
Wellbeing

A CityCare Staff Resource



COVID-19 has changed our lives dramatically.

It has never been more important to look after our own wellbeing and stay healthy during this difficult time.

This e-brochure serves as an easy-access reference so you can easily find all of the internal and external support available to you at this time so you can manage your wellbeing at work and at home.

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Mental health

CityCare staff have experienced new, stressful and sometimes traumatic events over the course of the COVID-19 pandemic. Everyone responds differently to these experiences, for some it will have caused stress, anxiety, trauma, low moods, depression, or even suicidal thoughts.

It's okay to not to be okay. You are not alone and there is support out there.

Urgent external support

Rapid Access to Mental Health Services for staff experiencing acute distress

Nottinghamshire Healthcare Foundation Trust are working in partnership with CityCare to provide confidential and rapid access to support services for staff experiencing acute distress linked to COVID-19.

Staff Health and Wellbeing Hub

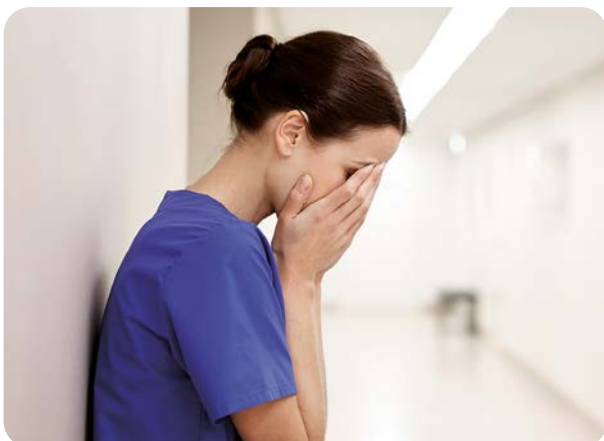
☎ 0115 955 5471

✉ StaffSupportService@nottshc.nhs.uk

Opening hours are Monday - Friday 9am-5pm. Outside of these hours individuals in crisis should call the regional 24/7 Mental Health helpline.

24/7 Mental Health helpline (crisis only)

☎ 0808 196 3779



Accessing urgent support: Every Mind Matters

This page that has links to organisations that can help you if you are in urgent crisis

→ visit site

Local Urgent NHS Mental Health Helpline

NHS urgent mental health helplines are for people of all ages

→ visit site

Samaritans

They are available 24 hours a day. You can talk to them about anything that's troubling you, no matter how difficult.

☎ Call 116 123 for free.

→ visit site

Shout

Shout offers confidential 24/7 crisis text support for times when you need immediate assistance

☎ Text "SHOUT" to 85258

→ visit site

Mental health

Non-urgent Internal Support

Validium Employee Assistance Programme

Validium offer a support service to all of our staff. This service can assist anyone who may be struggling during COVID-19 but also includes other concerns or issues including:

- Bereavement
- Financial and debt
- Relationships
- Mental Health and Psychological issues
- Counselling support
- Legal advice
- Health & wellbeing
- COVID-19
- Manager support

Validium offers 24/7 support 365 days a year

 0800 358 4858

Please find the Validium poster here.



Staff Support Room and Quiet Rooms

We have a Support Room at Dragon Court with staff available to talk to at certain times, should you need them. The support room is open Monday-Friday. We also have Quiet Rooms across CityCare sites for you to use to rest, reflect and recover.

Staff contacts for support can be found here.



The locations of Quiet Rooms can be found here.



Virtual support

There is also a 'Virtual' staff support for colleagues who are working from home or who would prefer to speak to someone by phone or Microsoft Teams.

