questions and check in.
- **Managing remote workers:** From motivation, to communication, task setting and management, different people like to be managed in different ways so a [quick guide](#) has been put together that might just give you a fighting chance at this tough time to deliver what the organisation and team needs.
- **Introduction into teaming:** Useful [resource](#) for leaders of new teams or individuals.
- **Remote leadership:** Leadership lessons from Simon Bird, leadership coach and consultant in 3 formats – [snapshot](#), [article](#) and an engaging [18-minute video](#). Source: Simon Bird, Thorpebird Consulting
- **Leadership guides:** A suite of [guides and other resources](#) have been put together based on 10 evidence-based key leadership behaviours.

How to support new members in your team

Below, we have outlined tips and advice to help you support new starters.

- **Go overboard:** Have your new starter join extra team meetings so that they can get a sense of how we work. Ask them to join the meetings of other teams, so they can get to know what everyone else does and so that they can have an opportunity to see how various teams come together.

- **Create a plan:** Discuss expectations, set clear tasks and create a schedule for the first few weeks. This gives the new starter an idea of what they should be doing and lets them know what to expect.
- **Introductory team emails:** Ask your team to send the new starter an email to introduce. Ask them to provide random facts, hidden talents or things to know about themselves.
- **Introductory team meeting:** Schedule a team meeting that is specifically for introducing the new employee. Use this as an opportunity for the team to bond and have an ice breaker to warm up the conversation. Following this, ask everyone to go round and give an overview of what they do and what they are currently working on. The new starter should then give a background of where they have come from, their skills and maybe an interesting fact or hobby they have.
- **Check-in:** Plan a check-in meeting at least once a week to go over tasks, goals performance and to see how the new starter is feeling. This does not have to be formal; it can be an informal chat like a virtual coffee break.
- **Buddy/Mentor:** Assign the new employee with a buddy or mentor and encourage the buddy/mentor to give advice and to facilitating introductions to other people. This will empower the new starter to ask questions.
- **IT:** Ensure the new employee is set up with the right equipment and software. If there are any issues, work to resolve them, contact the IT Support Desk or direct the employee to the best person to speak to.
- **Induction:** book them onto the next virtual induction programme. Contact [Kate Hardy](#) for details.

Resources to help you support and lead your team

- **Supporting members of the D/deaf community:** [Guidance](#) to how you support your D/deaf colleagues during this time.
- **How Are You Guide (HAY):** A [guide](#) for NHS leaders, managers and staff to ensure team leaders have a consistent and high standard of expectation of what needs to be in place and what staff can expect from their leaders.
- **Supporting members in your team that are carers:** The [Employers for Carers \(EfC\) digital platform](#), provides line managers and HR colleagues with useful tools and interactive resources to learn how best to support working carers in the NHS. Access Code for the EfC platform is: EFC9434. The code will also be available to access via ESR. You should also share the [Carers UK Digital Resource for Carers](#); it provides staff with useful materials to support them as they balance caring responsibilities with work. Access Code for the Digital Resource for Carers platform is: DNHS9434. The code will also be available to access via ESR.
- **People Manager's Guide to Mental Health:** CIPD and Mind have teamed up and created a [guide for managers on mental health at work](#). This guide includes, what is mental health, why it matters, prevention, helping people to stay well and managing stress.
- **Mind Wellness Action Plan:** Wellness Actions Plans (WAPs) are an easy, practical way of helping you to support the mental health of your team members. Everyone can complete a Wellness Action Plan; they don't need to have a mental health problem in order to feel the benefits. It just means that you already have practical steps in place to ensure they are supported when they aren't feeling great. Mind has

[created a guide for managers or supervisors](#) who are interested in introducing WAPs to their team members.

- **[Cultural Bereavement Guidance:](#)** Understanding different bereavement practices and how our colleagues may experience grief. Supporting line manager's to manage cultural bereavements sensitively and compassionately. Leaders often manage diverse teams with limited knowledge of some of the cultural norms and rituals. This guidance is particularly important for leaders that are considering granting leave to staff who have lost loved ones, and enables line managers to have an informed conversation about the support they may need noting their responsibilities and cultural traditions.

Additional Resources:



Your mental health and wellbeing

COVID-19 has led to major changes in what we are doing, how we work and where we work. In addition to this change to the nature of your work, you may also be worried about family and friends or your finances. COVID-19 will be affecting us all in different ways; some of you may be feeling anxious or missing the office whereas others may be feeling excited. Your ability to understand and influence your emotional reactions will help during this time.

