

Standing Operating Procedure Management of Mental Health and Wellbeing through COVID 19

Introduction

In the incidence of a global pandemic, it is a part of Tameside and Glossop ICFT's health and safety protocol to ensure a Stand Operating Procedure (SOP) is established for staff access to mental, emotional and psychological health and wellbeing provision in a timely, effective and efficient manner. To that end, this SOP provides a roadmap for the mitigation to workforce health and wellbeing risk pertaining to the conditions, climate and impact of coping and dealing with natural disasters such as a viral outbreak causing national mass contagion and death.

COVID 19 Background

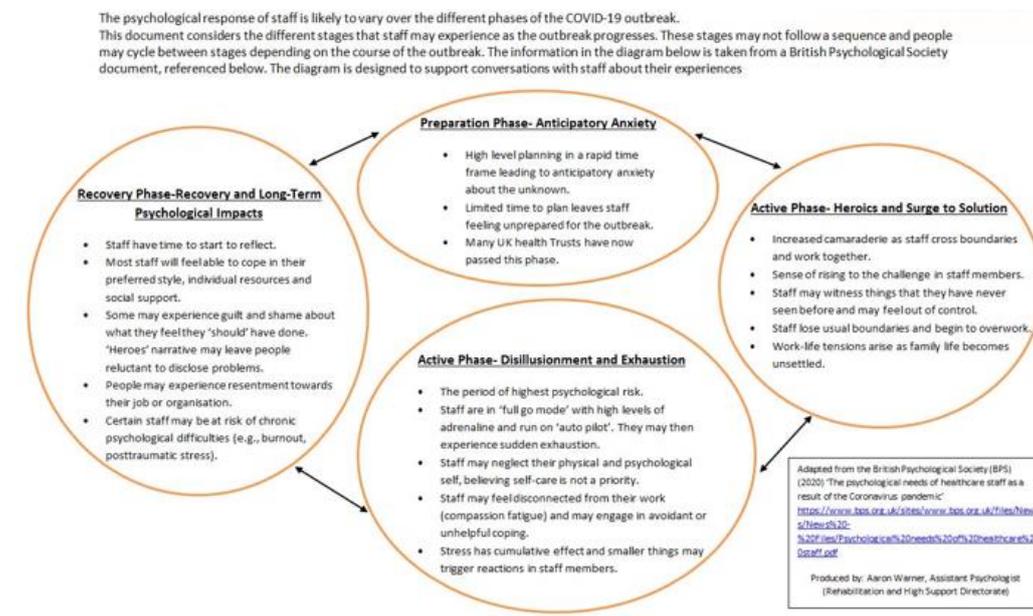
Coronavirus disease (COVID 19) is an infectious disease caused by a newly discovered coronavirus. Coronaviruses are a family of viruses that cause disease in animals. Seven, including the new virus COVID 19, have made the jump to humans, but most just cause cold like symptoms. COVID 19 is closely related to severe acute respiratory syndrome (SARS) which swept around the world in 2002 to 2003. That virus infected around 8,000 people and killed about 800 but it soon ran itself out, largely because most of those infected were seriously ill so it was easier to control.

COVID 19 is different to the SARS type coronavirus in that the spectrum of disease is broad, with around 80 per cent of cases leading to a mild infection. There may also be many people carrying the disease and displaying no symptoms, making it even harder to control. So far, around 20 per cent of Covid-19 cases have been classed as "severe" and the current death rate varies between 0.7 per cent and 3.4 per cent depending on the location and, crucially, access to good hospital care. The COVID 19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes. At this time, there are no specific vaccines or treatments for COVID 19.

The 3 levels of mental health and wellbeing (including emotional and psychological support)

Experiencing a pandemic can be very unsettling and have a negative impact on staff mental health. Individuals may have a variety of concerns about the impact of the virus on their own health, their patients and, directly or indirectly, on staff's wider family and friends, particularly if they have caring responsibilities. Supporting staff's mental wellbeing is critical to ensuring the sustained health and capacity of our NHS workforce as they respond to COVID 19. Staff will be affected differently depending on the individual and severity of impact on mental health caused by COVID 19 so, our mental wellbeing support offer has taken account of this.

