



**STAFF**  
**WELL-BEING**  
**COVID**  
**RESPONSE**  
**GROUP**



**The Western Trust has been keen to promote the health and wellbeing of our staff throughout this very challenging period.**

**Colleagues from HR, Psychology and HIEID have come together to pool expertise and resources to be able to provide practical support for Staff Health and Wellbeing in a number of ways.**

**This briefing paper highlights the key areas of work during Q4.**

# STAFF SUPPORT



## The Psychological Support Helpline

A dedicated Psychological Support Helpline has been established to support staff through the COVID-19 pandemic. It is being staffed by psychology staff. Promoted regularly via Trust Comms and Twist West

Psychology  
HR

028 7161 1281 • Choose Option 2

[COVIDPsychological.Support@westerntrust.hscni.net](mailto:COVIDPsychological.Support@westerntrust.hscni.net)

## INSPIRE

INSPIRE well hub staff can access counselling via INSPIRE well hub plus access to a range of training and resources on well-being.

HR

[www.inspiresupporthub.org](http://www.inspiresupporthub.org)

## Long COVID Working Group

Established to explore ways to support staff who are experiencing symptoms of long COVID.

HIEID

[Lesley.finlay@westerntrust.hscni.net](mailto:Lesley.finlay@westerntrust.hscni.net)

## iRecovery Training

Innovation Recovery College courses:

iRecovery  
College

<https://twistwest.org/event/2021-02-01-090000-2021-02-28-170000/innovation-recovery-college-february-prospectus-online>

## Stress Control Online

PHA stress control for Jan, Feb and March 2021, 6 session online programme.

HIEID

<https://westerntrust.hscni.net/download/471/stress-control/6436/stresscontrolonline-jan-feb-march-2021.pdf>

## Health Matters

Supporting the WHSCT to carry out priority occupational health telephone reviews

OH/HR

# STAFF SUPPORT



## A Space for you - A Pilot of Confidential Drop-in Sessions

As part of our wellbeing support plan, we are now piloting confidential drop-in sessions facilitated by Clinical Psychologists, one day per week on both Altnagelvin (Wednesdays) and SWAH (Mondays) sites. Sessions lasting up to 40-minutes, will be scheduled on the hour from 10am, with last session starting at 3pm.

Whilst these are drop-in sessions, it is advised that you reserve a particular time by emailing the Psychological Helpline

[COVIDpsychological.support@westerntrust.hscni.net](mailto:COVIDpsychological.support@westerntrust.hscni.net)

SWAH: Mondays from 10am - 4pm, Outpatients 1,  
Area 1, Room 2

Altnagelvin: Wednesdays from 10am - 4pm, Meeting  
Room 2, Corridor behind Front Desk in  
North Wing

## Psychology

# MANAGER/TEAM SUPPORT



## Supporting Safety Toolkit for Managers

Developed under the Delivering Value Programme. The Supporting Safety Toolkit was designed to support staff through the unprecedented challenges presented by the Covid-19 pandemic. The Toolkit is designed for managers at all levels, and runs virtually over 6 weeks.

HR and  
Psychology

## Staff Wellbeing and Psychological Safety

“Staff Wellbeing and Psychological Safety” webinar has been developed and is being delivered as part of Supporting Safety Toolkit, which is being accessed by all managers in the Trust. **Access via HRPTS.**

WHSCT  
Manager  
Toolkit

## Team Staff Support Sessions

Team staff support sessions were formally advertised in October, although sessions have been scheduled since April 2020. Since April 2020, over 250 staff have availed of these sessions.

