

UHMBT

Colleague Supporting You Booklet



Introduce yourself with
#hello my name is...

Be friendly and
welcoming

Put patients at the
centre of all we do

Respect shown
to everyone

Show support to
both staff and patients

Value the contribution
of everyone

Share learning
with others

Team working
across all areas

Recognise diversity
and celebrate this

Seek out and
act on feedback

Ensure all our actions
contribute to safe care and a
safe working environment

Be open and honest

For those who supervise
/ manage teams: ensure
consistency and fairness in
your approach

Communicate effectively:
listen to others and seek
clarity when needed

Be proud of the role you
do and how this
contributes to patient care

Thank you, to all our colleagues for the amazing work
you are all doing!



Our Top 10 Messages

Supporting Healthcare Staff during the COVID-19 Pandemic

Our Top 10 Messages are intended to assist staff to recognise & respond to common concerns & anxieties.

- 1 Be kind**, to yourself & others
- Assist others to recognise & manage **their concerns**
- Actively address any distress & ethical considerations
- Encourage staff to **sustain** their **social connections** in a way that is in line with government advice.
- Remember to **eat, drink & sustain contacts with friends** (within the requirements on social distancing).
- Continue supervision & essential training
- Consider the document from the World Health Organisation on Mental Health & Psychosocial Considerations During COVID-19 Outbreak & **monitor updated guidance** from WHO, NICE & Public Health England, as it emerges.
- Challenge loneliness
- Ensure support if needed – Look to Occupational Health for more advice & direction.
- Follow assessment & treatment protocols if you find yourself symptomatic



Civility? It Saves Lives

What happens when someone is rude to YOU?

80%

Of recipients lose time worrying about the rudeness

48%

Reduce their time at work

25%

Take it out on service users

38%

Reduce the quality of their work

What happens when someone witnesses incivility?

20%

Of staff will decrease their performance in work.



50%

Of staff will decrease in willingness to help others



75%

Of service users will show less enthusiasm for the organisation



Civility Saves Lives

Less effective clinicians provide poorer care

Incivility affects more than just the recipient

IT AFFECTS EVERYONE

All statistics taken from the civility saves lives website. For more information on Civility Saves Lives visit.

<https://www.civilitysaveslives.com>



Take A Break

Workday breaks matter, taking your break during your working day has so many benefits.



REDUCE STRESS

Take some time out, unwind & have a bit of you time.



RE EVALUATE

Your goals for the day & assess what you want to achieve .



REFOCUS

A brief rest helps you to refocus on the work at hand.



CREATIVITY BOOST

Increase your creativity & problem solving.



INJURY REDUCTION

taking a break can help reduce injury during physical jobs such as bending, twisting & carrying

Rest breaks can include tea breaks, lunch breaks or other short breaks during the day. Taking a break gives you a chance to take a breather, replenish your energy levels by eating or having a drink, physically resting or taking a mental break.

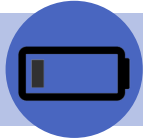


Am I Really Ok?

Do you feel **A LACK OF FEELING OF ACCOMPLISHMENT** or feeling **INEFFECTIVE** in what you do?



Do you feel **EMOTIONAL EXHAUSTION** - like you have nothing left to give?



Do you feel **DISCONNECTED** from the relationship of caring for the patient, family & colleagues?



Do you feel **WITHDRAWAL**, from social events & loss of interest in activities previously enjoyed?



If you answered YES to any of the above, talk to your line manager or someone you trust about the impact on your work, & make a referral to the Occupational Health & Well-being Department.



What Help's Available

NHS Helpline

Call on 0300 1317000
between 07:00 & 23:00 or
Text 'FRONTLINE' to 85258
24/7



Cancer Care

Therapy Services available to
all NHS staff - Call on 03330
150628 or 01524 381820

Shift Work

Hints & Tips to the Survival of Shift Work



DON'T SKIP YOUR BREAKS

Breaks are vital for keeping you alert. During your break try to get some fresh air or change of scenery. Both these factors will contribute to keep you alert.



BOND WITH YOUR CO WORKERS

Talk, debrief and build relationships with colleagues who are on either similar / irregular routines. Find out what you have in common, listen to suggestions & advice.



MAKE HEALTHIER MEALS & SNACK CHOICES

Choose items that provide energy but do not cause sleepiness or a 'crash and burn' effect later on whilst on shift. Adopt a grazing approach whilst especially working a night shift and ensure these are well-balanced.