The British Psychological Society identified 3 specific stages of psychological impact on staff created by the global pandemic's trajectory: a *recovery*, *preparation* and *active* phase:



At T&G ICFT, mental health and wellbeing provision has been organised into levels where Level 1 provision has been designed to accommodate the characteristics of *recovery* and *preparation* phases and Level 2 / 3 provision has been designed to respond to the spectrum of need across the *active* phase:

Level 1

Level 1 provision is low end mental health support. This level accommodates for support that can be accessed by an individual to **self-manage** one's own mental health with some non-specialised generic pastoral type input. Staff may be feeling slightly overwhelmed, a heightened degree of stress, anxiety and feeling low and need access to a range of help to self-management techniques to cope, from web based applications to improve sleeping to peer support in the 'Wobble Room' to generic counselling and signposting from the EAP 24/7 helpline.

Access to level one provision is 1) the first point of call for staff or 2) de-escalation from level 2 provision and is immediately available.

Level 2

Level 2 provision is mid-level mental health support for staff who cannot cope on their own and need direct input from a professional service such as counselling. Staff may feel continually anxious, stressed, depressed and may face post-traumatic stress disorder (PTSD) amplified by the conditions of the pandemic and need one

to one support to manage and cope with the consequential impact. This level often involves **(self) referral into a service** where a diagnostic, triage and planned treatment that is often appointment based is offered, to ensure that the individual is not left to cope on their own but this is supported by a professional specialist service.

Access to level 2 provision is accessed 1) after level 1 provision has not worked 2) directly where staff have a pre-existing mental health condition and require triage into planned provision or 3) de-escalation from level 3 provision and is appointment based.

Level 3

Level 3 provision is high intensity mental health support for staff in crisis who have faced trauma via a critical incident and require access to a **clinically led** intervention from a trained psychologist. In this level, staff are not able to cope on their own and need access to decompression, cognitive behavioural therapy or other specialised approaches to achieve stabilisation. In this level, staff may have faced unprecedented death incidents of colleagues and struggle to cope with the aftermath as an example. Level 3 provision is often best utilised by referral of the organisation / management of a staff member or more commonly, a team, to a Critical Incident Support (CIS) service where the individual/s are managed closely by the service and released back into Level 1 / 2 provision if deemed necessary.

Access to level 3 provision is arranged through the Trust's Health and Wellbeing Lead, usually within a 24 hour timeframe and requires an Executive sponsor to sign off the request.

Standard operating Procedure for accessing mental health and wellbeing provision

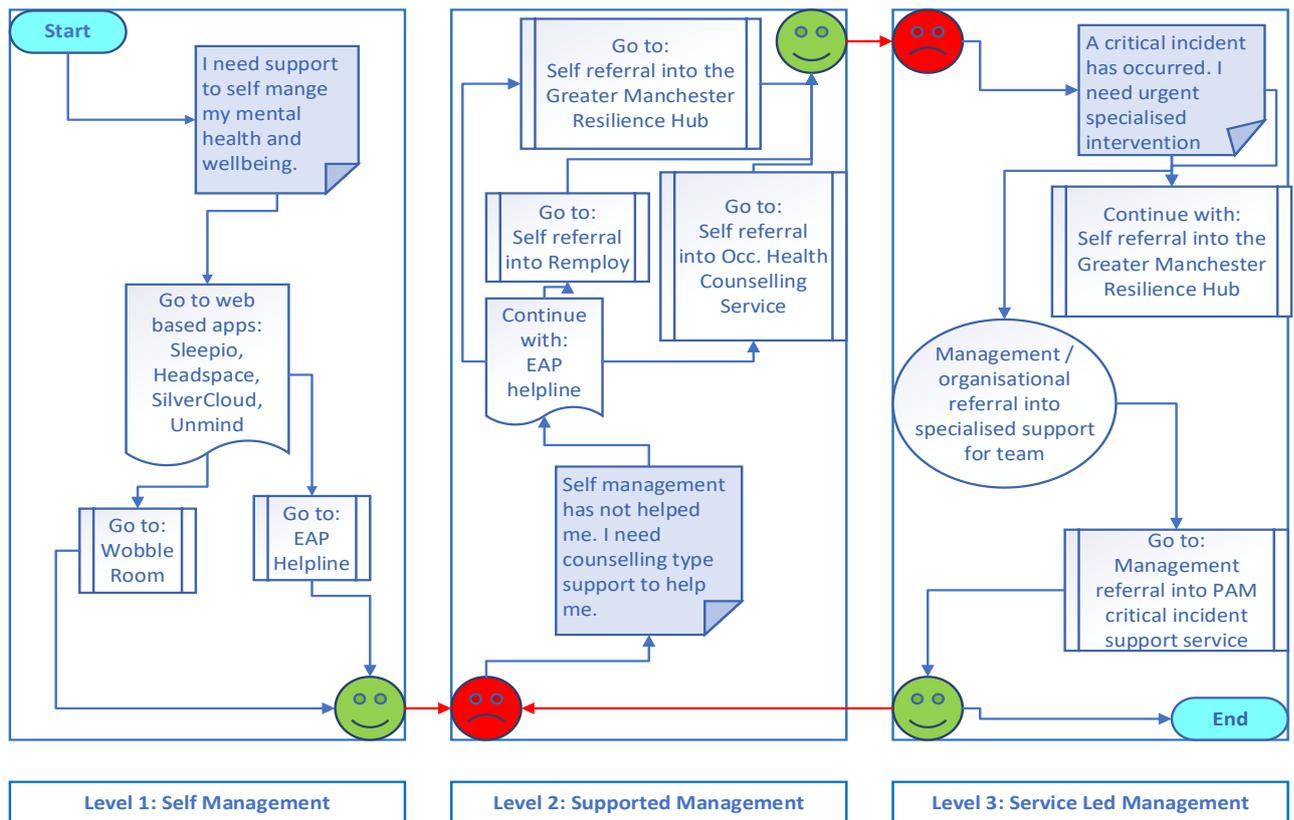
Process for accessing mental health provision:

