



Dear Colleague

Welcome to your weekly edition of the LLR System Health and Wellbeing communication to make you aware of the latest support and resources available in supporting your health and wellbeing.

We understand staff aren't always able to access emails, and ask you to please support your colleagues by printing the information as you receive it, to either read out during team huddles or to include on team notice boards.

## LLR System Health and Well-being support available

### The Recovery Phase

There are three Psychological Phases of a Crisis:

- **Emergency** - we are energised, and focused on clear goals
- **Regression** - we realise the future is uncertain, we share a lost sense of purpose, we are tired and many of us experience 'burn out'
- **Recovery** - we begin to re-orientate, revise expectations and goals and focus on getting by.

Each phase is normal, and as we start to recover from the pace and intensity of the last 4 months, it is vitally important to try wherever possible to stay focused as teams and get behind local restoration programmes together; and to talk to one another about health and wellbeing.



**A quote from Anom** "Every day is a new beginning. Take a deep breath, smile and start again"

## Recovery and Reflection

After a period of crisis, the recovery and reflection phase will follow – a rest phase and the phase of ‘what have I just been through / experienced’.

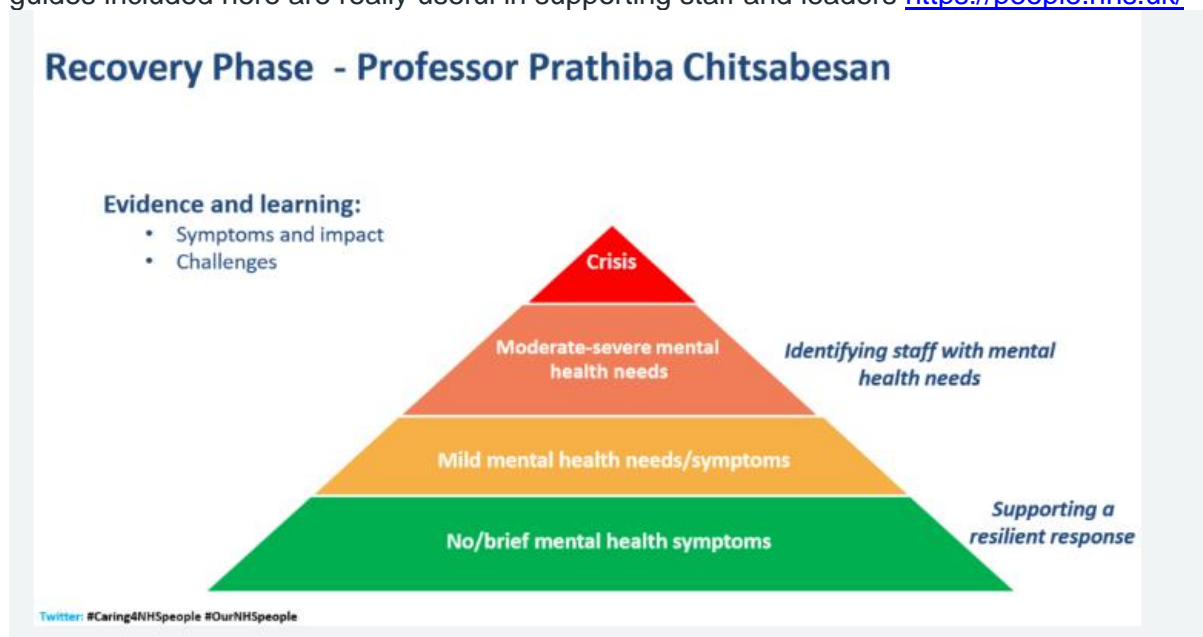
It’s important to take time to recover from the work you’ve been doing, and as teams look to the ‘new normal’ and re-focus on the work that’s been suspended whilst dealing with the crisis.

A really useful guide has been developed based upon experience gained through dealing with major incidents, including lessons learned from the Manchester bombings as well as key learnings from the British Army about recovery and trauma, which you can access at <https://people.nhs.uk/guides/the-recovery-phase/>

**The Recovery phase pyramid** identifies people with needs at different levels and research suggests that:

- Most individuals involved in crisis are going to recover, particularly with support from friends, family members and colleagues
- A proportion of individuals may develop some mental health symptoms and some may develop mental health needs
- Some individuals may experience higher levels of anxiety and concerns around PPE, their own health, and the health of and impact on their family
- People may develop potential anxiety disorders or generalised anxiety disorders e.g. PTSD – post-traumatic stress symptoms, or depression with a whole range of symptoms and needs. For some, the primary impact might be on sleep rather than presenting with physical or somatic symptoms
- Some may smoke or drink more as a kind of coping mechanism – the presentations can be quite varied.

