

# Health & Wellbeing Information for Care Staff



This pack aims to provide some advice, tips and tools on how to manage stress and wellbeing.

The situation the world is dealing with regarding Covid-19 is unprecedented and it is only natural that staff and those close to them may be feeling anxious and disorientated.

We recognise that the jobs that you do make a massive difference to someone's life. Whilst this can be rewarding it can also be emotionally challenging.

It is normal to feel stressed or anxious during this difficult time so we would like to share some resources which you can use if you feel like you need some help, support or advice.

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# MANAGING EMOTIONS

It is important to gain some understanding of how to cope with your emotional response to Covid-19.

This is a simple set of solutions from Walker and Gerada (2020) which can be used by everyone.

(See opposite)



FEELING ANXIOUS, OVERWHELMED & UNCERTAIN? PLANT BOTH FEET ON THE GROUND, TAKE A FEW DEEP BREATHS & THINK ABOUT WHAT YOU DO KNOW & WHAT YOU CAN DO TODAY.



IF YOU ARE FEELING GUILTY, IT IS BECAUSE YOU ARE COMPASSIONATE & CARING PERSON & SIMPLY WANT TO HELP. REMEMBER WE ARE ALL DOING OUR BIT, NO MATTER HOW SMALL & NO MATTER WHAT IT IS WE DO.



IF YOU ARE FEELING GRIEF, TRY TO RIDE THE WAVES OF EMOTION, EXPRESS THEM SAFELY, BE PATIENT AND KIND TO YOURSELF, THIS WILL LIKELY TAKE MANY MONTHS TO PASS.



IF YOU ARE FEELING TRAUMATISED, CONNECT WITH YOUR LOVED ONES MORE OFTEN, TRY NOT TO AVOID FEARFUL SITUATIONS. REMEMBER THIS IS NORMAL & WILL LIKELY PASS QUITE SOON & LIMIT YOUR LESS HEALTHY COPING BEHAVIOURS (SUCH AS EXCESSIVE USE OF ALCOHOL).

# SYMPTOMS OF STRESS

Everyone reacts differently to stressful situations. However, pressure, fear and anxiety can be overwhelming and cause strong emotions.

If any of the emotions to the right apply to you; click on the links highlighted opposite and/or speak to a trusted colleague or line Manager.

If you are feeling emotionally exhausted, tearful, overwhelmed or flat your GP or local mental health services may also be able to help if you need more urgent support.

In addition, please watch this short video on coping with stress:

<https://vimeo.com/403652723>

Click [Here](#)



## [INSOMNIA](#)



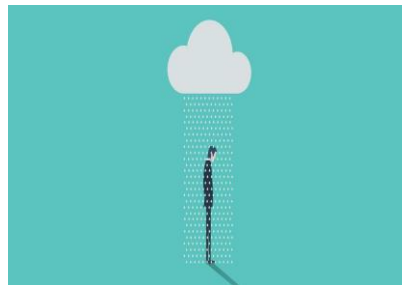
## [ANXIETY](#)



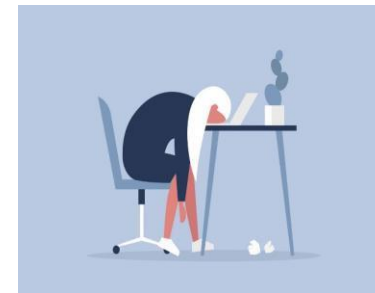
## [STRESS](#)



## [DEPRESSION](#)



## [BURNOUT](#)



## [FATIGUE / IRRITABLE](#)



## HOW TO MANAGE FEELINGS

A useful way of thinking about this is the – Control-Influence-Accept model.