You can find the contact numbers for the Virtual support below



MOSAIC Physiotherapy Service Self-Referral


Members of CityCare staff can access the main physio and OT service, irrespective of whether their GP is within Nottingham City or out of area. Referrals can be taken via telephone or via the website

 0115 883 8320

 [visit site](#)

HR advice and support

If you require HR advice and support during COVID-19 please e-mail the HR advisory team

 NCP.hradvice@nhs.net

Trade Union Support

The Trade Unions are not always a traditional route for accessing support that is not related to a work matter, but we would like you to know that we are here for you, willing and able to support at this difficult time, whether that be work related or personal we are here for members and non- members at this time please feel able to contact us either via email

 ncp.covid-19stafffeedback@nhs.net

or directly with a rep.

Mental health

Non-urgent external support

Low mood

Every Mind Matters information about managing low mood, which presents as feeling tired, lacking confidence, frustrated, angry and worried.

→ [visit site](#)

NHS apps to help you manage your mental wellbeing.

→ [visit site](#)

Unmind is a mental health platform using scientifically-backed assessments, tools and training you can measure and manage your personal mental health needs, including digital programmes designed to help with stress, sleep, coping, connection, fulfilment and nutrition.

→ [visit site](#)

Stress and anxiety

Every Mind Matters information about managing **anxiety** and **stress**, which present as a feeling of unease, like a worry or fear which can be mild or severe.

→ [anxiety](#)

→ [stress](#)

Information about mental health in different languages.

→ [Royal College of Psychiatrists](#)

→ [Embrace - multicultural mental health](#)

Coping with stress associated with Covid-19 Video from doctors, psychologists and researchers at the NHS Traumatic Stress Clinic in London, the UCL Institute of Mental Health and the COVID Trauma Response Working Group.

→ [view here](#)

General support specific to healthcare staff

The National hotline for healthcare staff offers psychological support during the Covid-19 pandemic. The service is run by volunteers from charities including Hospice UK, the Samaritans and Shout.

☎ 0300 131 7000 (7am-11pm every day)

☎ text FRONTLINE to 85258 (24 hours)

NHS People offers general support to healthcare staff.

→ [visit site](#)



Bereavement

You may have been affected by the death of a patient, colleague or family member. It is important to notice your feelings, care for yourself, and seek out support to help process painful emotions.

Each of us reacts differently to bereavement. It is important to reach out to colleagues who have been bereaved. Due to restrictions during the pandemic, people haven't been able to have a much-needed hug or a face-to-face chat, for example. However, distance shouldn't stop us from reaching out to those who are grieving to offer our support.

We want to support you during this difficult time by sharing resources and tips that may help you or your colleagues dealing with grief.

National support for healthcare staff

The NHS has a confidential bereavement support line, operated by Hospice UK and free to access from 8am to 8pm, seven days a week.

A team of fully qualified and trained specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work.

 0300 303 4434

Bereavement specific online resources

The British Psychological Society

have provided guides about supporting yourself and others through Bereavement



and about supporting one another following the death of a colleague



MindEd's Covid-19 Resilience Hub

draws together advice and tips from over 150 experts worldwide to help front line staff in the NHS and care services manage their own mental health and wellbeing, whilst looking after others during the Covid-19 crisis. Specific information on bereavement can be accessed via the link below.



CityCare are running bereavement sessions for staff

Keep an eye out in the regular communications to staff for details on these sessions

Support for relationships and families



Ongoing stress can have an impact on our home and family life. Whether that is pressure on our relationships, or struggling to balance our work and home life, no matter how stress manifests it can be a challenge for yourself and your loved ones.

Below are a few support options available to you to help.

Support for parents

Cityparents consists of a curated collection of positive and practical support for working parents, delivered through expert-led webinars/seminars, advice, peer insights, online articles, blogs and podcasts. All Cityparents content is relevant for working parents and carers, spanning careers, wellbeing and parenting topics. Their aim is to help working parents and those with caring responsibilities develop skills, enhance family life, improve wellbeing and support work / life balance.