- Eat well, sleep well, and some exercise. Your physical health and mental health go hand in hand, and whilst there is heightened anxiety, it's even more important to make sure you're taking care of yourself.
- Without the patterns of going to work in the office, it can be hard to establish good boundaries between work and home. Routine can help you cope; try and stick to a set working time and structure your day. Make sure you take a lunch break; this is important and will help protect you from burn out.
- If you are feeling anxious from news and social media, please try to limit your exposure and stick to trusted information from government website and the World Health Organisation.
- Practice redirecting your attention from thoughts of worry, which are unhelpful to you and refocusing on things in your control and that you can reasonably do.
- Do not ignore or suppress your feelings; accept them and recognise that they are a normal response to this period of uncertainty.
- If you are feeling claustrophobic or trapped, regularly change the rooms you spend time in, open the windows to let in fresh air, go outside, look at the sky out of the window and breathe. This can help to give you a sense of space.
- Mix up your use of communication; make a phone call, do a video chat, do a group call.
- Don't be afraid to ask for advice and support. Communication is key; having the right support in place will enable you to be more resilient. If you are feeling stressed or overwhelmed, please speak to your colleagues and your manager. Remember, You are not alone, check-in with colleagues, express how you are feeling and take time to ask "how are you?" to your colleagues.
- If you need to take a break, please do. Find some time to allow yourself to relax.
- Focus on mental flexibility; embrace discomfort as part of the change and treat this experience as a learning opportunity.
- Ensure you are clear about your role purpose and goals and what is expected of you. If this seems too much or not enough, please speak to your line manager.

Southern Health have extended their psychological support offer to our CCGs. For more information, [click here](#).

Using mindfulness and relaxation

Dr. Emma Evans and Dr Guin Webster, clinical psychologists at Oxford Psychological Medicine Centre have produced a [PowerPoint presentation](#) to help staff to rebalance the three emotion systems: Threat, Drive and Soothing. When we are in threat mode, it is easy for activities to seem non-essential and we must pay attention to these sabotage thoughts. We need to balance our threat systems by activating and strengthening the soothing system by using mindfulness and relaxation practices.

For a more in depth explanation of our emotion systems, why we do the things that we do and ways to soothe your Threat and Drive systems and generate a sense of calm, [click here](#).

Existing mental health problems

If you already have a mental health problem, then you may be finding this time of uncertainty particularly challenging. Please be kind to yourself and allow yourself to seek support. Please speak with your mental health first aiders or the [Employee Assistance Programme](#) (enter username: HIW and password: EAP), they will be able to support you and help sign post you to additional services. For more information about the support that is available, [click here](#).

Getting support anonymously - Sometimes it isn't easy to talk to a Mental Health First Aider, or indeed anyone, when you are feeling overwhelmed, fatigued, stressed or burnt out, especially if you are concerned about who knows. Perhaps for you **anonymity** is really important and is key to you contacting someone. Your Mental Health First Aiders all have mobile phones. If it is easier for you, **just text**, use your **personal mobile number** and **reach out via an anonymous text**. Your opening sentence needs to say 'I am texting you as a Mental Health First Aider'. We will then know and will be able to text you back and support you in the right way. Any communication with a Mental Health First Aider is confidential and if being anonymous helps you to access us, then please do text any one of us. [Contact details can be found here](#).

Guide to Mental Health

CIPD and Mind have teamed up and created a [guide to mental health at work](#). This guide includes, what is mental health, why it matters, good practice, prevention and managing stress.

Self-Care September – Actions for happiness

Self-care isn't selfish, it's essential. We encourage you to be kinder to yourself (as well as others), especially when things go wrong. Self-care increases our resilience and helps us get more out of life. Take the actions in this [calendar](#) and use it as a prompt to take care of yourself.

Mind Wellness Action Plans

Wellness Actions Plans (WAPs) are an easy, practical way of helping you to support your own mental health at work. Everyone can complete a Wellness Action Plan; you don't need to have a mental health problem in order to feel the benefits. It just means that you already have practical steps in place to ensure you are supported when you aren't feeling great. Mind have created a:

- [Guide for employees](#) is for any member of staff who would like to try a WAP for themselves and introduce the idea of using WAPs to their manager or supervisor.
- [Working from home WAP](#) is designed to support staff with their mental health and wellbeing when working from home.