PRIORITISE SLEEP

Create an environment conducive for sleep; use curtains that darken the room. Disconnect things that may disrupt sleep. Strive for the recommended 7-9 hours.



BE CAUTIOUS WITH CAFFEINE

Avoid caffeine and alcohol 5-6 hours before sleep, particularly when working night shift as it will affect the quality of sleep. Keep hydrated to avoid feeling tired, you should aim to drink 6-8 glasses per 12 hour rota.

Why you should take the stairs?

#MENTALHEALTHMATTERS

- Climbing stairs on a regular basis facilitates the secretion of the *feel-good* hormone, **endorphins**, which act as an amazing stress reliever and improve your mental health.
- By taking the stairs, you can use it as a way to take a break from your desk, ultimately relieving stress and cut down on tension.

#MOVEMORE

- Not only will taking the stairs help to build strong and lean leg muscles from engaging your glutes, calves, quadriceps and hamstrings, but it will also strengthen your bones and reduce the risk of osteoporosis.
- It causes your breathing and heart rate to **increase**, supplying oxygenated blood to your leg muscles so they can keep moving.

#HEALTHYHEART

- Carrying out regular physical activity can halve the risk of coronary disease.
- Climbing the stairs works your heart, lungs and circulatory system.
- Climbing stairs can **strengthen** your heart and lungs.
- This allows you to take more oxygen and replenish your muscles with oxygen-rich blood.

Your Free Workout Just Steps Away



Understanding Anxiety

Anxiety Symptoms

Everybody experiences anxiety at some time. Anxiety can vary in severity from mild to a terrifying panic attack. See below how Anxiety can manifest itself in a variety of ways: Physical, Psychological & Behavioural.

Physical

- Palpitations, chest pains, rapid heart beat, flushing
- Hyperventilation & shortness of breath
- Dizziness, headaches, tingling &/ or numbness
- Choking, dry mouth, nausea, vomiting, urinary infrequency, diarrhoea
- Muscle aches & pains or restlessness/ shaking

Psychological

- Unrealistic & or **excessive fear** (Past or future)
- Decreased **concentration & memory**
- Difficulty making decisions
- Irritability, impatience & anger
- Sleep **disturbance**

Behavioural

- **Avoidance** of situations
- **Excessive** checking, continual seeking of reassurance



- **Distress** in social situations
- **Phobic behaviour**- Urges to escape situations that cause discomfort



Please note: If these symptoms should recur over 2 weeks or more, we advise you to contact your GP

How are you today?

Use the examples below to check how you are, how your wellbeing is & how clear your thinking is. By changing small elements in your day to day life, it is proven to improve your levels of anxiety.

Where is my health at today?

How do I feel today, overall?

Mentally?

Physically?

Emotionally?

Is there anything in particular affecting this?

Am I looking after my wellbeing?

How did I sleep last night?

Did I feel tired when I woke up or well-rested?

Am I drinking enough water throughout the day?

How is my thinking today?

How are my thoughts making me feel?

Am I having unhelpful thoughts?

Am I using effective coping strategies to manage my stress?

Is there anything I can improve?

How well are they working?



Check in on a Colleague

1 IN 4

Around 1 in 4 people will experience a mental health problem this year, yet the shame & silence can be as bad as the mental health problem itself.

Your attitude to mental health could save someone's life. If you think someone isn't their usual self, try the below tips on how to start a conversation with them.

TALK

Ask questions. Just asking if someone is okay, then listening can make a difference.

By simply being there for someone, they can feel **less alone & more supported** to open up & discuss how they are really feeling .

Try to ask questions that are **open**, require a response & **aren't judgemental**.

Examples

How are you?
I'm here if you
need anything

You don't seem
yourself. Is
something
bothering you?

You seem
worried, can I
help with
something?

GET TOGETHER

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The more natural
the setting, the
less unusual the
conversation will
feel.

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Activities create conversation. Find an opportunity during daily life activities to get together, start the conversation & ask how they are feeling. Try doing activities such as:

WALKING



TALKING



VIDEO CALL



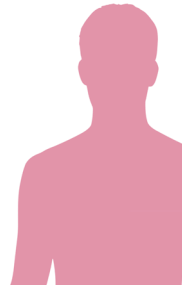
LISTEN & SUPPORT

Show them that you care & are here to listen to them

Have patience, let others talk & don't judge.

Be reflective, by repeating what they have said

Remove barriers that can obstruct your conversation.