It’s important, **as a system**, to think about identification and support for professionals, the guides included here are really useful in supporting staff and leaders <https://people.nhs.uk/>



## Restore

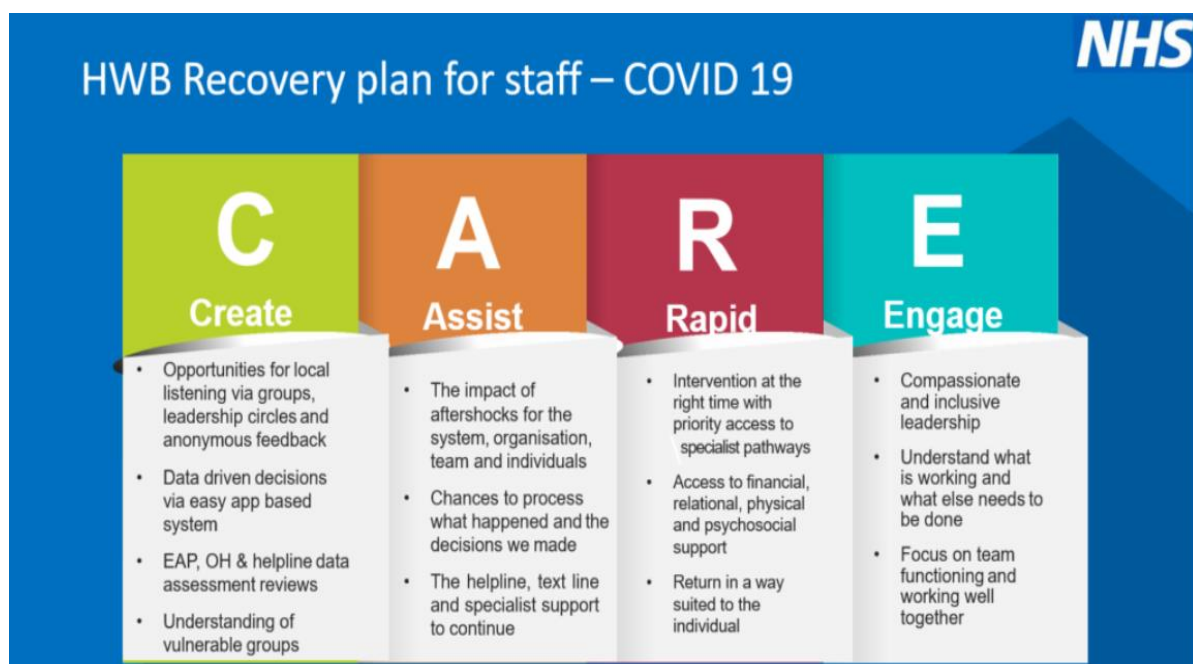
Staff will experience the recovery phase and, in some cases (as mentioned above), potentially the long-term psychological impacts of the pandemic. Having time to reflect, some individuals may experience a sense of regret over what they 'should' have done differently and shame or guilt.

To restore and maintain staff wellbeing during this period, as we start to recover and consider what the 'new normal' will look like, as a system we should consider:

- How to allow time and space for staff to take stock and seek help if needed
- Seeking feedback from staff about what their mental wellbeing needs are and how they can best be supported
- Providing spaces for ongoing peer support to continue
- Involving staff at all levels to share learning which can be fed into future preparedness plans.
- How to recognise and reward the contribution of staff for going 'above and beyond' during this unprecedented time.

This guidance has been adapted from a briefing paper written for NHS England and NHS Improvement, and the NHS staff wellbeing offer during COVID-19 response, written by Dr Sonya Wallbank, head of culture transformation / COVID-19 clinical health and wellbeing lead.

"People who require help need to have access in a way that supports them so that rapid intervention is provided at the right time, so that colleagues are able to come back to work in a way that suits them – **the experience that people have of leadership style during the recovery phase will leave a legacy.** It is essential to support individuals and teams be the best they can be, by focusing on how your team is functioning, and how well we work together to come out of it successfully as a system".