→ visit site

Relationship Support

Relate offers counselling services for every type of relationship nationwide

☎ 0300 0030396

→ visit site

Domestic abuse

The Covid-19 pandemic is a particularly difficult and worrying time for those who are experiencing or at risk of domestic abuse. Isolation with immediate family members or partners may have increased tensions and supportive face-to-face contact with others outside one's household may have been limited.

If you feel at risk of domestic violence or abuse, there is lots of support available to you, including the police, online support, helplines and refuges. The government has put these resources into one place for you

→ visit site

This includes information on specialist support for: women, men, the LGBT+ community and the BAME community.

Sadly, incidents of domestic abuse reported to the police have increased since the pandemic began.

Please be aware that household isolation instructions as a result of Covid-19 do not apply if you need to leave your home to escape domestic abuse.

If you are experiencing domestic abuse, you are not alone!
Please see next page



If you are experiencing domestic abuse, you are not alone.

Please seek help by:

- Calling **999** if you are/someone else is in immediate danger.
If you are unable to speak freely, you can then press **55** and you will be supported by the police with communicating quietly (e.g. through tapping the phone or coughing).



999

- Calling the national **Domestic Abuse Helpline** (available in many different languages)



0808 2000 247

- Using the **Refuge** contact form



- Confiding in your line manager or a colleague

- Contacting the CityCare Safeguarding Team at Sherwood Rise Health Centre



0115 878 6403

Mon-Fri 9am to 5pm

- Downloading the free **Bright Sky app**, which provides support and information to anyone in an abusive relationship or who is concerned about someone they know (also available in Polish, Punjabi and Urdu)

→ visit site

- Contacting **Ashiana**, who specialise in helping Black and Minority Ethnic women at risk of violence

→ visit site

- Contacting **Women's Aid**

→ visit site

- Contacting **Respect - Men's Advice Line**



Freephone 0808 8010327

→ visit site

- Contacting **Man Kind Male Victims of Domestic Abuse**



01823 334244 (to speak confidentially)

→ visit site



It is more important than ever for all staff to be vigilant and 'professionally curious' (asking questions of patients and colleagues in relation to domestic abuse).

Children and young people are also particularly vulnerable at the moment as they are coming into contact with agencies and adults outside of their immediate family unit less frequently.

For advice on what to do if you are worried about a child, please visit the NSPCC website

→ visit site

Drugs, alcohol and gambling support

Healthcare staff often deal with immense pressure and it may have led you to using drugs and/or drinking alcohol more frequently than usual. If you have struggled with substance abuse in the past, you may have relapsed due to heightened anxiety, depression or loneliness.

There are a range of services run by the NHS and charities that can support you. With the right help, it is possible for you or someone you know to change your relationship towards drugs and/or alcohol. Services should work with you or your loved one in a way that is dignifying and respectful.

Alcohol - advice and support

NHS page for support with alcohol

→ visit site

Drinkaware

☎ 020 7766 9900

→ visit site

Better Health provides information on cutting down on the amount of alcohol you consume, including a link to the Drink Free Days app:

→ visit site

Drugs - advice and support

NHS page for support with drugs

→ visit site

Frank offers honest information about drugs and treatment for a drug problem

→ visit site

They also have a 24/7 helpline

☎ 0300 123 6600

or you can text them

☎ 82111

Families Anonymous support friends and family members who are affected by another's abuse of mind-altering substances

→ visit site

Gambling - advice and support

Gamcare

☎ 0808 802 0133

→ visit site

Financial support

Financial wellbeing can be an issue for anyone, not just staff on lower incomes. Events such as illness, addiction, divorce or bereavement can affect any member of staff.

We want to support you during this difficult time by sharing resources and tips that may help over the coming months.