[Virgin Pulse 2021 Mental Wellbeing Toolkit](#)

Keep mental wellbeing top of mind with these resources to help yourself and your colleagues to exercise mindfulness and build resilience.

[Managing Mental Health During COVID-19 & Beyond](#)

Discover new and increased risk factors of mental ill-health caused by COVID-19 and expert tips for effectively supporting mental wellbeing while working from home.






[Mind: Coping with burnout](#)

For many of us working from home during the pandemic, the blurred boundaries between home and work have made it much harder to switch off and realise when we may be experiencing burnout. Follow the link above for tips for coping with burnout.

[Happiful: Grounding techniques for when anxiety strikes](#)

Anxiety has a habit of creeping up on us, winding its way into our everyday lives – especially at the moment when you may find yourself struggling more than you would do usually, or the symptoms of anxiety may be showing themselves in new ways. Whatever you're going through, Happiful have five practical grounding exercises to help you when anxiety rises.

[Additional Resources:](#)

				
Click on the icon: Taking care of your mental wellbeing during this time.	Click on the icon: Living with the pandemic if you have existing mental health problems.	Click on the icon: How to seek help for a mental health problem.	Click on the icon: Oliver Brukeman has written an article on how to cope with uncertainty and focus on things you can control.	Click on the icon: Hays Thrive: Be your best self wellbeing programme

Seasonal Affective Disorder

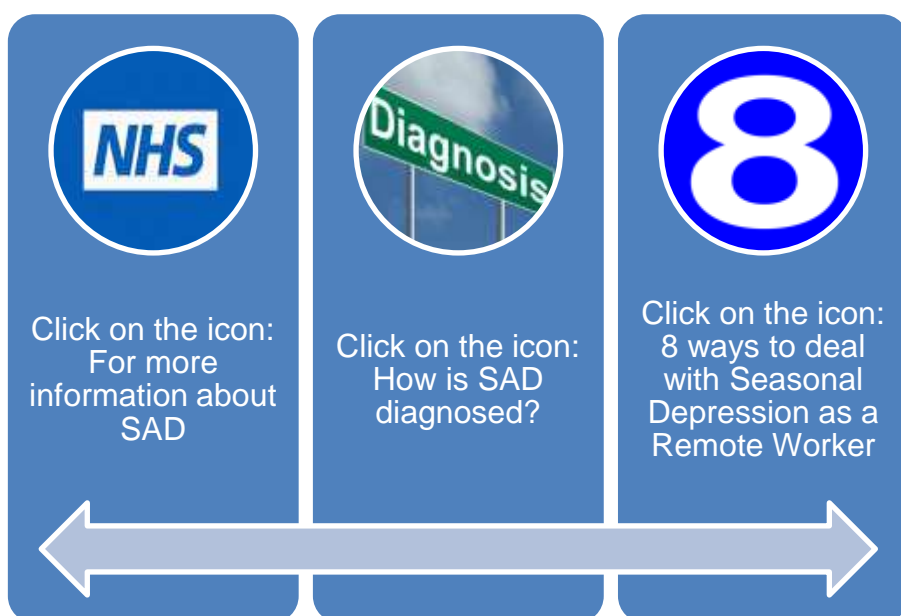
With many of us staying at home and going outside less, many of us may be feeling the effects of Seasonal affective disorder (SAD). SAD is a type of depression and is often linked to reduced exposure to sunlight. It is thought that a lack of sunlight might stop a part of the brain called the hypothalamus working properly, which may affect the productions of melatonin and serotonin and also affect the body's internal clock.

Symptoms are usually more apparent and severe during the winter because there is less hours of sunlight. However, some may have symptoms during the summer and feel better

during the winter. Symptoms of SAD can include, a persistent low mood, a loss of pleasure or interest in normal everyday activities, irritability, feelings of despair, guilt and worthlessness, feeling lethargic, sleeping for longer than normal and finding it hard to get up in the morning, craving carbohydrates and gaining weight.

If you are experiencing symptoms, try to get as much natural sunlight as possible, exercise regularly, manage your stress levels and try to reduce your screen time. If you find that you are unable to cope, please contact your GP.

Additional Resources:



Decision Fatigue

[Happiful Magazine](#) wrote an interesting article on decision fatigue. Please see below for a small excerpt.