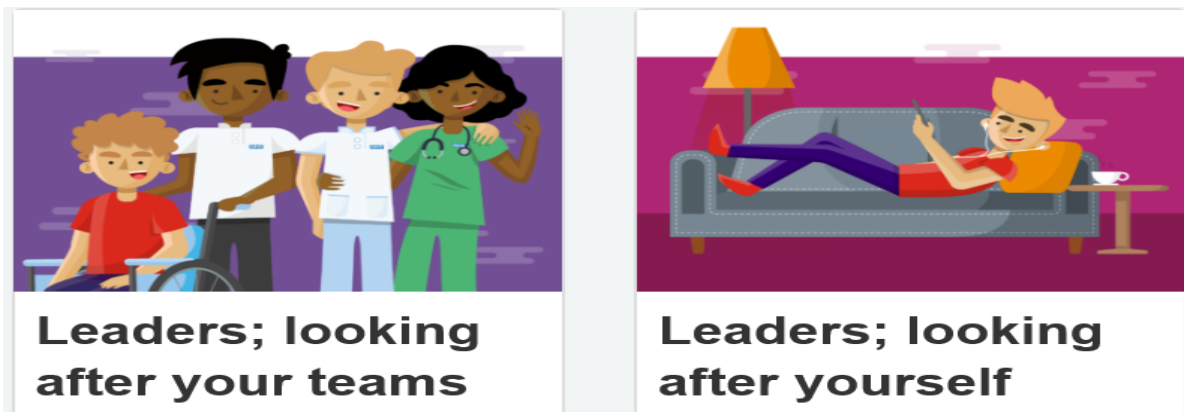
## Leading Through the Recovery Phase

For a leader, a crisis can be both the finest hour and the darkest day. Teams will remember their actions and decisions — good and bad — for years to come. So, as you navigate the waves of the crisis, remember that each phase requires a different approach.

During the recovery phase, it's important for leaders to look after their teams, and equally as important for leaders to look after themselves! Don't forget, there are guides available to help support leaders do exactly that, which can be accessed at:

<https://people.nhs.uk/guides/looking-after-your-team/>

<https://people.nhs.uk/guides/looking-after-yourself/>



## ThinkNinja

A team across NHS Digital, NHS England and NHS Improvement is working together to identify a number of digital tools to support children, young people and adults who are experiencing increased mental health needs as a result of COVID-19, disrupted education or end of year exams.

[Healios](#), the first supplier to complete this process for its [ThinkNinja](#) app, has now made this app available to download free of charge to all 10 -18 year olds until the end of September.

ThinkNinja will be joining over 20 existing apps already approved on the [NHS Apps library](#) for you to choose from based on your individual and family needs. Further information about the team's very important work is available via this [blog](#).



## Internet Connectivity for Care Providers

**Attention all care providers!** Fast and reliable internet connection is critical for care homes in supporting the use of digital technology to help residents keep in touch with loved ones, as well as providing fast access to remote NHS services such as video consultations with GPs, pharmacists, community nurses and hospital doctors during and beyond the COVID-19 pandemic, and as we start enter our 'new normal'

A range of internet connectivity offers are available exclusively for care homes and care providers. You can view these offers, alongside guidance on choosing the right deal for your setting, on the NHSX website [www.nhsx.nhs.uk/sc-internet-offers](http://www.nhsx.nhs.uk/sc-internet-offers)

## Menopause Awareness Webinar's

Menopausal women are the fastest-growing population at work and whilst some women will sail through menopause, 3 in 4 will experience symptoms and 1 in 3 will have serious symptoms including anxiety and depression. Research suggests the majority of women are unlikely to discuss menopause-related health with their line managers, or ask for the support they may need.

At Leicester's Hospitals, we want people to talk about wellbeing and menopause more openly. With the support of [Henpicked](#), we have available two types of awareness webinar, which you can register for via the Eventbrite links included below (You will only need to attend one).

### Menopause Awareness For Colleagues

This session is for anyone wanting to know about the menopause? Are you, a member of your family, friend or colleague experiencing the menopause? Want to know more...

21<sup>st</sup> July 2020, 12:00pm-1:30pm <https://www.eventbrite.co.uk/e/lets-talk-about-menopause-colleague-session-tickets-112570001906>

30<sup>th</sup> July 2020, 10:30am-11:45am <https://www.eventbrite.co.uk/x/lets-talk-about-menopause-colleague-session-tickets-112573297764>

### Menopause Awareness For Line Managers

This session is for all line managers, Occupational Health and Human Resources colleagues and includes a wealth of information including, employment law and how to have supportive conversations.

21<sup>st</sup> July 2020, 2:30pm-3:45pm <https://www.eventbrite.co.uk/e/lets-talk-about-menopause-line-manager-session-tickets-112580699904>

30<sup>th</sup> July 2020, 10:30am-11:45am <https://www.eventbrite.co.uk/e/lets-talk-about-menopause-line-manager-session-tickets-112581881438>

**Please get in touch with comments or feedback via email to the LLR System Health and Wellbeing Team at: [LLRAcademy@uhl-tr.nhs.uk](mailto:LLRAcademy@uhl-tr.nhs.uk)**

**Thank you**