Body Language

Body language encourages the other person to open up as it shows you are interested & willing to listen. Examples of good body language may include:

- Nodding your head
- Facing towards the other person

Be Kind to yourself & colleagues



Listening Tips

The smallest displays of kindness, like picking up the phone to check-in on someone, and the conversation that follows, could make the difference.



Avoid Offering Solutions

Listening to someone's problem is not always easy and most of us want to make things better, but this is not helpful.



Ask Open Questions

These are questions that invite someone to say much more than yes or no.



Give Them Time

If helps if you let them take the time they need to describe where they are at. Make sure you have time to listen.



Take Their Feelings Seriously

Without judgement, don't offer platitudes or minimize their feelings.



Give Reassurance

Let the person know there is help available and that you care about them .



Breathing Techniques for Anxiety

This calming breathing technique for stress, anxiety & panic takes just a few minutes & can be done anywhere.

Box Breathing

- You will get the most benefit if you do it regularly, as part of your daily routine.
- You can do it standing up, sitting in a chair that supports your back, or lying on a bed or yoga mat on the floor.
- Make yourself as comfortable as you can. If you can, loosen any clothes that restrict your breathing .
- If you're lying down, place your arms a little bit away from your sides, with the palms up. Let your legs be straight, or bend your knees so your feet are flat on the floor.
- If you're sitting, place your arms on the chair arms.
- If you're sitting or standing, place both feet flat on the ground. Whatever position you're in, place your feet roughly hip-width apart.

Technique

1. Let your breath flow as deep down into your belly as is comfortable, without forcing it.
2. Try breathing in through your nose & out through your mouth.
3. Breathe in gently & regularly. Some people find it helpful to count steadily from 1 to 5. You may not be able to reach 5 at first.



Consciously Managing Mental Health

During this current & ever changing climate, our lives are changing; behaviours, habits & routines. Everyone is affected in some way, & now more than ever, it is imperative that we pay some attention to our mental health.

Anxiety type symptoms can rise up in even the most laid back of us - no one is immune to experiencing these feeling. We are faced with new challenges, navigating a new normal, & all whilst getting used to the feeling of being less 'in control'.

So what kinds of things can we be doing this week to help us manage anxiety, & keep cultivating mental health wellness?

Generate positive emotions, however seemingly small. Research shows that when we experience positive emotions, we are able to start to undo the negative effects & symptoms of stress. We could look to generate positive emotions by the following:

- **Being mindful in moments**- whilst enjoying 5 minutes with a coffee, stepping out into the sun for a few minutes, noticing how it feels when you take a shower. There are many examples of these types of activities, where we often go on 'auto pilot'. Instead, we can use these moments to experience a degree of joy, stay present & reduce some difficult emotions that we may be feeling.

- **Keep your healthy connections with others-** In times of social distancing, we may need to change how we connect, but any connection is better than none. Can you meet on a video call, a kind text or an email. **Use the positive power of imagination;** Research shows that often, the brain cannot tell the difference between what is real, & what is imagined. Therefore, you may find it useful to sit quietly, close your eyes, & think about past hugs, that close conversation, or that joyful memory with a loved one. This may promote a feeling of closeness & boost oxytocin, a hormone that has a calming effect on your body. When you increase your oxytocin, your body starts to switch off the cortisol hormone, otherwise known as the ‘stress hormone’.



By spending a small amount of time on these simple practices, we may be able to **change our outlook a little**, lower our stress response & build up energy for the more challenging times in our days. Cultivating positive emotions, even in adversity or times of intense challenge, will assist us in staying mentally well, helping you to think clearly, & support you in looking after your physical health

- For more information on looking after your mental health, please take a look at the link from NHS employers on staff wellbeing: <https://www.nhsemployers.org/covid19/health-safety-and-wellbeing> The information is updated regularly & covers many areas of interest for NHS employees.



What you can do if you feel lonely

If you're feeling lonely at the moment, the following tips can help, seek further support if you feel you need it.

We all feel lonely sometimes, but the COVID-19 outbreak has made it harder to be with others.

1. Explore New Ways to Spend Time Together



If possible, meet up with friends or family members. Always make sure you follow current restrictions in your area on where and with how many people you are able to meet, and observe social distancing measures. Perhaps a walk in the park would be good, as spending time in green spaces can help our wellbeing. If you are staying at home, you can still spend time with others. Lots of people are doing things together online, like watching films, playing Scrabble or having dinner together.