Psychology

# STAFF HEALTH & WELLBEING



|   |  |             |
|---|--|-------------|
| <b>Nutrition Webinars</b>   | Regional webinars on a range of topics ongoing monthly. Dates promoted through TWIST/tranquil Tuesday and Trust social media. All sessions via ZOOM.   | <b>HIED</b> |
| <b>Weight Management</b>  | 12 week messaging programme January roll out.  | <b>HIED</b> |
| <b>Reflect and Recharge</b>   | Group 3, Every Monday night at 8.15pm – 9.00pm 11th January - 1st February 2021. Learn how to incorporate practical techniques into your life to help manage stress better and enhance your overall wellbeing. A MP4 version of the Guided Relaxation will be made available on TWIST West. All sessions via ZOOM. | <b>HIED</b> |
| <b>Aromatherapy</b>   | Using essential oils for self-care and to manage emotions. There are 3x2 hour workshops for staff delivery during Q4. All sessions via ZOOM.   | <b>HIED</b> |
| <b>Mindful Sleep Session for Staff and Life in Lockdown Session</b> | Linking with CAWT Innovation Recovery Project to facilitate Mindful Sleep session and Life in lockdown session via zoom to include on strategies to maintain mental health & emotional wellbeing for WHSCT staff. All sessions via ZOOM.   | <b>HIED</b> |
| <b>Pilates</b>  | Delivery of 6 week Pilates sessions via Condition Management Programme on Thursday evenings. All sessions via ZOOM.  | <b>HIED</b> |

# STAFF CONSULTATION



|                           |  |                                      |
|---------------------------|--|--------------------------------------|
| <b>Staff Consultation</b> | Staff consultation is provided as requested alongside ongoing attendance at meetings via HR, Psychology and HIEID.   | <b>ALL</b>                           |
| <b>Staff Ideas</b>        | Staff ideas email remains in place and to date over 80 ideas have been submitted for consideration. Responses are published in Tranquil Tuesdays. This initiative has now become part of the Working Safely Group remit. An online form is being designed, with a cross-directorate team being established to consider submissions. This scheme will be relaunched through Trust Communication channels. | <b>Working Safely Together Group</b> |
| <b>BAME Network</b>       | Established to support all BAME staff within the WHSCT. Focus has been given to wellbeing within meeting agenda's. Promotion of the vaccination is ongoing with this group of staff.   | <b>HR</b>                            |
| <b>Long COVID Survey</b>  | Staff who are experiencing symptoms of long covid are encouraged to complete this survey<br><br><a href="https://www.surveymonkey.co.uk/r/TDSLbv5">https://www.surveymonkey.co.uk/r/TDSLbv5</a>  |                                      |

# INVESTMENT IN POSTS



DoH funding for psychology approved until March 31st 2021 with request for further detail on need for extension beyond this.

## Psychology Support for Staff Business Case COVID FUNDING

Funding has been requested to increase service provision to adequately manage the potential need for psychological support services.

Activity during this period will focus on the following: support staff to process impact of COVID response to date; support staff during ongoing episodes of surge; support staff during resumption of 'normal business' – including those returning to work following post-shielding; and to continue and complete initiatives which have commenced which address staff wellbeing on an organisational level.

Psychology

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## Investment in Posts

**2 Consultant Clinical Psychologists** are continuing to offer 0.5 wte each, as part of COVID Psychological support response. This has included direct input to staff as well as informing the Organisational wide approach to staff wellbeing and psychological safety.

Psychology



# RESOURCES DEVELOPED



## Staff Wellbeing Resource

Page tiger staff wellbeing resource focusing on four key areas, Wellbeing matters, COVID and Flu advice, Mental and Emotional Wellbeing, Support for Families and Others produced during the COVID -19 Pandemic Scan the QR code to access.

HR/HIED

<https://view.pagetiger.com/staff-hwb/autumn2020>



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## Managing Anxiety

Managing anxiety around coronavirus leaflet  
Development and promotion of information leaflet  
Managing anxiety around coronavirus leaflet that outlines the sources of help for staff experiencing stress, anxiety and poor mental health

HIED

<https://view.pagetiger.com/dppkoim/1>

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## Going Home

Going home poster for managers has been developed to link in with their team and provide support through checking in before they leave work to return home after their shift.