Every day we make a number of decisions: what to wear, what to eat, which work task to tackle first, when to exercise, what TV show to watch, etc. You may not realise it, but making a decision takes quite a bit of mental energy - and too many decisions can lead to something called decision fatigue.

The bad thing about decision fatigue is that when we get burnt out making minor choices, we tend to then make hasty and not-so-great decisions regarding things that really matter -- like our career path or whether our current relationship is really working for us. So how can you minimise decision fatigue and free up your mind for the choices that truly matter? Here are three easy ways:

1. Create routines - what you're going to wear, eat, do for exercise, etc. try and stick to the same things as much as possible. Now of course, if choosing an outfit or fixing a fun lunch is the highlight of your day, go for it. But if it's not that important, then come up with a rotation of outfits, meals, and exercises and cycle through them.

2. Set your schedule. - Instead of deciding throughout the day what tasks you'll work on, create a schedule the night before so you wake up on a mission. This way you can easily move from project to project without pausing to decide on what to do next.

3. Set a limit on browsing. - When it comes to buying online, there are so many options it can feel like your brain's going to explode! Instead of scrolling through all 100 pages of search results for a birthday card or new vacuum, set a time or page limit and make yourself pick something within those limits.

While it may feel like you're slacking if you don't come up with a gorgeous outfit every morning or spend days searching for the perfect new ottoman, trust us -- the less mental energy you spend on little decisions, the easier it will be to make those BIG decisions.

Physical wellbeing

Your physical health has a big impact on how you are feeling emotionally and mentally, so it is important to stay active – even if you don't normally work out, now is a good time to start! Even small bits of activity during the day can make a difference. During this difficult time, it can be easy to forget your basic needs and fall into unhealthy patterns of behaviour. Try to actively focus on your health and try eating well-balanced meals, drinking enough water (2L a day), and exercise.



Exercise

If you do choose to exercise outside, please be careful not to touch your face and to keep the recommended 2 metres away from others. If you are staying at home, you may find the [NHS Fitness Studio](#) useful; there are a number of different exercise videos and podcasts available. There are also many videos on YouTube that you can use to exercise. Many yoga and fitness classes are now being run online; you could go to a 'virtual class' with your friends. This has the added benefit of keeping connected with people.

Want to run but not sure how? [Try couch to 5K](#); this is a programme perfect for those new to running and need some extra support and motivation along the way.

Walking: Walking can offer many health benefits to people of all ages and fitness levels, it's free to do and easy to fit into your daily routine. All you need to start walking is a sturdy pair of walking shoes. Here are some of the benefits:

- Brain: just two hours of walking a week can reduce your risk of stroke by 30%
- Memory: 40 minutes three times a week protects the brain region associated with planning and memory
- Mood: 30 minutes a day can reduce symptoms of depression by 36%
- Health: Logging 3,500 steps a day lowers your risk of diabetes by 29%
- Longevity: 75 minutes a week of brisk walking can add almost two years to your life
- Heart: 30 to 60 minutes most days of the week drastically lowers your risk of heart disease
- Bones: four hours a week can reduce the risk of hip fractures by up to 43%
- Weight: A daily one hour walk can cut your risk of obesity in half

Take care of your eyes

When at your laptop, don't forget to take care of your eyes try to take regular screen breaks (try the 20-20-20 rule - the rule says that for every 20 minutes spent looking at a screen, a person should look at something 20 feet away for 20 seconds) and stretch throughout the day. For examples of stretch exercises, please take a look at our [Sitting Exercise Guide](#).



Unhealthy drinking habits

If you're worried about your own or someone else's drinking, you can call Drinkline; this is a free national alcohol helpline that you can call in complete confidence. Call 0300 123 1110 (weekdays 9.00 am to 8.00 pm, weekends 11.00 am to 4.00pm).