2. Be More Social and Check In Regularly



Creating a regular routine of checking in with others and being more sociable can be good, as it can make it easier to reach out at the time you feel lonely. Most of us love hearing from people we have lost contact with – and that's especially true now. It may also encourage them to contact you more, or you could ask if it's OK to have a regular check-in.

3. Share your Feelings but DO NOT Compare



Sharing feelings can help with loneliness, hearing a familiar voice or seeing a friendly face makes us feel less isolated. Remember most people tend to share only the good things on social media, so avoid comparing yourself to them, plus we can never be sure of what someone else is going through.

4. Volunteer to Help Others



Another way to stay busy is by helping others, which can also boost your mental wellbeing. You can volunteer during lockdown from home or in your community. You may even make new friends while volunteering.

5. Do More Things You Enjoy or Learn Something New



Filling your time by doing what you enjoy will stop you focusing on being lonely. If you run out of things to do why not try a new hobby or something you've always wanted to do, such as online classes like art, cooking, DIY or gardening. Give it a go, many classes are FREE!

You might miss everyday connections you had. It's natural to feel like this now, and you should not blame yourself for these feelings, now or any other time. It's really important to remember these changes will not be forever & that social distancing does not stop us from connecting in other ways.



Spot the Signs

The current uncertainty will lead to heightened levels of anxiety for many people, & potentially in the longer term to a range of Mental Health problems if people don't get the early support they need. Look out for signs that someone may be struggling.

How They May Be Thinking Or Feeling



Sadness or anxiety that does not go away

Losing enjoyment & interest in people & activities

Lack of energy, lethargy & tiredness

Extreme mood swings, ongoing irritability or anger

Developing unrealistic or excessive fears or worries

Increased anxiety about their health

Chest pains, shortness of breath.





How Someone Might Behave



Changes in appetite or sleep patterns

Withdrawing from, or avoiding friends & family

Stopping telephone or social media contact

Losing interest in things, including their appearance

Risky behaviour or increased use of alcohol & drugs

Carelessness or lack of interest at work

Starting or increasing self harm behaviour

Increasing coping behaviour such as washing hands

Struggling to make decisions or concentrate



Be Helpfully Nosy

Through this challenging time, show interest in the people around you. Show you care by asking them questions about how they are feeling & thinking. Don't be afraid to ask twice if you are worried.

Keep Checking In

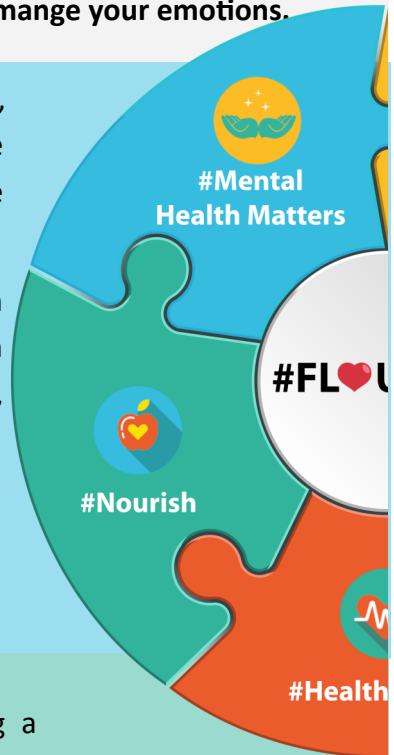


Coping with Stress

Try to look out for your physical & mental health at this time. Wash your hands regularly & only leave your house if absolutely necessary in order to limit the chance of infection. Draw on skills that you have used in the past to manage adversity & help you to manage your emotions.

It's normal to feel sad, stressed, confused, scared or angry during a crisis. Try to put aside some time each day to check in on your sense of wellbeing & the clarity of your thoughts.

Talking to people can help; if you are living on your own, it is important to keep in touch with family, friends or neighbours on the telephone, using video calls or on social media.



Maintain a healthy lifestyle, including eating a balanced diet & aiming for between 6-9 hours of sleep each night.

Try to avoid smoking, drinking excessive amounts of alcohol or taking any other drugs.



Regular exercise can help to relieve anxiety & improve wellbeing. Try to keep active by going on a daily walk, run or bike ride. There are also home workout videos available on YouTube, Instagram, or via fitness apps which can provide suggestions for exercise routines & help you to keep fit.



Try to limit worry & anxiety by lessening the time that you & your family spend watching or listening to the media coverage that you perceive as upsetting.