All

[https://twistwest.org/sites/default/files/news/files/Going%20Home%20Checklist%20-%20Western%20Trust%20Version\\_0.pdf](https://twistwest.org/sites/default/files/news/files/Going%20Home%20Checklist%20-%20Western%20Trust%20Version_0.pdf)

# RESOURCES DEVELOPED



|   |   |                  |
|---|---|------------------|
| <b>MH Support</b>                       | <p>Providing Effective Emotional Wellbeing Support for People Who Are Self Isolating around guidance to help support and signpost anyone who expresses urgent mental health issues.</p>   | <b>HIEID</b>     |
| <b>Infection Control</b>                | <p>An Infection control uniform poster based on the evidence has been developed for staff.</p> <p><a href="https://twistwest.org/news/cleaning-staff-uniforms-clothes-infection-control">https://twistwest.org/news/cleaning-staff-uniforms-clothes-infection-control</a></p>   | <b>HIEID</b>     |
| <b>Resilience</b>                       | <p>Building resilience and developing coping mechanisms around MH for Western Trust staff</p> <ul style="list-style-type: none"> <li>• Resilience 12 tips poster designed and printed/ laminated x 800 to be distributed via wards</li> </ul> <p><a href="https://twistwest.org/sites/default/files/news/files/RESILIENCE%20SELF%20CARE%20FOR%20STAFF%20POSTER.pdf">https://twistwest.org/sites/default/files/news/files/RESILIENCE%20SELF%20CARE%20FOR%20STAFF%20POSTER.pdf</a></p> <ul style="list-style-type: none"> <li>• Poster to promote INSPIRE well hub x 800 copies</li> </ul> <p><a href="https://twistwest.org/policies-and-support-services/inspire-workplaces-free-confidential-immediate-support-staff">https://twistwest.org/policies-and-support-services/inspire-workplaces-free-confidential-immediate-support-staff</a></p> | <b>HIEID</b>     |
| <b>Your Post COVID-19 Recovery Plan</b> | <p>This guide has been developed to assist patients in their recovery from COVID. Information and advice has been included from a number of professional areas: Psychology, Dietetics, Speech &amp; Language, Physiotherapy, Respiratory Nurse Specialists, Occupational Therapy and Health Improvement. There has been lots of interest in this resource HIEID will do an additional print run for MDT's and other stakeholders.</p>   | <b>Sub Group</b> |

# RESOURCES DEVELOPED



## We are With you Poster

#WeAreWithYou was developed at the beginning of the pandemic and it has been a running theme throughout our well-being work through Twist West.

HIEID

<https://twistwest.org/>

## Sleep Well Resource

Available via Health Improvement, Equality & Improvement Department, 028 7186 5127.

HIEID

<https://twistwest.org/news/sleep-well-guide-you-and-your-family>

## Young Person's Guide to Mental Health

MH support for young people and their parent or carer. This resource is being redrafted to include self-harm.

HIEID

<https://twistwest.org/sites/default/files/news/files/YOUNG%20PERSON%27S%20MENTAL%20HEALTH%20GUIDE.pdf>

## Looking After Yourself at Home

New resource developed for people spending more time at home during COVID including working from home.

HIEID

<https://twistwest.org/sites/default/files/news/files/looking%20after%20yourself.pdf>

# CAMPAIGNS



## Staff Flu Campaign

Staff flu campaign 2020-21 promoted widely with all staff through various channels.

HR  
Flu Committee

## Covid -19 Vaccination Programme

Covid -19 vaccination programme 2021 promoted widely with all staff through various channels.

HR /  
Vaccination  
Group



|                             |   |              |
|-----------------------------|---|--------------|
| <b>TW Programme of Work</b> | TW programme of work being developed and promoted widely to staff includes resources and information for staff and managers to support them and their staff manage their emotional health and wellbeing at this time. | <b>HIEID</b> |
|-----------------------------|---|--------------|

|                          |   |              |
|--------------------------|---|--------------|
| <b>TW Communications</b> | Regular upload of info on TWIST, and circulation of the Tranquil Tuesday newsletter weekly. | <b>HIEID</b> |
|--------------------------|---|--------------|

|                              |  |              |
|------------------------------|--|--------------|
| <b>Launch new Version TW</b> | Launching a new version of the TWIST West Website on Valentine's Day – 14th Feb 2020. The new version will look slightly different and host even more health and wellbeing information in a slightly more sophisticated way. See link and login below if you would like to have a preview: | <b>HIEID</b> |
|------------------------------|--|--------------|

<https://twistwest.wellhub.info/welcome>

|                  |   |              |
|------------------|---|--------------|
| <b>Chaplains</b> | A chaplaincy tile has been created on Twist West to collate all prayers and contact details of our chaplains. | <b>HIEID</b> |
|------------------|---|--------------|

Sleep Unlimited REST training tailored to focus on Adult Mental Health.