Some situations:

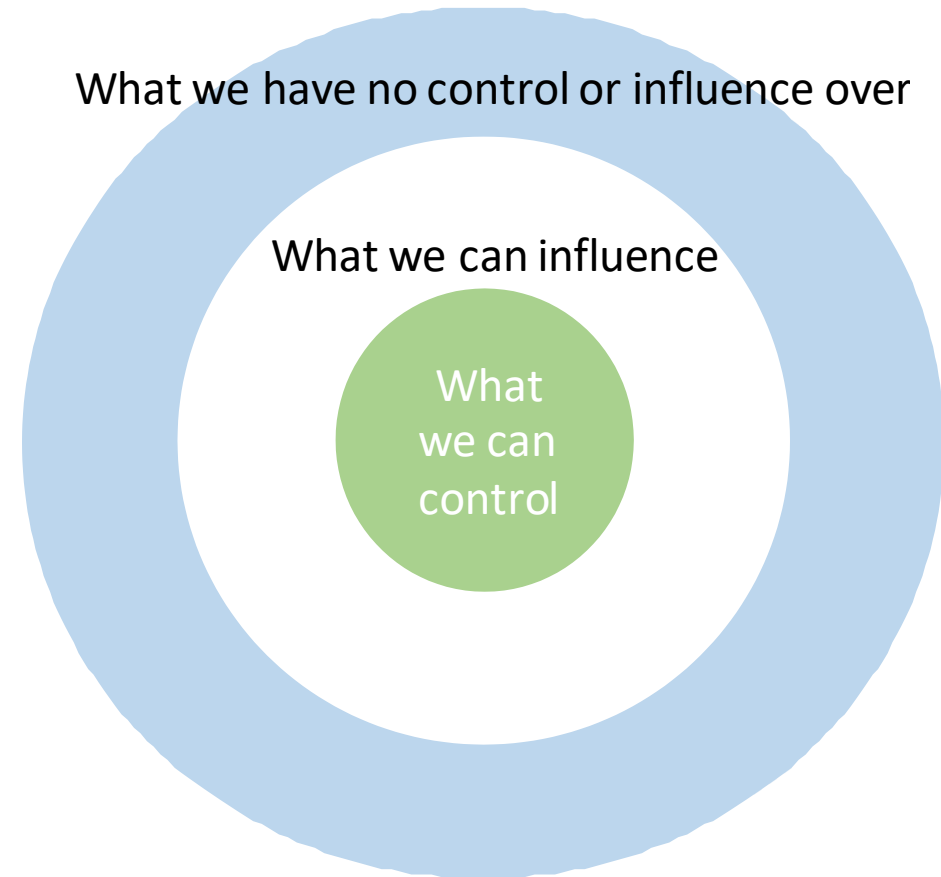
- You can control
- You can influence
- You can't control

In the case, where you have no control then acceptance is the most helpful stance.

It doesn't mean you like the situation or haven't tried your best. But it allows you to free up mental and emotional resources.

Accepting and focusing on what you can control can give you the strength to move on and support the next patient and/or family member.

## CONTROL, INFLUENCE OR ACCEPT?



# DEALING WITH BEREAVEMENT

A helpful framework to help you to prepare to give unwelcome news to families can be found [here](https://portal.e-lfh.org.uk/LearningContent/LaunchFileForGuestAccess/611123).

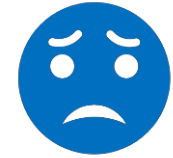
<https://portal.e-lfh.org.uk/LearningContent/LaunchFileForGuestAccess/611123>



## ADVICE ON COPING WITH THE DEATH OF A PATIENT



DISCUSS & REFLECT  
WITH MENTOR OR COLLEAGUE



TALK ABOUT FEELINGS  
WITH MENTOR, COLLEAGUE  
OR FRIEND



ACKNOWLEDGE YOUR FEELINGS, IT'S  
NORMAL TO FEEL SAD OR TO WONDER  
WHAT ELSE YOU COULD HAVE DONE



BE KIND TO  
YOURSELF

## FREE ONLINE SUPPORT FOR FRONT LINE STAFF

Bitesize stress management for healthcare professionals.

