

COVID-19 STAFF WELLBEING AND MENTAL HEALTH: SOP

1 May 2020

AIM

- **To reduce long-term effects of frontline pandemic response work on**
 - Individual staff members' health and wellbeing
 - Overall workforce performance
 - Impacts on staff mental health
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OBJECTIVE

- **Strengthen social support**

On an ongoing, daily basis sustain colleagues' care for each other and their social identity thereby *reducing the number of people requiring further professional support*
- **Reducing stigma**
 - Around mental health in general
 - Around undertaking support activities
 - Around requiring professional support
- **Providing counselling and other professional support when indicated**

PLAN A: CONTINUING SUPPORT

Brief at the start of shifts

Daily briefs at the start of each shift with ICU/Anaesthetic team. At the same time as outgoing team debriefs (separate locations). Checking in to see if people feel adequately rested, or have any worries about the area they are covering/the shift ahead etc.

Debrief at the end of shifts

Daily debriefs at the end of each shift with ICU/Anaesthetic team. Approximately 15mins. To be considered part of handover routine. Free to talk about anything; see 'Box 1' for suggested points.

Debrief post emergency intubations

Debriefs following emergency intubations, including any member of the intubating team who wish to participate. Situation and group based conversation topics; focus to be on active listening.

Debrief post deaths/peri-arrests

Debriefs after deaths or peri-arrests, including any staff member involved in patient's care who wish to participate. Situation and group based conversation topics; focus to be on active listening.

Resources for individual wellbeing activities

Available resources for individual wellbeing, e.g. meditation or sleep improvements apps, fitness apps, wellbeing websites, or resources for children.

Staff member individually seeking professional support

Staff members provided with contact details for counselling or other professional support to enable self-referrals as needed.

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PLAN B: FURTHER SUPPORT – STEP 1

Staff member identified as benefiting from further support

Staff member either self-identifies, is identified by other staff member, or a Wellbeing Champion notices signs indicating further wellbeing support to be beneficial.



Wellbeing Champion speaks to affected staff member

Options available are discussed and further plan is established together during this conversation. This can be held in person (adhering to social distancing as per current government guidelines), or over a phone call or video call; whichever the staff member prefers.

Utilising wellbeing resources

Staff member is provided with further details regarding available wellbeing resources, tailored to needs identified during conversation (meditation or sleep improvements apps, fitness apps, wellbeing websites, resources for children etc.).

Further escalation

Staff member identified as benefiting from further support.

PLAN C: FURTHER SUPPORT – STEP 2

Referral for counselling or other professional support

Affected staff member receives contact details for further support.

Wellbeing Champion

A Wellbeing Champion is any staff member who volunteers to be a listening ear and provide peer to peer support to their colleagues (*note: not to provide counselling, unless formally trained to do so*). A list of their names – along with other available wellbeing resources – to be published around the department, with the aim to reduce any barriers for them to be approached.

Box 1: Daily debrief and wellbeing check – talking points

- How was the day?
- Got enough breaks?
- Specific events you would like to talk about?
- Practical concerns or ideas for improvement?
- Sleeping ok?
- Physical health ok? Getting enough exercise?
- Wellbeing ok? Getting enough time for yourself? Aware of support resources?
- Home ok? Food, contacting family, worries of bringing virus home etc.