The severity of mental health support required increases with each level from level 1 to 3. Conversely, the severity of level of mental health support de-escalates from level 3 to 1. Access points to provision across levels are determined solely by need and staff can therefore, access provision at any level, dependant on need and not necessarily in chronological order. Provision across levels 1 and 2 can also be accessed simultaneously or in order. Level 3 provision can only be accessed via management referral with Executive authorisation that can eventually deescalate to levels 1 and 2 provision and is usually stand alone:

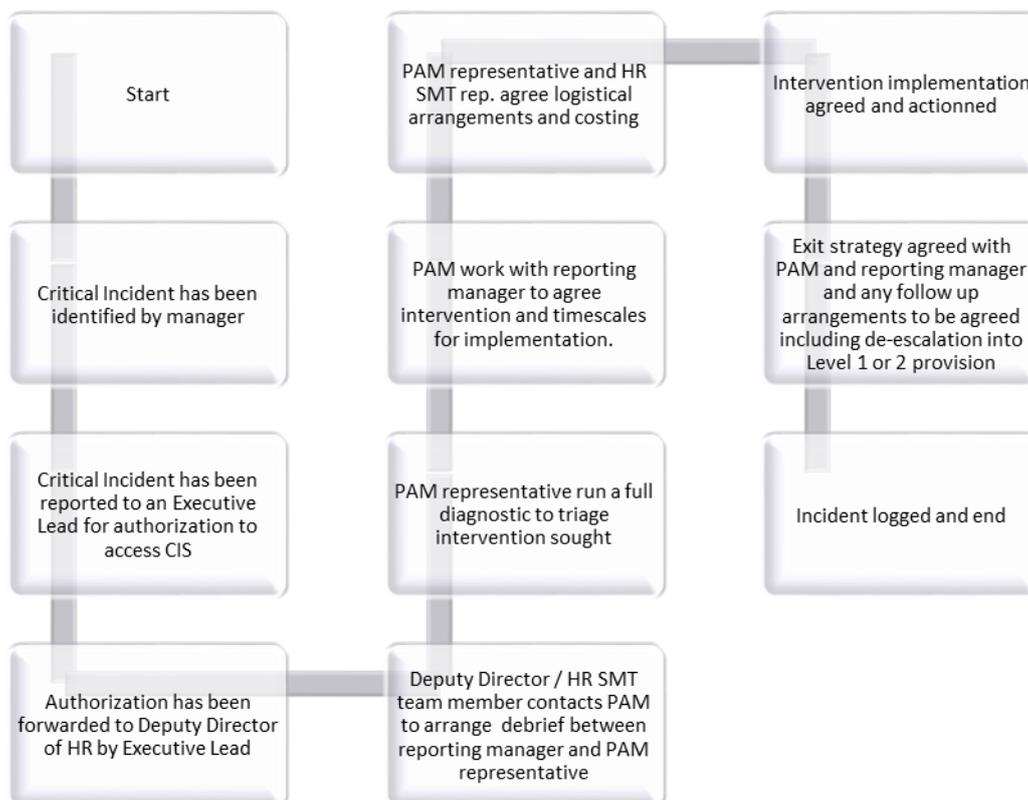
Example of process in action, based on available provision