Make time for yourself, doing things that you enjoy, relaxing & pursuing hobbies .



If your stress isn't under control it can cause serious illnesses, such as heart disease, asthma & stroke. Spotting the early signs of stress, like sweating, loss of appetite, headaches & loss of concentration will help prevent it getting worse.



#Move More



IRISH



#Take a Break

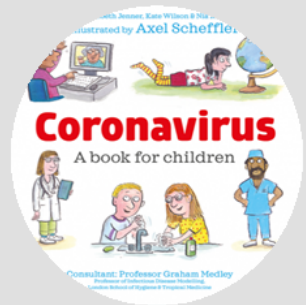
y Heart

Helping Children cope with Stress during COVID-19

Children & teens react, in part, on what they see from the adults around them. When parents & caregivers deal with the COVID-19 calmly & confidently, they can provide the best support for their children. Parents can be more reassuring to others around them, especially children, if they are better prepared.

Try to talk openly about the Coronavirus with children & explain what is happening in a way that is appropriate for your child's age. A book for children aged between 4-9 years old has been released on nosycrow.com to support parents in talking to their children about COVID-19

Children may respond to stress in different ways, such as being more clingy, anxious, withdrawn, angry, agitated or bedwetting. Try to respond to your child's reactions in a supportive way & encourage them to express their emotions. If children find it difficult to articulate their thoughts & feelings, encourage them to do this creatively, for example by drawing or painting pictures of their ideas.



Playing games & exercising regularly relieve anxiety & improve mental wellbeing. Try to provide safe opportunities for your children to go outside for exercise, for example on a daily walk or bike ride as a family. There are also a large number of resources available online, such as the ***Joe Wicks PE videos on YouTube***



Try to keep regular routines & schedules as much as possible, or create a new weekly timetable, including time set aside for learning, exercise, playing & relaxing. Websites such as ***twinkl.co.uk*** have lots of resources & ideas which can support parents with home schooling. There are also lots of ideas for fun games & activities on ***bbc.co.uk/cbbc***



Try to keep children close to their main caregivers & avoid separating children from siblings or parents as much as possible. If separation occurs—for example from hospitalisation or isolation of symptomatic family members.—ensure that children can maintain regular contact with them via telephone or video calls.



Be a role model. Take breaks, get plenty of sleep, exercise, & eat well. Connect with your friends & family members.

Communicating with Children about COVID-19

News about the coronavirus pandemic is everywhere.

What you can do is to help minimise the negative impact it has on your children. You can do this through open & honest conversations at home.

Here are some top tips:



1. Acknowledge it's OK to be Concerned - Go through all their concerns & questions with them. You would want them to leave the conversation realising that, although bad things can happen, many people including world-leading experts are working very hard to reduce the impact of the pandemic, so they do not need to be scared.



2. Find the Balance in Consuming News - Small doses of real-life news from trustworthy sources are really helpful. Lots of exposure can do harm, because children can become fixated on a news story & repeatedly look at news coverage relating to it. The important thing here is balance. Force-feeding news to children or going to great lengths to shield them from it, can be unhelpful. Avoid turning the television off or closing web pages when they come in to the room. This can spark their interest in knowing what's really going on – & that is when their imagination can take over.



3. Let them know the Facts & offer Safety - If children have access to clear & honest explanations of what is happening, & they know it's okay to talk about the pandemic, no matter how scary, then it can give them the confidence to reach out to you. All children want to know that their parents can keep them safe.



4. Talk about Vulnerability & Responsibility - Explain to your children what it means to be vulnerable.

Vulnerability is not weakness; it is a natural response to experiencing uncertainty & risk & being emotionally exposed.

You may be feeling vulnerable as a parent in having this conversation with your child. Try to acknowledge this & offer them a lot of time for discussion & support from you. Talk to your children about what it means to be vulnerable (i.e. belonging to a high risk group as defined by the NHS) in the context of the COVID-19 pandemic & explain how many of the responses to it have been put in place to help protect those who are vulnerable.

The best way to communicate safety is by talking about worrying news with open, confident, clear & truthful facts. Talk to them about what they can do to look after themselves & others, explaining the importance of hand washing, for example.



Making Decisions Under Pressure

A guide for Leaders & Managers that aims to highlight the factors likely to enhance or impair decision-making under pressure; as well as some specific techniques which can help. Since the start of March 2020, managers across the health & social care system have been making the most difficult decisions of their lives.

