



System Health & Wellbeing

 @LLRAcademy



LLR Academy
#MoreGoodDays

Your weekly message from your Covid-19 Leicester, Leicestershire and Rutland (LLR) System Health and Wellbeing Team

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 Power of Emotional Intelligence

What is Emotional Intelligence? (or EQ as it is also known)

The originators of emotional intelligence defined it as:

The ability to monitor feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and action.

To perceive, express and assimilate emotion, understand and reason with emotion and regulate emotion in the self and others.

There are five distinct aspects that make up emotional intelligence: **self-perception, self-expression, interpersonal, decision-making, and stress management.**

Why does Emotional Intelligence (EQ) matter?

Crisis conditions require us to make decisions which may have far-reaching consequences in emotionally challenging circumstances.

High-EQ leaders have a mix of emotional and social skills that allow them to do this well, allowing them to manage difficult situations and often to see opportunities that others miss.

Conversely, when low-EQ leaders experience strong emotions their decisions tend to be reactive rather than creative or forward thinking.

Within health and social care, there is evidence of the impact of poor emotion regulation. For instance, Dr Chris Turner's [Civility Saves Lives](#) has shown an average 61 per cent reduction in cognitive ability when staff are on the receiving end of aggressive or undermining behaviour.

You can access further information including the benefits of Emotional Intelligence and tips on ways to develop yours at <https://people.nhs.uk/guides/the-power-of-emotional-intelligence/>

Emotional Labour

When working in health and social care, in order to do your job well, you need to be able to undertake 'emotional labour'.

In practice, emotional labour involves suppressing your own emotions in order to portray a suitable work-related emotion. Examples of this could include:

- Suppressing your own fear if you're dealing with somebody who's tested positive for COVID-19
- Managing your own anger, if you're being abused verbally or physically
- Not being overwhelmed by your own sense of grief so you can be in the moment when caring for a patient who's dying.

This is really hard work and it's rarely spoken about or understood. In order to do this, you need to withdraw from your own 'emotional bank accounts'. Like every bank account, these can become overdrawn at times.

A way to help you top them back up comes from a model the Samaritans adopt to care for their volunteers:

- Working in twos – this includes touching base with each other throughout a shift and really listening and making sure the other person is okay
- Connecting with your team leader at the end of a shift – to talk about the care you gave and how it made you feel

Finding ways of helping top up your emotional bank account each and every day is key. The only vehicle through which patients can get compassionate care is through you. So please look after yourselves, not just for you, but also for your patients. You both really matter.

You can access further information, including a video where Yvonne Sawbridge, Associate at the Health Services Management Centre, talks about what emotional labour is, the challenges, and strategies to help support you and your colleagues during challenging times at <https://people.nhs.uk/compassion-spaces/emotional-labour/>



Men's Health Week

The 21st June marked the end of Men's Health Week 2020. The theme this year was 'Take action on COVID-19'.

Dad's, Brother's, Son's, Grandads, whatever your age or fitness level, men are at higher risk and twice as likely to die of COVID-19 as women.

You can access further information, including how to take action to beat underlying health conditions, information on men's biological risk, and access FAQ's answering common questions at

<https://www.menshealthforum.org.uk/>

<https://www.menshealthforum.org.uk/faqs-living-covid-19>



#menshealthweek #staysafe

Disability Confident Practical Webinars

To access recorded webinars that cover topics such as looking after your health and wellbeing, and mental health in the workplace post COVID-19, please use the following link

<https://doitprofiler.com/disabilityconfident-webinars/>

Skills For Care Webinars

Specific to Adult Social Care services, there are two **NEW!** 30 minute webinars **FREE** to access at

<https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/COVID-19-webinars.aspx>

- Dealing with impact of Covid 19 on your staff
- Dealing with bereavement



Hand Sanitiser in vehicles – Safety Warning!

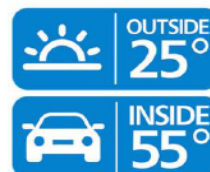
A message to alert all colleagues of a potential fire risk in vehicles. There have been a number of reports of alcohol-based hand sanitiser causing fires when left in vehicles in hot weather.

How does this happen?

The alcohol-based hand sanitiser becomes heated resulting in flammable vapours being released. These vapours are reaching their 'flashpoint' which then ignite in normal air conditions, setting fire to flammable components within the vehicle.

What you need to do

Remove all alcohol-based hand sanitiser products from vehicles when they are not occupied, do not leave hand sanitiser in un-attended vehicles.



You should continue to use hand sanitiser as part of your hygiene routine where you cannot use soap & water.

Remember: hand hygiene is one of the most effective methods to stop the spread of COVID-19 following indirect contact (picking up the virus up by touching contaminated surfaces and objects).

Public Health England (PHE) 'Beat the heat' and COVID-19

Although most of us welcome the summer sun, high temperatures can be harmful to your health. For some – especially older people and those with underlying health conditions, the summer heat can bring real health risks. Temperatures indoors can be higher than temperatures outdoors, and this year more people than usual will need to stay at home.

That's why we're urging everyone to keep an eye on those who may be at risk this summer. If you are able to, ask if your friends, family or neighbours need any support, following guidance on COVID-19 at all times.

During the COVID-19 pandemic, it's especially important that you know what actions to take to keep yourself and others safe from high temperatures. Public Health England has published a number of guides, leaflets and posters which include advice on 'beating the heat' this summer in your home and in your work settings.

The Heatwave plan includes a number of 'Beat the heat' materials and information which you can access at <https://www.gov.uk/government/publications/heatwave-plan-for-england>



Beat the Heat

Coping with heat & COVID-19

ACTION! Survey - investigating the psychological impact of COVID-19

Do you want to help shape how the NHS responds to future crises and share how COVID-19 has affected your mental health and wellbeing? If so, join a global survey with Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) and Southern Health NHS Foundation Trust.

Anyone over 16 can take part, click here bit.ly/30TRObE to complete the survey online and state that you heard about the survey from CPFT.

Further information can be accessed on the CPFT website here <https://bit.ly/3e4siUC>

The poster features a blue header with the title 'Psychological impact of Covid-19' and the NHS Cambridgeshire and Peterborough NHS Foundation Trust logo. The main text describes a global study and lists three bullet points: 'All staff, family and friends are invited to complete the online survey. Click the link above to read more and start the survey', 'Anyone over 16 can take part, you do not have to answer all the questions and you can leave the survey at any time.', and 'Share how you are coping and say you heard about the survey from CPFT to help the researchers.' An illustration of diverse people is shown on the left, and a large virus particle is on the right. The footer includes the text 'Pride in our Research and Development' and contact information: 'Contact wru@cpft.nhs.uk 01223 219531'.

A Reminder! NHS 72nd Anniversary – July 5th 2020

Look out for further information over the coming week's regarding national and local activities for you to get involved with! [#ThankYouTogether](#)

This year, as we remember all those we have lost, the way we mark our anniversary will have a different feel to years gone by. Every week of the COVID-19 pandemic, we have seen the communities we are here to serve show their love and appreciation for the NHS and carers,

and so many have done their bit during the difficult weeks of lockdown. So we want to use our 72nd anniversary as an opportunity to say thank you back.

Please continue to share stories which you think may appeal to LLR, or even, national media as soon as possible. If you have a story to tell please email rob.hill2@nhs.net and duncan.stroud1@nhs.net

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

Thank you