Care home staff affected by COVID-19 and in need of support can access these services free of charge:



FREE SHORT DAILY STRESS MANAGEMENT CLINICS ON ZOOM. EASY TO ACCESS, QUICK MINDFULNESS STRESS-BUSTERS AND CONFIDENTIAL DISCUSSION. CLICK [HERE](#) or go to [www.covidcalm.org](http://www.covidcalm.org)



CARE HOME STAFF DIRECTLY AFFECTED BY COVID-19 AND IN NEED OF SUPPORT CAN ACCESS THIS SERVICE FOR FREE. IT'S QUICK, EASY AND ABSOLUTELY FREE OF CHARGE. CLICK [HERE](#) or go to [www.frontline19.com](http://www.frontline19.com)



FREE TEXT MESSAGING SUPPORT SERVICE. STAFF CAN SEND A MESSAGE WITH '**FRONTLINE**' TO **85258** TO START A CONVERSATION. IS A PLACE TO GO IF YOU ARE STRUGGLING TO COPE AND NEED HELP. CLICK [HERE](#) or go to [www.giveusashout.org](http://www.giveusashout.org)



CONVERSATIONS WITH CARE HOMES IS A VIDEO SERIES BY HOME LIFE ENGLAND WITH USEFUL TIPS. CLICK [HERE](#) or go to <https://www.youtube.com/channel/UCYheZELcTrekqk3k0FSAS6g/>

# KEEP INFORMED – AVAILABLE SOURCES OF INFORMATION

A wealth of information on coronavirus and wellbeing can be found at these websites.



INFORMATION & GUIDANCE ON CORONAVIRUS & YOUR WELLBEING FROM MIND, THE MENTAL HEALTH CHARITY

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#collapse26f6e>



LIVING WITH WORRY AND ANXIETY AMIDST GLOBAL UNCERTAINTY. A GUIDE TO HELP YOU MANAGE ANXIETY

<https://www.psychologytools.com/articles/free-guide-to-living-with-worry-and-anxiety-amidst-global-uncertainty/?highlight=GUIDE%20TO%20LIVING%20WITH%20>



SUPPORT EMPLOYERS TO DELIVER WHAT THE PEOPLE THEY SUPPORT NEED. THEY DO THIS BY HELPING EMPLOYERS GET THE BEST FROM THEIR MOST VALUABLE RESOURCE – THEIR PEOPLE

<https://www.skillsforcare.org.uk/Leadership-management/managing-people/resilience/Building-resilience.aspx>



GENERAL ADVICE FOR MANAGERS TO SUPPORT WELLBEING OF STAFF

<https://www.local.gov.uk/our-support/workforce-and-hr-support/wellbeing>  
ADDITIONAL ADVICE <https://local.gov.uk/our-support/workforce-and-hr-support/wellbeing/wellbeing-front-line-staff>



HELP FOR HEROES HAVE DEVELOPED A PSYCHOLOGICAL RESOURCE FOR HEALTHCARE STAFF – A FIELD GUIDE TO SELF- CARE

<https://www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/a-field-guide-to-self-care/mind/>



# TAKE SOME TIME OUT!

Promote health and wellbeing by taking time out to take care for yourself:

- Take regular breaks during the day
- Take annual leave if you can
- Eat well and stay hydrated
- Connect with others
- Be active



NOT SURE IF MINDFULNESS IS FOR YOU? THEN WATCH THIS TED TALK FROM HEADSPACE CO-FOUNDER ANDY PUDDICOMBE  
[www.ted.com/talks/andy\\_puddicombe\\_all\\_it\\_takes\\_is\\_10\\_mindful\\_minutes?referrer=playlist-the\\_importance\\_of\\_self\\_care](https://www.ted.com/talks/andy_puddicombe_all_it_takes_is_10_mindful_minutes?referrer=playlist-the_importance_of_self_care)



POPULAR PE LESSONS WITH JOE WICKS. STREAMED LIVE EVERY WEEKDAY MORNING AT 9AM. JOIN IN THE FUN!