Sleep

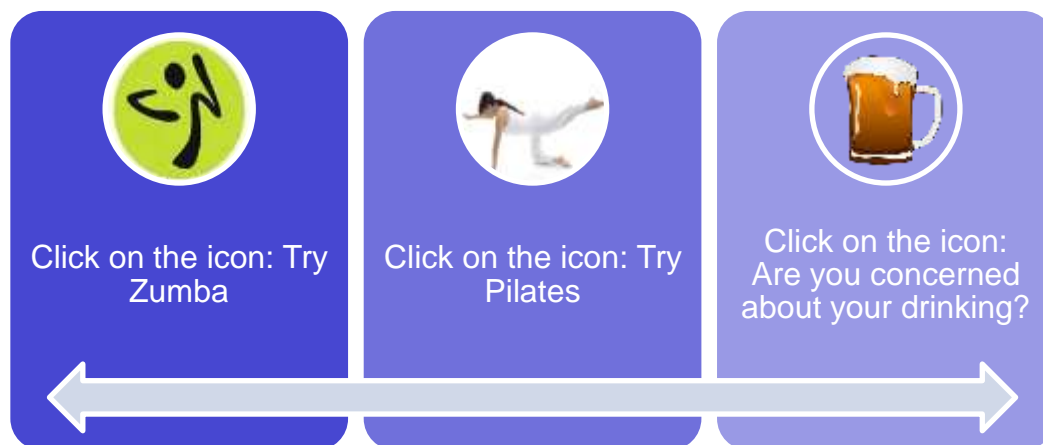
Look after your sleep and have a nightly routine - don't forget to log off and try to separate your working day from the evening before you wind down and get ready for bed. Spend at least an hour winding down from your day with the television or the internet turned off and unwind with a warm bath or maybe a book.



Working from home – your health check-up

Posturite have created an [info-graphic](#) to guide you through a health check-up on the set-up of your work area and habits. It offers tips and advice to improve comfort and productivity at home. You'll find that the check-up is broken down into three sections: physical health, mental health and external environment.

Additional Resources:



Menopause in the Workplace

FACT:

- ❖ 3 out of 5 (59%) working women between the ages of 45 and 55, who are experiencing menopausal symptoms, say that it has a negative impact on them at work.
- ❖ Women over the age of 50 are the fastest growing group in the workforce
- ❖ Nearly 8 out of 10 of all menopausal women are in work
- ❖ 3 out of 4 women experience symptoms
- ❖ 1 in 4 could experience serious symptoms
- ❖ 1 in 3 of the workforce will soon be over the age of 50.
- ❖ State retirement age for women in 2020 is 66 years.

So what is the menopause? What is perimenopause?

- Natural stage of life for women, usually late 40s/early 50s
- For many, symptoms last about 4 years but can last up to 12 years

- Part of process includes 'perimenopause' when a woman's body starts to change – usually begins mid 40s
- Early menopause (1 in 20 women) – Linked to certain medical conditions and health treatment
- One in a 100 women experience menopause before age 40

What are the symptoms?

- Difficulty sleeping and night sweats
- Feeling tired and lacking energy
- Mood swings
- Feeling anxious and panic attacks
- Hot flushes
- Struggling to remember things, concentrate, focus
- Noticeable heartbeats, palpitations
- Skin irritation
- Taking longer to recover from illness
- Irregular periods which can become heavier
- Aches and pains including muscle and joint stiffness
- Urinary problems
- Headache including migraines
- Weight gain
- Dry eyes

These are the most common symptoms but this list is not exhaustive as there can be up to 30 different symptoms; click here for more information. Not every woman will have every symptom. So whilst we appreciate that symptoms will vary from person to person, we also need to appreciate that individual symptoms can range from very mild to severe.

What do we all need to know about menopause in the workplace?

For the member of staff experiencing symptoms:

- It can be a difficult and stressful time
- A very sensitive and personal matter

For the employer:

- It is a staff health and wellbeing concern
- A matter needing particularly careful handling due to risk of sex, disability or age discrimination and potential health and safety issues

DO	DON'T
Do brush up on the facts	Don't make assumptions
Do ask people how they are	Don't break confidentiality
Do keep an open mind and be flexible	Don't be embarrassed
Do make adjustments	Don't offer medical advice

What could happen if a woman did not get the right type of help and support?

It is increasingly likely that the effects of the menopause could lead to women:

- Feeling ill
- Losing confidence in their ability to do their job
- Suffering from mental health conditions such as stress, anxiety and depression
- Leaving their job

What can we do, as employers, to support female staff experiencing perimenopause and menopause symptoms in the workplace?

- More awareness raising?
- Provide clear information on how women can get help and support?
- Training for managers?
- Develop a policy?
- Set up menopause support group?
- Introduce Menopause Champions?
- Tackle unwanted comments, jokes, banter?
- Flexible working arrangements?
- What else?