The Money and Pensions Service provides information on debt, pensions, housing costs, budgeting, bereavement, borrowing, benefits and coronavirus scams

→ [visit site](#)

Financial Conduct Authority has developed pages on how the Covid-19 pandemic might impact your finances

→ [visit site](#)

The Pensions Advisory Service offers information on how Covid-19 will affect pensions or investments

→ [visit site](#)

Step change offer free debt advice to help you deal with your debt and set up a solution for you

→ [visit site](#)



Health and wellbeing

We know that if we do not look after ourselves, we cannot care for others. This includes our physical and mental wellbeing such as exercise, nutrition, meditation and hydration. Mind, the Mental Health charity, state that *“doing something physical releases cortisol which helps us to manage stress. Being physically active also gives your brain something to focus on and can be a positive coping strategy for difficult times.”*

Within this section, we have put together a list of support available to support your physical and mental wellbeing. There are lots of steps you can take yourself to try and lift your mood.

Mindfulness

NHS Mindfulness information

→ visit site

The Mindfulness Initiative provides a list of free resources for healthcare workers

→ visit site

Liberate Meditation offers culturally sensitive and diverse meditations and talks for the BAME community

→ visit site

Headspace an online mindfulness service.

→ visit site

Physical Wellbeing

The free **NHS ‘Better Health’ page** can help you to take steps to improve your physical and mental health

→ visit site

Exercise

Public Health England’s ONE YOU Active 10 app can help you get there. The app is a great way to gradually increase your levels of brisk walking, helps you set goals, track your progress and see your achievements.

→ visit site

NHS fitness studio has exercise videos for all tastes and abilities including aerobics, pilates, yoga and strength/resistance workouts for your abs, legs, bums and tums. For those wanting something a little more structured there’s even a 12-week-fitness-plan to get your started.

→ visit site

FitSteps® on demand Enjoy FitSteps® routines from Natalie Lowe, Ian Waite, former Professionals from Strictly Come Dancing, & the FitSteps® Team in the comfort of your own home and without the need for a partner. Try the FREE 14 day trial and start dancing yourself fit.

→ visit site

Nutrition and hydration

Nutrition and hydration is key to keeping our energy levels stable. Now is the time to look after yourself and make simple, healthy choices in your everyday life

For information and advice click here

→ nutrition

→ hydration

Women's health



Menopause

→ [visit site](#)

Cervical screening

→ [visit site](#)

Breast Screening

→ [visit site](#)

Checking your breasts

→ [visit site](#)

Endometriosis

→ [visit site](#)



Men's health



Men's Health Forum

→ visit site

Man Manual

→ visit site

Man MoT

→ visit site

How to check - Get to know your manhood

→ visit site



LGBT+ health

There are organisations and support services that specifically help members of the LGBT+ community and are ready to listen and give advice.

Check out the links and support below for more information.