[www.youtube.com/channel/UCaxW1XT0iEJo0TYIRfn6rYQ](https://www.youtube.com/channel/UCaxW1XT0iEJo0TYIRfn6rYQ)



YOGA WITH ADRIENNE: DAILY YOGA ROUTINES TO AID RELAXATION. FREE VIA YOUTUBE

[www.youtube.com/watch?v=-jhKVdZOJM](https://www.youtube.com/watch?v=-jhKVdZOJM)



BEDTIME MEDITATION VIDEO: A SEQUENCE OF MINDFULNESS & MEDITATION TECHNIQUES IN THIS HOME WORKOUT VIDEO

[www.nhs.uk/conditions/nhs-fitness-studio/bedtime-meditation/](https://www.nhs.uk/conditions/nhs-fitness-studio/bedtime-meditation/)

# FREE APPS TO PROMOTE HEALTH AND WELLBEING



WE HAVE EXPERT ADVICE AND PRACTICAL TIPS TO HELP YOU LOOK AFTER YOUR MENTAL HEALTH AND WELLBEING.

<https://www.nhs.uk/oneyou/every-mind-matters/>



JUST BREATHE: PAUSE FOR A MINUTE AND TRY BREATH TRAINING

<https://appfinder.orchac.co.uk/review/186811/>



SIDEKICK: ENGAGE IN HEALTH-IMPROVING TASKS AND EXERCISES

<https://appfinder.orchac.co.uk/review/273615/>



WORLD WALKING: EXPLORE AN AMAZING WORLD WHILST TAKING SOME EXERCISE!

<https://appfinder.orchac.co.uk/review/179738/>



HEADSPACE: LOOK AT THE SECTION ON WEATHERING THE STORM, OR TRY THE BASICS COURSE. 2 WEEK FREE TRIAL

[www.headspace.com/meditation-101/what-is-meditation](http://www.headspace.com/meditation-101/what-is-meditation)

# E-LEARNING FOR HEALTHCARE



E-LEARNING FOR HEALTHCARE: IS NOW AVAILABLE TO CARE HOME STAFF. INDIVIDUALS CAN REGISTER AND CREATE THEIR OWN LEARNING RECORD.

[www.e-lfh.org.uk/](http://www.e-lfh.org.uk/)



IHASCO HAVE KINDLY DONATED FREE STRESS AND MENTAL AWARENESS TRAINING FOR ALL CARE HOME STAFF IN THE SOUTH EAST.

STRESS AWARENESS & MANAGEMENT TRAINING

Complete your training: <https://app.ihasco.co.uk/NHS-South-East>

Find out more about the course:

<https://www.ihasco.co.uk/courses/detail/stress-awareness>

MENTAL HEALTH AWARENESS TRAINING

Complete your training:

<https://app.ihasco.co.uk/NHS-South-East>

Find out more about the course:

<https://www.ihasco.co.uk/courses/detail/mental-health-awareness-training>



# MIDLANDS MENTAL HEALTH CRISIS HELPLINES



- ❑ Birmingham and Solihull Mental Health Foundation Trust  
<https://www.bsmhft.nhs.uk/>
  - Crisis number **0121 262 3555** (24/7)
  
- ❑ Black Country Healthcare  
<https://www.blackcountryhealthcare.nhs.uk/>
  - Helpline **0345 646 0827**
  
- ❑ Coventry & Warwickshire Partnership NHS Trust  
<https://www.covwarkpt.nhs.uk/urgent-advice>
  - Crisis service **0300 303 3664** (24/7)
  - Children & Young People **0247 674 1799** (8am – 8pm 7 days a week)
  - Children & Young People **0300 303 3664** (8pm – 8am 7 days a week)
  - Voluntary & Community Sector Support Helpline provided by Mental Health Matters in Coventry & Warwickshire **0800 616 171** (24/7)
  
- ❑ Derbyshire Healthcare NHS Foundation Trust  
<https://www.derbyshirehealthcareft.nhs.uk/>
  - Mental Health support line **0300 790 0596** (9am – midnight 7 days a week). (There is a plan to extend hours of this service - please visit website for any updated details)