The process below details how to access support and is dependant on provision that is available at the time of accessing support:

Mental Health Support SOP during COVID 19



Process for access to level 3 (People Asset Management) PAM critical incident support:



Description of activity in each levels:

Descriptors and access point:

Web-based applications: technology based solutions, accessible on a smart phone or PC where staff can access information, meditation, mindfulness, sleeping well and much more self help initiatives to build personal mental resilience to cope with the COVID 19 pandemic. These apps have been provided by companies dedicated to supporting NHS staff through the pandemic

Sleepio: <https://www.sleepio.com/signup/start/plus/?showCodeInput=true&signupPageReference=redeem>

Headspace:

<https://nhs.unmind.com/signup>

Silvercloud:

<https://ucd.silvercloudhealth.com/signup/>

Unmind:

<https://nhs.unmind.com/signup>

EAP helpline: purchased by T&G ICFT as a part of the overall Trust HWB offer to provide staff with access to counselling, information and support 24/7 if and when they need it. It is accessible from anywhere at any time and completely confidential. It is meant to provide staff with a first point of call for low level mental health support when feeling overwhelmed. The EAP helpline provision is also supported by the bereavement help line that has been set up by the end of life service, supported by the Chaplaincy service to support staff who are witnessing deaths of patients and need access to support to enable emotional and psychological health and wellbeing. There are also national helplines designed to support staff who are in need of urgent emotional and psychological support via the phone

EAP Helpline: [03303 800658](tel:03303800658)

Bereavement helpline: [0161 922 5848](tel:01619225848)

The Wobble Room (or Staff Sanctuary) : an internal drop in service for staff to provide pastoral care and a safe space for staff to off load, share feelings of being overwhelmed and get support towards building personal resilience to cope with COVID 19

Timetable available from emma.lewis@tgh.nhs.uk

The Occupational Health Counselling Service: accessible via self or management referral where staff who are struggling to cope with their mental health are able to access face to face appointments for counselling services. A qualified professional will work with the staff member to put a plan in place for long term management of ill mental health. This provision has emergency capacity built into it for immediate access to support provided by qualified professionals during COVID 19.

Helpline: [0161 922 6328](tel:01619226328)

Remploy: a specialist organisation that has been commissioned by T&G ICFT to provide support for the long term management of un/diagnosed mental health conditions. Staff can self-refer into this service or be referred by Occupational Health and is appointment based to support ill mental health

Helpline: [0300 456 8114](tel:03004568114)

Email: a2wmhss@remploy.co.uk

The Resilience Hub: an emergency level 2 mental health service deigned to support staff in crisis. Following an initial self-assessment on line, the algorithm produced will triage staff into the appropriate levels of support from a helpline to a mental health service to crisis intervention with psychologist support. The service provides resources, education and emotional health and psychological wellbeing in crisis situations, founded on the infrastructure of support for the Manchester bombings and also offers the first point of access for with trauma support for critical incident support for individuals / teams, ahead of PAM.

Access:

Phone: [03330 095 071](tel:03330095071)

Email: GM.help@nhs.net

<https://www.penninecare.nhs.uk/mcrhub>

Critical Incident Support via People Asset Management: designed to deal with traumatic events only that impact service delivery and support individuals / teams in crisis. The service goes beyond counselling support into psychological / clinically led intervention designed to debrief / decompress and de-escalate crisis related events. It provides the same impactful service as high end GM Resilience Hub intervention but can be accessed to support teams as well as individuals. This provision is high end and designed to support business continuity.

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The provision described above is continually supplemented with new offers from a National, Regional and Local landscape and therefore, is not exhaustive but rather, a baseline for mental health and wellbeing support available to staff within the Trust.