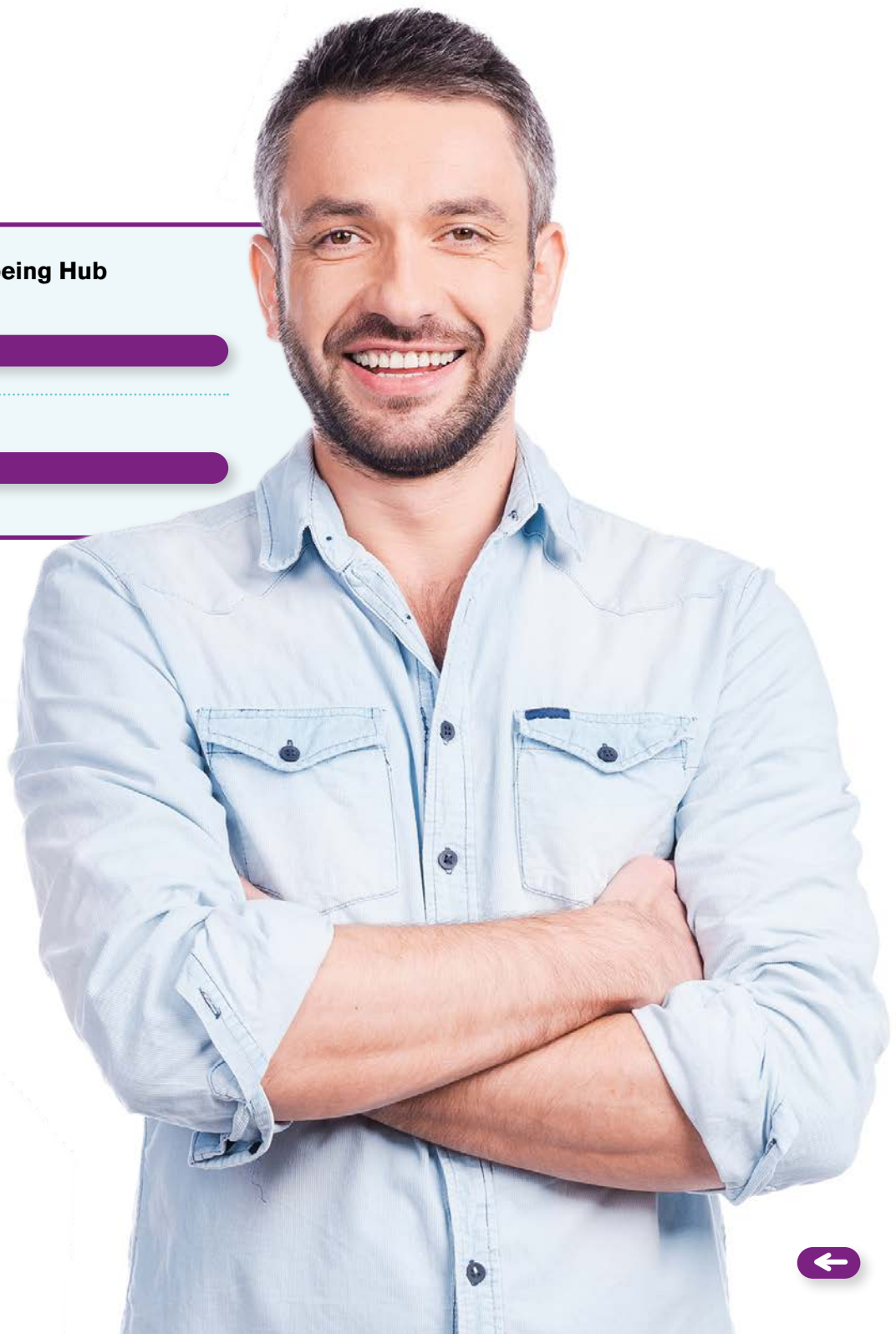
LGBT Foundation Wellbeing Hub

 03453 30 30 30

 [visit site](#)

Stonewall

 [visit site](#)



Sleep

The COVID-19 pandemic has increased anxiety among healthcare staff, meaning that many people have found themselves struggling to fall or stay asleep. Shift work and the pressures of the pandemic make some healthcare staff particularly susceptible to sleep problems.

A poor night's sleep can affect your whole day and your mood, stamina and ability to provide high quality care for our patients can be impaired. Regular poor sleep also puts you at risk of serious medical conditions including diabetes, heart disease and obesity.

Sleepstation guide to better sleep for Key Workers.

→ [visit site](#)

Sleepio - a six week science-backed sleep improvement programme can help you manage the worries and thoughts that make it difficult to sleep. Free access is available for NHS staff.

→ [visit site](#)

NHS One You can help you to understand your sleep problems and change your habits.

→ [visit site](#)

Mind have created guidance on Sleep and Mental Health.

→ [visit site](#)

NHS guidance on insomnia

→ [visit site](#)



Staff wellbeing sessions recorded to view

Making Better Food and Drink Choices for YOU

Trish McDonnell, Primary Care Dietitian lead a Making Better Food and Drink Choices for YOU wellbeing session for all CityCare staff on Microsoft Teams. This session included: Mindful eating, portion sizes, 1000 calorie challenge, alcohol and other food and drink discussions.