# MIDLANDS MENTAL HEALTH CRISIS HELPLINES



- ❑ Forward Thinking Birmingham  
<https://www.forwardthinkingbirmingham.org.uk/>
  - I need help now **0300 300 0099**
  - Urgent Care CAMHS **0121 333 6915** office hours
  - Crisis Home Treatment Team (CRHTT) **0121 333 6627** office hours
  
- ❑ Leicestershire Partnership NHS Trust  
<https://www.leicspart.nhs.uk/>
  - Urgent Mental Health help (Central Access Point) **0116 295 3060** (24/7)
  - Turning point **0808 800 3302** (24/7). Crisis support for all adults in Leicester, Leicestershire and Rutland
  
- ❑ Lincolnshire Partnership NHS Foundation Trust  
<https://www.lpft.nhs.uk/>
  - Mental Health Helpline **0800 001 4331** (24/7)
  - LPFT Single Point of Access Contact Centre **0303 123 4000** (If you are already accessing mental health services but can't find your local care team)
  
- ❑ Midlands Partnership NHS Foundation Trust  
<https://www.mpft.nhs.uk/>
  - Urgent NHS mental help service South Staffordshire **0300 555 501** (24/7)
  - Shropshire and Telford & Wrekin **0300 124 0365** (24/7)

# MIDLANDS MENTAL HEALTH CRISIS HELPLINES



- ❑ Northamptonshire Healthcare NHS Foundation Trust  
<https://www.nhft.nhs.uk/website-homepage>
  - Mental Health Support **0300 330 1011** (24/7)
  
- ❑ North Staffordshire Combined Healthcare NHS Trust  
<https://combined.nhs.uk/how-to-access-us-in-a-crisis/crisis-teams/>
  - Access Team **0300 123 0907** (option 1) or if unavailable call **07739 775202** (24/7)
  - Hearing impairment please text **07739 775202** (office hours)
  
- ❑ Nottinghamshire Healthcare NHS Foundation Trust  
<https://www.nottinghamshirehealthcare.nhs.uk/help-in-a-crisis>
  - Help in a crisis **0300 303 0165** (24/7)
  - Deaf BSL users **0300 303 0165** Skype address BSLnotts (9am – 5pm)
  - BSL Health Access Service <https://www.bslhealthaccess.co.uk/bsl-users/> (24/7)

# MIDLANDS PSYCHOLOGICAL THERAPIES (IAPT) SERVICES

## CONTACT INFORMATION

### ❑ County/ STP: **Birmingham and Solihull**

- Name of Service: Birmingham Healthy Minds (NHS free IAPT service) Birmingham and Solihull Mental Health NHS Foundation Trust for over 16's Registered with a Birmingham GP
- Contact Details: Self referrals by phone 0121 301 2525 and please visit via our website for more options of how you can access our service <https://www.birminghamandsolihullccg.nhs.uk/your-health/mental-health-support-offer>

### ❑ County/ STP: **Black Country**

- Name of Service: Sandwell and Wolverhampton – Healthy Minds/ Dudley and Walsall – Talking Therapies Service
- Contact Details: Sandwell <https://www.sandwellhealthyminds.nhs.uk/>. Alternatively call us on 0303 033 9903
- Wolverhampton <https://www.wolverhamptonhealthyminds.nhs.uk>. Alternatively call us on 01902 441 856
- Dudley <http://www.dwmh.nhs.uk/dudley-talking-therapy-service> Alternatively call us on 0800 953 0404
- Walsall <http://www.dwmh.nhs.uk/walsall-talking-therapies-service> Alternatively call us on 0800 953 0995

### ❑ County/STP: **Coventry and Warwickshire**

- Name of Service: IAPT
- Contact Details: including both referral route (ie phone and/or weblink) plus weblink for additional information on the service - Our IAPT services are for people with mild, moderate and moderate to severe symptoms of anxiety or depression living in Coventry, Solihull and Warwickshire. Address: Various locations across Coventry, Warwickshire and Solihull.
- 024 7667 1090 – Need to be registered with a GP in Coventry, Warwickshire, Rugby & Solihull; Self-Referral or Professional