What are the particular difficulties?

It is well established how fallible human decision-making is, even when conditions are favourable. So, under the pressure of time & resource constraints, fatigue & ethical complexity it is expected that judgement becomes difficult. Factors we need to factor-in with pressurised, high stakes decision-making are:

- A drop in judgement quality & productivity when we attempt to multi-task
- Serotonin imbalance (whether through hunger, fatigue or natural light deprivation) has been linked to rushed & less considered decisions
- Finally, but perhaps most significant for health & social care managers, in the current context there is a high probability of dilemmas where personal values & available options are in conflict.

What can help?

- Take account of the reality that in crisis conditions perfect judgement will rarely be possible. Clinicians & managers will face situations where their best guess is better than no decision at all.

- The need for fine judgements can be reduced by creating, sharing & using evidence-based guidelines – carefully considered frameworks & checklists for procedures .
- **Step back from the Fog** - Pressure clouds judgement & increases the heart rate. It is usually possible in the heat of the moment, to step away & give yourself a little more time.

Stop – Breathe – Reflect – Choose

- **Surface the Tensions** - Difficulty in decision-making often stems from imperfect data or information overload. Both can mask important underlying issues.
- **Empower your Team** - Although many decisions rest with you, that does not mean you have to make them alone. Be inclusive. Create the conditions that allow every individual in your team the space & confidence to have a voice. Do not assume that the most senior, most experienced individual in the room has the best plan.
- **Prepare to Adapt** - Flexibility is required in the face of constantly changing conditions, & continual evolution in our understanding of what works. Strong routines for de-briefing & sharing good practice will foster an adaptive capacity in your team which might save lives.

Remember that now more than ever a safety & learning culture is vital. All staff should feel able to raise concerns safely. In crisis conditions, you will rarely have all the levers at your disposal to deliver a perfect solution. Your aim should always be to make decisions in good faith, based on the best information you have available at the time.



Conversations about Painful Subjects

As a line manager with a duty of care to your team members you are very well placed to have supportive & helpful conversations with staff about their past experiences – good & bad.

Your role as a leader is to create compassionate confidential spaces for people to talk to you when they wish to, & to help people seek more specialised help should you both agree it might help. Creating the culture for regular spaces to talk means that people can choose to release stress over time, & when the time is right for them.

Trauma & Moral Injury



It's helpful for non-specialists to understand a bit more about trauma.

- **Trauma** can be defined as the experience & effects of overwhelming stress. Trauma overwhelms a person's ability to cope when faced with threat, or when they believe there is a serious threat confronting them.
- **Moral Injury** is defined as "the psychological distress which results from actions, or the lack of them, which violate someone's moral or ethical code". Those who develop moral injuries are likely to experience negative thoughts, often about themselves & others involved in the traumatic incidents which have triggered their distress. These can range from guilt & shame, through blame & disgust towards others, to fear & loss of self-confidence.

It's Trauma, & the distress it causes, is determined from the perception of threat rather than by the magnitude of the event/s. This means that it can arise from what may appear to the outside observer to be relatively minor triggers.

'The role of perception reveals why contrasting experiences can be traumatic, & why some experiences may be traumatic for some people & not for others. Differences between people & context, such as a person's, prior experience/s, & the extent & duration of the stress affect a person's capacity to respond. So, too, do their resources, including their internal resources.'

This point is very significant & underlines the importance of hearing accounts of trauma & moral injury in a non-judgemental way, respecting the staff member's experience & narrative. In addition, it relates to the complexity of some experiences of trauma which will require patient listening & a degree of skill in structuring conversations.

Remember, as Managers & Leaders we are often not privy to the experiences that our staff have been subject to in their personal & work lives. We are all at risk of trauma & moral distress. This does not make one person stronger/weaker than another.

Social interactions are a critical part of the recovery process, & interactions with non-clinicians (family, friends, colleagues) can have significant positive influence. Remember, find out what your staff & team need. Don't make assumptions, remember how different we all are.



Conversations about Painful Subjects

Talking about Trauma



A useful framework to have in mind when planning & conducting a conversation about painful past occurrences is offered by Fallot & Harris. The following guidelines are based on this framework.