→ [view recorded session](#)

Making a fresh start with your eating and drinking choices

Following the success of the first session Trish McDonnell, Primary Care Dietitian lead another wellbeing session, this time focussed on getting off to the right start with food and drink, offering the opportunity for staff members questions to be answered at the session.

→ [view recorded session](#)

MOSAIC Service: Looking after ourselves through and beyond COVID-19

Anthony Heckford, Physiotherapist lead a 'looking after ourselves through and beyond COVID-19' wellbeing session for all CityCare staff to support staff. We have all had to make adjustments and a number of us will have encountered physical changes and challenges due to the pandemic. This session was to support staff and answer questions to help look after ourselves now and in the future in this regard.

→ [view recorded session](#)

Validium Employee Assistance Programme Awareness Session

Validium delivered an awareness session for CityCare staff to explain the breadth of free support that's available for all staff, both Covid-19 and non-Covid-19 related.

→ [view recorded session](#)

There are a number of virtual wellbeing sessions taking place regularly for staff to attend

Keep an eye out in the regular communications to staff for details on these sessions

Looking after ourselves through and beyond COVID-19/ Lockdown
Anthony Heckford
Senior Physiotherapist
MOSAIC Service

Working a balanced day and week

It is vital that we have a good work-life balance. We have seen an increase in e-mails being sent late at night and in the early hours of the morning. Sometimes this may be necessary but we do not want it to be the norm where it can be avoided.

→ [See our 10 things to improve work/life balance](#)

How are you feeling? NHS toolkit

This is an NHS employers toolkit that has been developed with staff to:

- Help bridge a gap in understanding and enable us to talk openly and regularly about emotional health
- Assess the impact emotional wellbeing has on ourselves, our colleagues and on our patients
- Enable us to action plan to enable more good days than bad.

This resource can help staff to check their own wellbeing or speak to and support colleagues with their emotional wellbeing. It also provides resources and signposting, no matter how you are feeling. Start using the tool by clicking on the logo below.



5 Ways to Wellbeing

Evidence suggests there are 5 steps you can take to improve your health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life.

1. Connect with other people
2. Be physically active
3. Learn new skills
4. Give to others
5. Pay attention to the present moment

More tips can be found here on these 5 steps.



Resilience Questionnaire

How resilient are you?

Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress - such as family and relationship problems, health problems, or workplace and financial stressors. As much as resilience involves "bouncing back" from these difficult experiences, it can also involve profound personal growth.

Click below to find out how resilient you currently are. This includes information on your score and practical tips on how you can build your resilience.



Health and Wellbeing conversations at 1:1/Management Supervision

We have adapted a national 1:1/Management Supervision Wellbeing & Equality, Diversity & Inclusion check-in template for all CityCare staff members to complete before their 1:1's/Management Supervisions.

This wellbeing check-in template will help you to share how you're feeling, identify what support you may need, and discuss roles and responsibilities. We want to make sure you have the opportunity to be at your best so that we can put our patients, carers, community and staff at the heart of everything we do.

The template also includes resources and support for Wellbeing & Equality, Diversity & Inclusion.

Please complete the template here and go through this document at your 1:1/Management Supervisions.



National guidance

It is a busy time for us all and keeping up to date with reliable information about the COVID-19 pandemic can prove difficult. We recommend all staff keep themselves up-to-date with the latest national guidance, and encourage staff use this as the best source for updates.



[view national guidance](#)

Join our Facebook Staff Community group

Our staff Facebook group is a place for us to come together to share our thoughts, start discussions and to give advice and support to each other. This is meant as a relaxed forum where you can post anything from team photos, useful tips for entertaining house-bound children, the newest discount you've found for NHS staff, or encouraging thoughts to help others.



For more support and information

please visit our Health and Wellbeing intranet pages



If you have any questions about this e-brochure or anything wellbeing related

please contact Jonathan Wright,
Lead for Organisational Development

✉ Jonathan.Wright3@nhs.net

