

## Arrangements to support Staff Mental Health & Wellbeing

### Introduction

A programme of staff support has been / is being developed in response to the COVID-19 pandemic. Some support is targeted for staff particular to their roles and some of the support is available for all.

### Staff Relaxation & Recuperation (R&R) Hubs

Staff R&R Hubs will open on week commencing 30<sup>th</sup> March at the campuses of Queen Elizabeth University Hospital, Glasgow Royal Infirmary, Royal Alexandra Hospital and Inverclyde Royal Hospital. Additional hubs are being planned for Gartnavel General Hospital and Vale of Leven Hospital.

The aim in creating these hubs is to give members of staff the space to relax and recuperate away from their clinical work environments. We are drawing upon emerging learning from China ([https://www.thelancet.com/journals/lanpsy/article/PIIS2215-0366\(20\)30078-X/fulltext](https://www.thelancet.com/journals/lanpsy/article/PIIS2215-0366(20)30078-X/fulltext)) where hospital clinicians working directly with the impact of COVID-19 have been benefiting significantly from relaxation and recuperation facilities which support them to cope better with the significant extra demands being placed on them and enables mental and physical recovery for their next shift, as well as identifying those needing signposting to further help. It is also convenient to provide a location to disseminate safe, factual and trusted information to staff.

The basic principles for each R&R Hub are:

1. 3 different spaces in each Hub: **Café Space** for eating and drinking, **Active Space** with games and possibly gym equipment, **Quiet Space** for Relax/Reflection.
2. Open to all members of staff and open 24/7.
3. Spaces will be large enough to accommodate social distancing of users.
4. All other routines to reduce infection risk will be followed.
6. Message Boards will be available in the Café Space and Quiet Space for people to add their thoughts, reflections and comments.
7. Information boards will have latest info for everyone, or how to access latest info.

The R&R Hubs will be places that enable peer support between members of staff and in addition trained staff will be present to provide basic needs support in the hubs 24/7. Information about Psychological First Aid support and other more specific support available for staff will be made available in the hubs to ensure all support is joined up.

### Acute Psychology Staff Support Service (APSSS)

For hospital-based staff wishing to access psychological first aid as a result of their challenging work circumstances APSSS have developed an online provision using *Attend Anywhere* Technology to start week commencing 1<sup>st</sup> April.

The service provides a 30 minute telephone or 'Attend Anywhere' video based session (accessible via most smart phones, tablets and computers with a webcam & mic), delivered by qualified Clinical Psychologists who work routinely in Acute settings, embedded in various Acute MDT's.

The sessions will promote staff skills in self-care, maintaining resilience, positive coping and encouraging existing good practice; as we appreciate many staff members/MDT's may already have

in place helpful processes for support, which may only need to be reinforced or supplemented during this time.

This support is based on the principles of Psychological First Aid (PFA), which is internationally recognised as the most appropriate form of support to be provided to frontline staff at this stage in the management of such circumstances/events.



The service has been set up specifically to enhance staff wellbeing during the COVID-19 outbreak. Although delivered by Acute Psychologists, it is connected to the GGC Occupational Health department structures in order to document staff contact with the service and enable follow-up.

This is in line with proposals around longer-term staff support, highlighting the need for later screening (after a period of 2-3 months) and subsequent matching of staff to appropriate psychological treatment interventions, where indicated

#### ***How to access -***

APSSS sessions can be booked by calling **0141 277 7623**. The phone line will be open between 8am - 5pm. Out-with these times, staff can leave an answer machine message requesting an appointment. Sessions will be offered between the hours of 7am – 10pm weekdays and there will be some availability for weekend sessions.

#### **COVID-19 Staff Support Line for all Health and Social Care Staff**

All health and social care staff across the whole of Greater Glasgow and Clyde geographical area now have access to the COVID-19 confidential Staff Support line.

Greater Glasgow and Clyde's COVID-19 Staff Support Line has been developed to respond to the emotional needs that staff may have at this time. This is a worrying time for all of us especially health and social care staff.

Open between the hours of 8am and 6pm Monday to Friday the line is staffed by Clinical Psychologists and Psychological Therapists offering emotional and psychological support. They particularly recognise that it is okay not to feel okay at this time. Worry, stress, anger and / or sadness are all to be expected.