Help, support and resources:

- Occupational Health
- Employee Assistance Programme
- Your General Practitioner
- www.nhs.uk
- <http://www.nhs.uk/conditions/menopause/>
- <http://www.womens-health-concern.org/>
- <https://thebms.org.uk/>
- www.talkingmenopause.co.uk
- <https://menopausesupport.co.uk/>
- <http://www.menopausematters.co.uk/>
- <https://archive.acas.org.uk/menopause>
- <https://www.unison.org.uk/content/uploads/2013/08/Briefings-and-CircularsMenopause-Factsheet2.pdf>
- <https://menopauseintheworkplace.co.uk/articles/working-from-home-can-it-impact-on-menopause/>
- Bite-sized recorded sessions all around the menopause:
<https://henpicked.net/category/menopause-hub/videos/>
- [Podcast](#) with Jackie Lynch, a registered nutritional therapist, about her book, The Happy Menopause. It's all about how nutrition and lifestyle changes can radically impact the experience of menopause.

Financial wellbeing

The Coronavirus pandemic may be affecting your financial situation. If you are feeling worried, need help or are struggling to manage, please know that there is support available for you and your family. You may want to avoid the situation but it is important to understand that there is support available to you. Below, we have outlined support should you find yourself struggling financially.

Employee Assistance Programme (EAP) - This service is here to provide proactive, practical information and emotional support to help you to manage and reduce the impact of all life events, both at home and at work. The service is available 24/7 and is completely free and confidential. Please look on your intranet, staff newsletter or shared drive. Alternatively, you can call 0800 783 2808 24/7 to access confidential support. **To access:** [Employee Assistance Programme](#) and enter username: HIW and password: EAP.

Citizens Advice - Citizens Advice is an independent national service that offers confidential and impartial advice for free. Citizens Advice counsellors can advise on a wide range of issues, including, benefits, debt, money, work, housing, family, law, immigration and health. To use this service please click [here](#) and fill in a short form, you will then receive a confirmation email and a dedicated call back within 5-days.

Money Saving Expert – You may be worrying about paying your mortgage, rent and other bills. This [guide](#) has pulled together advice and the support available.

National Debt Line – The National Debt Line have produced a factsheet with financial advice and support during the on-going pandemic; this includes information on redundancy, benefits, insurance, tax and other benefits like food parcels, grants and school lunches. To access this document, [click here](#).

Step Change - [Step Change](#) provide free advice and practical solutions on debt and how it affects you.

Tax Relief – Many people have asked whether they could get compensation for working at home. The government does offer tax relief on some of your bills. For more information on how to get tax relief, [click here](#).

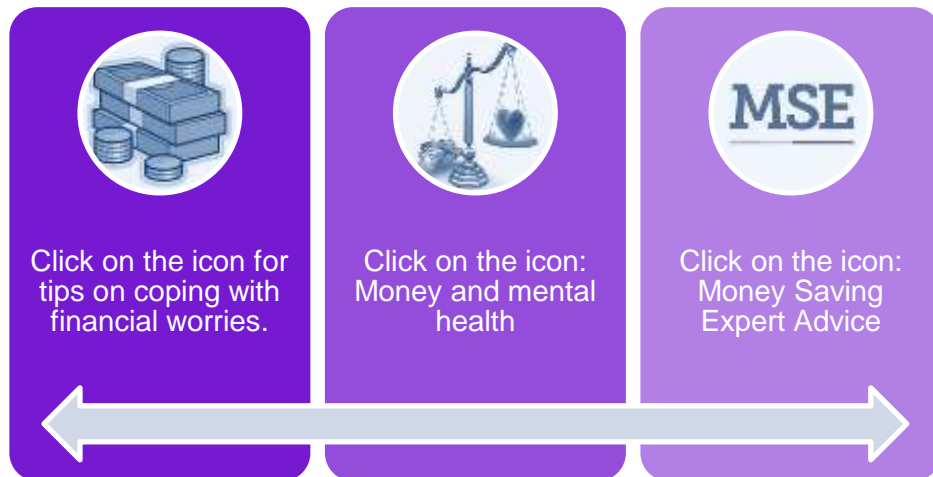
Council Tax Bill and local assistance scheme- If you are having difficulties making payments, contact your council and they will be able to discuss a payment plan and offer advice. There are also local assistance schemes which may be of help to you, please look on your local council website for more information.