<https://www.covworkpt.nhs.uk/IAPT>

❑ County/STP: **Derbyshire (Derby only)**

- Name of Service: Trent Psychological Services
- Contact Details: 01332 411 260 or email [www.trentpts.co.uk](http://www.trentpts.co.uk)

❑ County/ STP: **Derbyshire**

- Name of Service: Trent Psychological Service <https://www.trentpts.co.uk/> or 01332 265 659
- Vita Minds <https://www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/derby-and-derbyshire/> or 0333 0153 496
- Insight Healthcare <https://www.insighthealthcare.org/> or 0300 555 5582
- DRCS <https://drcs.org.uk/> or 0800 047 6861 or 01773 833 716
- Relate Derby (Counselling Couples and Counselling only) <http://www.relatederby.org.uk/> or 01332 349177
- Relate Chesterfield (Counselling Couples and Counselling only) <https://relatechesterfield.org.uk/> or 07401 343817 or 01246 231010

❑ County/STP: **Herefordshire / STP Herefordshire and Worcestershire**

- Name of Service: Let's Talk, Herefordshire
- Contact Details: Self-Referral via phone (0800 073 2200) or online at <https://www.talk2gether.nhs.uk/refer-yourself/> Further information available at <https://www.talk2gether.nhs.uk/>

❑ County/STP: **Herefordshire / STP Herefordshire and Worcestershire**

- Name of Service: Healthy Minds, Worcestershire
- Contact Details: Self-Referral via phone (0300 302 1313) or online at <https://www.hacw.nhs.uk/self-referral> . Further information available at <https://www.hacw.nhs.uk/about-healthy-minds>



❑ County/STP: **Leicester, Leicestershire and Rutland**

- Name of Service: Let's Talk - Wellbeing
- Contact Details: Leicester City call 0116 292 7010, Leicestershire or Rutland call 01509 561100
- [www.nottinghamshirehealthcare.nhs.uk/letstalkwellbeing](http://www.nottinghamshirehealthcare.nhs.uk/letstalkwellbeing) selecting the area you live in

❑ County/STP: **Lincolnshire**

- Name of Service: steps2change
- Contact Details: 0300 1234000 or email [lincs.spa@nhs.net](mailto:lincs.spa@nhs.net). Online self-referrals [www.steps2change.nhs.uk](http://www.steps2change.nhs.uk)

❑ County/STP: **Northamptonshire**

- Name of Service: Changing Minds IAPT Service
- Contact Details: 0300 999 1616 to access the service (9am to 5pm weekdays) or online at [www.nhft.nhs.uk/iapt](http://www.nhft.nhs.uk/iapt)

❑ County/STP: **Mid Notts**

- Name of Service: Insight Healthcare
- Contact Details: Tel: 0300 555 5582 or email: [east.midlands@insighthealthcare.org](mailto:east.midlands@insighthealthcare.org)
- <https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/mid-nottinghamshire/>

❑ County/STP: **Nottinghamshire (City and South)**

- Name of Service: Let's Talk Wellbeing
- Contact Details: Referrals can be made via; Tel: 0115 956 0888 Online: [Let's Talk Wellbeing online referral](#)
- Email: [letstalknottingham@nottshc.nhs.uk](mailto:letstalknottingham@nottshc.nhs.uk)

- For more info: <https://www.nottinghamshirehealthcare.nhs.uk/nottingham-city-and-county>

- **County/ STP: Nottinghamshire (Nottingham City and Greater Nottingham)**

- Name of Service: Trent Psychological Services
- Contact Details: 0115 896 3160 or email <https://www.trentpts.co.uk/self-referral/>
- [www.trentpts.co.uk](http://www.trentpts.co.uk)

- **County/ STP: Nottingham and Nottinghamshire**

- Name of Service: Insight Healthcare
- Self-referral via website and telephone <https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service> or call 0300 555 5582