- Safety applies to **Physical Space** - The building & room; the 'place' in which you are speaking & the **Emotional Space** - The atmosphere & comfort levels, your own & those of the person to whom you are speaking.
- Consider the nature of your relationship to the person you are concerned about & its possible implications for your conversation. Ask yourself "In light of my relationship, or lack of relationship, with this what steps can I take to help the conversation go well?"
- Choose your moment carefully if you are initiating the contact – respect the staff member's preferences regarding the time, location for the conversation, etc. if you can.
- Your approach & style should be **empathetic** at all times.
- Tune in to their **verbal & non-verbal communication**.
- **Listen** to & validate the person (don't talk over them or contradict them).
- Not knowing what to say can be a positive. Sometimes words don't help when responding to deep distress. It's okay to say; "I don't know what to say".

- When you listen **compassionately**, tune in, you are present & express your support through your non-verbal communication, you will help the person feel safe.
- **Recognise signs of stress** (which may take the form of visible agitation, such as accelerated pace, raised voice OR silence, glazed expression & ‘shut down’). If you can – often by allowing a pause or break – gently help them restore equilibrium if their stress levels become high.
- If the person initially says they are “okay”, but you are still concerned, you can gently ask a second time as the first response may be automatic. Do not persist if the person is reluctant or insistent.
- **Don’t give advice** unless you are asked for it (e.g. avoid saying “Have you tried...?”)
- Inquire about who the person might call upon for the kind of support they need, & be prepared to **signpost relevant services** such as Occupational Health or Psychological Support where appropriate.
- Try to ensure the person does not leave the conversation in a distressed state.

A REMINDER: You are not expected to diagnose or treat trauma. Your role as a leader is to create compassionate confidential spaces for people to talk to you when they wish to, & to help people seek more specialised help should you both agree it might help. If the person you are leading refuses help, but you are very worried about them, your Occupational Health team &/or Human Resource team can advise you.



Domestic Violence



For every seven victims of domestic violence in the UK, 4 will be female & 3 will be male

There was a total of **1,316,800** domestic abuse-related incidents & crimes recorded by the police in England & Wales in the year ending March 2019 (an increase of **118,706** from the previous year)

Of these incidents

746,219

were recorded as domestic abuse-related crimes (57% of the total number of incidents & crimes)

Domestic violence, also called domestic abuse, includes physical, emotional & sexual abuse in couple relationships or between family members.

Domestic violence can happen against anyone, and anybody can be an abuser.

Abusive relationships frequently get worse over time & can become more physically violent as well as emotionally harmful. Victims of abuse are often isolated from their friends & family & those who aren't, often feel unable to confide in friends about what is happening.

Living with domestic abuse can impact on every area of your life including work, housing & finances. For many it can cause long-lasting emotional trauma & depression. In some cases, adults do not realise that their children are also aware of what is happening - even hearing abuse can make a child confused, upset & frightened.

Tips to help Domestic Violence

- **Acknowledge that they are in a very difficult & scary situation, be supportive & listen.**
- **Be non-judgemental**
- **If they end the relationship, continue to be supportive of them.**
- **Encourage the, to participate in activities outside of the relationship with friends & family**
- **Help them develop a safety plan**

Helps Available:

National Domestic Abuse helpline: 0808 200 0247

Women's Aid: www.Womensaid.org.uk

Respect Men's Advice Line, helpline: 0808 801 0327

ManKind Initiative: 01823 334 244



Resources Available for Staff

Headspace - Be kind to your mind. Learn the life-changing skills of meditation & mindfulness in a few minutes a day with Headspace. Simply download this guided meditation, mindfulness, & sleep app for free — then sit back, breathe, calm your thoughts, relax, & be kind to your mind.

Sleepio & Daylight -

- **Sleepio** is a clinically-evidenced sleep improvement programme that is fully automated & highly personalised, using cognitive behavioural techniques to help improve poor sleep.
- **Daylight** is a smartphone-based app that provides help to people experiencing symptoms of worry & anxiety, using evidence-based cognitive behavioural techniques, voice, & animation.

Unmind - Unmind is a workplace Mental Health platform. They empower organisations & employees to measurably improve their Mental Wellbeing. It could be sleep, stress, productivity, or even your ability to support others during a difficult time – all delivered in bite-sized chunks through audio, video, & interactive content.

Move GB - 1000s of interactive live stream classes coached by your local instructors. FREE On demand workouts from the world's top trainers.



Be KIND to yourself & colleagues



Support & Help Available

There may be times when we need some extra support to get through - it's okay to ask for help, & there's lots of support out there.