Scams – Please remain vigilant of criminals who are exploiting the pandemic by preying on vulnerable members of the public. Be wary when parting with your money and contact your bank if you think you have fallen for a scam. The CCG Partnership has a nominated specialist dealing with both fraud and security management issues: Colin Edwards. Colin works for the Fraud and Security Management Service and can be contacted at colin.edwards1@nhs.net or on 07881 954851. Reports of any security incident or suspicion of fraud should be made, in confidence, to Colin. Further information on fraud and security can be found on the team's website: <https://nhsfraudandsecurity.co.uk>

[Mind: Money and Mental Health](#)

If you are experiencing poor mental health it can make managing money harder and worrying about money can make your mental health worse. It can start to feel like a vicious cycle. Plus, we know that the impact of coronavirus is causing financial worries for many people. Follow the link above for more information or [click here](#) for practical tips on managing your money and improving your mental health.

Additional Resources:



Other available resources

NHS Employers: A large collection of support resources for all NHS staff presented on one page. [Click here](#) to view.

How to cope with uncertainty: The Guardian has produced a short article relating to a change and how to stay calm during this difficult time. Please [click here](#) to access the article.

NHS offers and discounts - There are discounts and priority shopping times available to NHS staff to ensure we can access essential items and to say thank you. Here are some pages that are updated regularly with the latest offers and discounts available:

- <https://www.england.nhs.uk/coronavirus/nhs-staff-offers/>
- <https://www.moneysavingexpert.com/deals/deals-hunter/2020/03/nhs-discounts-and-freebies/>
- <https://www.nhsemployers.org/news/2020/04/national-discounts-for-nhs-workers>
- <https://www.bluelightcard.co.uk/nhsdiscounts.php>

Wellbeing posters - The Intensive Care Society has created [downloadable posters](#) containing tips for self-care, how to manage personal wellbeing, how to improve the workplace and when to ask for help.

1. Advice for sustaining staff wellbeing in critical care during and beyond COVID-19
2. Self-care during COVID-19
3. Am I OK?
4. Understanding psychological wellbeing at work and the impact of reduced wellbeing
5. How to approach self-care
6. Improving our workspace
7. Managing your wellbeing

COVID-19 Fatigue: An [article](#) looking at how Coronavirus is taking a toll on healthcare workers and tips during this time. Source: Clare Gerada and Caroline Walker for the BMJ Opinion

Happiful Magazine: A [magazine](#) focused on creating a healthier, happier, more sustainable society. The magazine provides informative, inspiring and topical stories about mental health and wellbeing and looking after yourself.

Liggy Webb Complimentary Trial Digital Books: The titles in this [free trial set](#) are all related to developing personal power. This involves a range of skills that support mental and physical health to boost energy, confidence and overall wellbeing:

- Burnout
- Healthy Eating
- Menopause
- Mental Health
- Positive Mindset
- Relaxation
- Resilience
- Sleep Well
- Wellbeing
- Winter Wellbeing

Hays guide: This [guide](#) offers tips on maintaining your team's wellbeing remotely.

Our People NHS Introduction to Health and Wellbeing Conversations: NHS England and NHS Improvement have developed this [guide](#) with the aim to clarify what a health and wellbeing conversation is and isn't, provide implementation advice and support especially given COVID-19, recovery and winter pressure and to highlight further advice that will be available for those facilitating the conversations.

Mind Wellness Action Plans

Wellness Actions Plans (WAPs) are an easy, practical way of helping you to support your own mental health at work. Everyone can complete a Wellness Action Plan; you don't need to have a mental health problem in order to feel the benefits. It just means that you already have practical steps in place to ensure you are supported when you aren't feeling great. Mind have created a:

- [Guide for employees](#) is for any member of staff who would like to try a WAP for themselves and introduce the idea of using WAPs to their manager or supervisor.
- [Working from home WAP](#) is designed to support staff with their mental health and wellbeing when working from home.
- [Guide for line managers](#) is for managers or supervisors who are interested in introducing WAPs to their team members.

Is there more we can do to support you?

We hope you have found this toolkit useful, please send us your feedback and if you feel like there is more we can do or have an idea that may help others, please let us know! Send your suggestions to nhccg.healthandwellbeing@nhs.net.

Final note: Please remember, your health and wellbeing is important and so, if you are feeling stressed, tired or overwhelmed please do speak to your colleagues, your manager, mental health first aiders, Samaritan helpline or make use of your [Employee Assistance Programme](#) (enter username: HIW and password: EAP). Reach out to your colleagues if you think they are feeling low or need someone to talk to. During this difficult time, let us all try and be there for one another.