Access: COVID-19 Staff Support Line Telephone 0141 303 8968

#### **Occupational Health Counselling Service**

The Occupational Health service is providing support for staff who have any queries about their physical and mental health in relation to their fitness to work. The phone lines are open between 8am and 6pm Monday to Friday. Maintenance of health and wellbeing is of paramount importance to our staff.

The Occupational Health counsellors are supporting staff that would benefit from a 'listening ear' interaction. This is available during the above times via the Occupational Health phone number of 0141 201 0600. Additionally the Counselling staff will be providing input to the COVID-19 Staff Support Line. The team are also continuing to work with existing cases where ongoing necessary interventions are required where risk and vulnerability have been identified.

### **Chaplaincy Service**

In response to the COVID-19 crisis the NHSGGC Chaplaincy Service has now started a 7 day telephone service for patients, relatives and staff to call between the hours of 9am to 10pm. In the days and weeks to come the service will focus increasingly on supporting people through bereavement and loss.

The service is accessed via the main NHSGGC switchboard and asking for the Chaplain on call. Most chapels and sanctuaries will remain open as normal. These spaces are available for everyone, religious or not, to use during this time.

### **Going Home Checklist**

The *Going Home Checklist* has been gaining traction with staff in many NHS Boards and Trusts across the UK and has been growing in use in a number of ward areas in NHSGGC. The feedback from staff has been extremely positive and the use of the checklist will now be widened across all NHSGGC.

### **Mindfulness Based Stress Reduction (MBSR)**

The aim is to support resilience and reduce stress levels amongst staff by moving existing MBSR drop-in sessions to an online platform, and by providing online resources for staff to access.

MBSR drop-in sessions will now be delivered by our network of experienced Mindfulness tutors using the Mindfulness Scotland Zoom account, free to our health and social care staff.

Before the current situation, drop-ins were delivered to MBSR alumni three times per week. We aim to increase these to weekly 1 hour sessions and move to an online platform. This could be increased according to demand. We will offer these 'drop in' sessions for alumni of the 8 week MBSR course that has been offered in NHSGGC for over 5 years.

Additional online resources:

- The [A Healthier Place to Work](#)'s web pages on [Mindfulness](#) have listed useful resources, and the [Healthy Mind](#) pages lists sources of self-directed mental wellbeing support for staff.
- The NHS GG&C Mindfulness app can be used free of charge to share information and practices in a blended approach on an ongoing basis to support staff.
- A series of 10 minute 'getting started' online videos are in development to guide staff through basic Mindfulness practices, helpful to those with little or no Mindfulness experience.

Access:

Mindfulness support will be promoted to all staff via Core Brief and via postings on NHSGGC's [A Healthier Place to Work](#) website. Line managers, Occupational Health staff, Union colleagues and Human Resources colleagues will be encouraged to promote to staff, especially those in most need of support, and the existing network of 300 MBSR alumni will be contacted by email to engage them in continuing practice.

## Money & Debt Advice

The following link is being promoted amongst staff as a source of money and debt advice:

[www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you](http://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you)

For information and support that is local regarding money advice or a range of other health and wellbeing topics the NHSGGC Health and Wellbeing Directory is available:

<http://infodir.nhsggc.org.uk/Home/Directory>

For information about local food banks:

<https://www.trusselltrust.org/coronavirus-food-banks/>

The Support and Information Services provide a friendly and confidential place for patients, families and staff to access health, wellbeing and financial support. They can assist with emergency food, fuel and money concerns, as well as information and referral to a wide range of community services such as carers, money and debt advice.

The service can be contacted via email or telephone and also has drop-in facilities within the main atriums of the following hospitals:

- Queen Elizabeth University Hospital & Royal Hospital for Children
- Glasgow Royal Infirmary
- Victoria Hospital
- Stobhill Hospital
- Royal Alexandra Hospital.

Telephone: 0141 452 238 or Email: [sis@ggc.scot.nhs.uk](mailto:sis@ggc.scot.nhs.uk)

[www.nhsggc.org.uk/sis](http://www.nhsggc.org.uk/sis)