<https://twistwest.org/policies-and-support-services/chaplaincy-support>

|  |  |              |
|--|--|--------------|
| <b>Sleep and Mental Wellbeing Training</b> | The course will be on Thursday 25th and 26th Feb on Zoom. Sessions will be coordinated by HIEID. | <b>HIEID</b> |
|--|--|--------------|



|   |   |             |
|---|---|-------------|
| <b>Covid Vaccination Centres</b>                        | <p>H&amp;W posters displayed across the covid vaccination centres</p> <ul style="list-style-type: none"> <li>• Take 5</li> <li>• Stress control</li> <li>• Resilience poster</li> <li>• TW poster</li> <li>• Psychological support helpline</li> <li>• Smoking cessation &amp; vaccine while breastfeeding posters</li> </ul>   | <b>HIED</b> |
| <b>Presentations</b>                                    | <p>Ongoing requests for Self care presentations to staff and colleagues inc. Ward Sisters meeting, British Deaf Association.</p>  | <b>HIED</b> |
| <b>Self-care for Practitioners and First Responders</b> | <p>Self-care for practitioners and first responders. Recognising the impact of covid on caregivers and practitioners, two self-care workshops for practitioners have been planned and will be delivered via zoom in Q4:</p> <ul style="list-style-type: none"> <li>• Trionna from Fresh Minds Education:<br/>10th March 2021 6.45pm – 7.45pm</li> <li>• Siobhan Wilson, child and adolescent psychotherapist and play therapist:<br/>18th March 2021 7.30pm-8.15pm</li> </ul> | <b>HIED</b> |

# WORKING SAFELY TOGETHER



## Working Safely Together

The Trust's Working Safely Together Guidance provides the framework to assess and support the safety and well-being of our staff, visitors and service users.

HR/All

The risk assessment process within this guidance considers every aspect of service delivery from how our facilities provide a safe space for our staff, patients/clients and visitors to how our staff can keep themselves and service users safe when they deliver services in their homes. Every aspect has been considered in terms of how we travel to, park, access and use our buildings, the use of scrubs in line with IPC, PPE provision and use, how our staff take their breaks and providing additional staff changing and decontamination suites so staff feel safe before they return to their homes and families.

## Working Safely Together Forum

Safe at work together Policy document.  
Daily Working Together Safely messages.

All

## Echo Safety Group

Echo safety group. Over 110 staff identified as safety champions in their areas of work.

HR Lead

Regular meetings of this group and information dissemination to progress actions.

# QUALITY IMPROVEMENT PROGRAMMES



## Move More

The Move More HIEI Project is an initiative aimed at reducing sedentary behaviour and increasing Physical Activity. It will run for 8 weeks and will involve participants logging their periods of sitting for 30 min or more (1 episode) and logging their physical activity. A small menu of options will be provided (over a period of 6 weeks as the first 2 weeks of the project will record baseline activity) to the team during this time including motivational messages to encourage enthusiasm and active participation.

## HIED

**Psychological Safety in Junior Doctors** – delivery of wellness PPE/Psychological safety and self-care modules to this group of staff by the end of February 2021.

## HR Psychology



# SURVEYS COMPLETE ONGOING PLANNED



## Surveys

- COVID-19 WELLBEING SURVEY
- Culture Assessment Survey
- UOU Research study – (Paula McFadden's work)
- Junior doctor survey planned for February, Culture Assessment
- Just Culture, coming
- Long COVID survey

<https://www.surveymonkey.co.uk/r/TDSLbv5>



|                             |  |            |
|-----------------------------|--|------------|
| <b>Media Requests</b>       | Recent media requests for info on investment into Staff H&W. | <b>ALL</b> |
| <b>Social Work Strategy</b> | Funding secured for mental wellbeing.                        | <b>ALL</b> |
| <b>OH Regional Review</b>   | Ongoing  | <b>ALL</b> |