- **County/STP: Nottinghamshire, Mid-Notts, Derbyshire, Peterborough**

(Peterborough is mainly offering counselling, with a small complement of step 2 CBT)

- Name of Service: Insight Healthcare
- Contact Details: including both referral route (ie phone and/or weblink) plus weblink for additional information on the service
- Self referral, or referral from other professionals or support workers - by phone or by completing online application form
- <https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/nottingham/>
- <https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/derby-and-derbyshire/>
- <https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/peterborough/>

- **County/STP: Shropshire (including Telford & Wrekin)**

- Name of Service: SPIC- Shropshire Partners in care
- Contact Details: including both referral route (ie phone and/or weblink) plus weblink for additional information on the service--- <https://www.spic.co.uk/>

❑ **County/STP: Staffordshire**

- Name of Service: Staffordshire and Stoke-on-Trent Wellbeing Service
- Contact Details: 0300 3030 923 [staffsandstokewellbeing.nhs.uk](https://staffsandstokewellbeing.nhs.uk)

❑ **County/STP: Staffordshire and Stoke on Trent**

- Name of Service: Staffordshire and Stoke on Trent Wellbeing Service
- Contact Details: This service has joined together the different Psychological Therapy Teams across Staffordshire and Stoke-on-Trent into one service with one easy point of access. For help with Anxiety, Low Mood and Coping with Physical Health Conditions and you can self-refer by phone or online.
- Contact number: 0300 303 0923
- <https://www.staffsandstokewellbeing.nhs.uk> this website is still under development so some of the teams have localised websites:
- Stoke on Trent: <http://healthy-minds.org.uk/>
- North Staffs: <https://northstaffswellbeing.co.uk/>
- East Staffs: <https://www.mpft.nhs.uk/services/improving-access-psychological-therapies-iapt/burton-and-uttoxeter-primary-care-mental-health-team>
- South East Staffs: <https://wellbeingmatters.mpft.nhs.uk/>

## WEBSITES & LINKS

Bedtime meditation video: <https://www.nhs.uk/conditions/nhs-fitness-studio/bedtime-meditation/> Bereavement advice:

<https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief> Covid Calm: [www.covidcalm.org](http://www.covidcalm.org)

Frontline.19: [www.frontline19.com](http://www.frontline19.com)

E-learning for health: <https://www.e-lfh.org.uk/>

Gov.uk COVID-19 action plan for adult Social Care: <https://www.gov.uk/government/publications/coronavirus-covid-19-adult-social-care-action-plan/covid-19-our-action-plan-for-adult-social-care>

Headspace: <https://www.headspace.com/meditation-101/what-is-meditation>

Help for heroes: <https://www.helpforheroes.org.uk/get-support/mental-health-and-wellbeing/a-field-guide-to-self-care/mind/>

IHASCO: <https://www.ihasco.co.uk/courses/detail/stress-awareness>

Joe Wicks: <https://www.youtube.com/channel/UCAxW1XT0iEJo0TYlRfn6rYQ>

Just Breathe: <https://appfinder.orchestra.co.uk/review/186811/>

# WEBSITES & LINKS

Local Government Association <https://local.gov.uk/our-support/workforce-and-hr-support/wellbeing>  
<https://local.gov.uk/our-support/workforce-and-hr-support/wellbeing/wellbeing-front-line-staff>

Mind: <https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#collapse26f6e> My home life:

<https://www.youtube.com/channel/UCYheZELcTrekqk3k0FSAS6g/>

The Samaritans: <https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>

Shout: [www.giveusashout.org](http://www.giveusashout.org)

Sidekick: <https://appfinder.orchac.co.uk/review/273615/>

Skills for Care - <https://www.skillsforcare.org.uk/Leadership-management/managing-people/resilience/Building-resilience.aspx>

UCL Video Coping with Stress: <https://vimeo.com/403652723>

World Walking: <https://appfinder.orchac.co.uk/review/179738/>

Yoga: <https://www.youtube.com/watch?v=--jhKVdZOJM>