Within the Trust

HELP AND SUPPORT

Occupational Health	Internal 42290	External 01524 512290
Mental Health First Aiders	Nicola Harvery & Pete Sariwee Internal 42290 - External 01524 512290	
Respect Champions	Email: Respect.champions@mbht.nhs.uk	
Freedom to Speak Up Guardian	Heather Bruce - heather.bruce@mbht.nhs.uk	
Ask Sami:	Internal 49700	External 01524519700 Email: ask.sami@mbht.nhs.uk

Occupational Health & Wellbeing

Counselling	Cognitive Behavioural Therapy (CBT)
Hypnotherapy	TRiM
Mental Health First Aiders	

External Help & Support

NHS Helpline

0300 131 7000 between 07:00 & 23:00

Text: FRONTLINE to 85258 24/7

NHS Mental Health Helplines www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/

Mental Health UK

Supports people affected by Mental Health
<https://mentalhealth-uk.org>

Cancer Care

Therapy Services for all NHS staff
(doesn't not need to be a cancer related)
concern 03330 150628 or 01524 381820

Trauma Response Network

Register or for more information visit:
www.traumaresponsenetwork.org/

Samaritans

01524 61666 or call FREE on 116 123

Mind

0300 123 3393 or

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

Lancashire and South

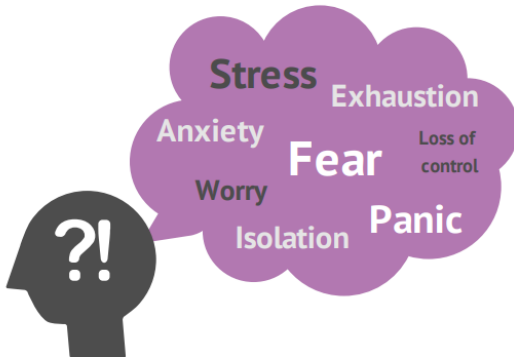
Cumbria Resilience Hub

01772 520228



Occupational Health & Wellbeing Service

Mental Health Support



**These are all normal feelings!
But do not suffer in silence; support is available, easy to access and free!**

All UHMB colleagues can access psychological support services through Occupational Health:

- Person-Centred Counselling
- Hypnotherapy
- Cognitive Behavioural Therapy (CBT)
- Trauma Risk Management (TRiM)
- Team / Department Trauma & Wellness Sessions
- Eye Movement Desensitisation & Reprocessing (EMDR) Therapy
- Management Support for Team Mental Health
- Mental Health First Aiders
- Bespoke psychological support for front-line staff
- Trauma Network Support
- Colleague Support Packs and signposting to external support services



Mental Health First Aiders

MENTAL HEALTH
FIRST AID
STARTS WITH US



A Mental Health First Aider's Commitment:



Listen

Hear & Understand



Give

Support & Information



Encourage

Discuss Professional Help Available
Discuss Support Groups
- Family/ Friends



MHFA England

For more information:

If you have any questions about MHFA at UHMBT or would like to develop your skills & become a Mental Health First Aider-

Please call: Ext-42290

or

Respect Champions



The Behavioural Standards Framework
Everybody's responsibility in everything we do



Respect Champions are volunteers from all areas of the Trust, here to listen to any concerns you may have about behaviour & offer support & guidance. They aim to respond to all enquiries within 72 hours.

Contact the team in confidence on:

Telephone: 07970204132

Email: respect.champions@mbht.nhs.uk

Freedom to Speak Up Guardians

Contact the team in confidence on:

Telephone: Heather: 07890587013

Wes: 07818468363

Email: FreedomtoSpeakup@mbht.nhs.uk

heather.bruce@mbht.nhs.uk

wesley.blondel@mbht.nhs.uk

or you can raise your concern through the FTSU App which you can download for free from the App store or Playstore.

Wesley Blondel & Heather Bruce are the Freedom to Speak up Guardians for UHMBT & are available for support

Ask Sami



The Ask Sami team offer support and professional advice to all colleagues in response to the challenges facing those who need quick solutions to their day-to-day HR related queries. These may include:

- **Terms & conditions of employment**
- **Employee relations matters (disciplinary & grievance)**
- **Attendance & performance management**
- **HR Policy guidance a& advice (such as Annual Leave, Maternity,**

How to contact us...



ask.sami
@mbht.nhs.uk



@AskSamiUHMBT



Phone: 01524 519 700
Ext. 49700



Occupational Health & Wellbeing Service

Telephone: 01524 512290 or 42290

Email: occhealth.referrals@mbht.nhs.uk

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TOGETHER**

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