
Mental Wellbeing in Care Home settings

A collection of resources to promote mental wellbeing in care home settings. This aims to support existing local guidance and to provide a consistent approach across the North East of England, for Care Home staff and residents.

Resources include:

Staff support, where to find help, training and development

- *Key messages Promoting Good Mental wellbeing*
- *Promoting Good mental wellbeing - Managers*
- *Promoting Good mental wellbeing - Staff*
- *Promoting Good mental wellbeing - Residents*

The information has been provided in a range of formats so that you can decide how best to use them. Including: a presentation slide deck, posters and factsheets.

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Resources available for:

- Key Messages: Promoting Good Mental wellbeing
- Promoting Good Mental Wellbeing: For Care Home Managers
- Promoting Good Mental Wellbeing: For Care Home Staff
- Promoting Good Mental Wellbeing: For Care Home Managers

Resources in other formats:

- Presentation slide deck, posters and leaflets for bespoke use

Introduction, Purpose & Background

The Covid-19 pandemic has placed considerable pressures on the care home system resulting in concerns raised about the short and long- term effects of mental health and wellbeing of both staff and residents.

Looking after your mental wellbeing, how we think, feel and behave and developing emotional resilience can reduce the stress in our lives during the Covid-19 pandemic this is more important than ever before.

Recent surveys of care home and social care staff have indicated that many care homes in the North East have already taken steps to support the mental health of their staff and residents and to promote good mental wellbeing.

There is concern about staff being exhausted and overwhelmed by the ongoing pandemic with increased levels of stress, anxiety and experiences of trauma resulting in the potential for increased periods of staff sickness and absenteeism.

When asked what would help, the following was identified...



Employers Role & Sources of Support

Home care organisations as employers have a responsibility to promote the health and mental wellbeing of staff and residents. There are many examples of good practice across the region with a range of resources and offers of support being provided.

Mental Health for employer's toolkit

For tips and advice on looking after mental health and mental wellbeing in the workplace, go to the Mental Health for employer's toolkit developed by Princes Responsible Community Network and Public Health England 2019.

Mental Health at Work

Provides a range of help and advice for looking after the mental wellbeing of staff.

Mind for better Mental Health

Mind, the national mental health charity, provides a range of mental health support resources. Whether you're an employee worried about your own or a colleague's mental health, a company looking for a charity partner, or an HR professional interested in improving mental wellbeing in your organisation.

The North East Better Health at Work Award

A regional partnership scheme supported by the TUC, Public Health England and each North East local authority to promote good health and wellbeing in the workplace including mental wellbeing. Employers who sign up for the award, benefit from increased access to health information and interventions as well as improved staff morale, dramatically lower levels of absenteeism and increased productivity. To find out more about the Better Health at Work Award go to

<https://www.betterhealthatworkaward.org.uk/about-the-award/>

Employers Mental Health Toolkit

Business in the Community and the Princes Responsible Business Network published a mental health guide for employers. The Mental Health for Employers Tool kit Actions for employers for good mental health in the work place can be accessed at <https://www.bitc.org.uk/toolkit/mental-health-for-employers-toolkit/>

Mental Wellbeing: Where to get help

The following pages highlight accessible mental wellbeing support services, resources and training opportunities.

North East & North Cumbria ICS Staff Resilience Hub **Helping our carers to keep on caring**



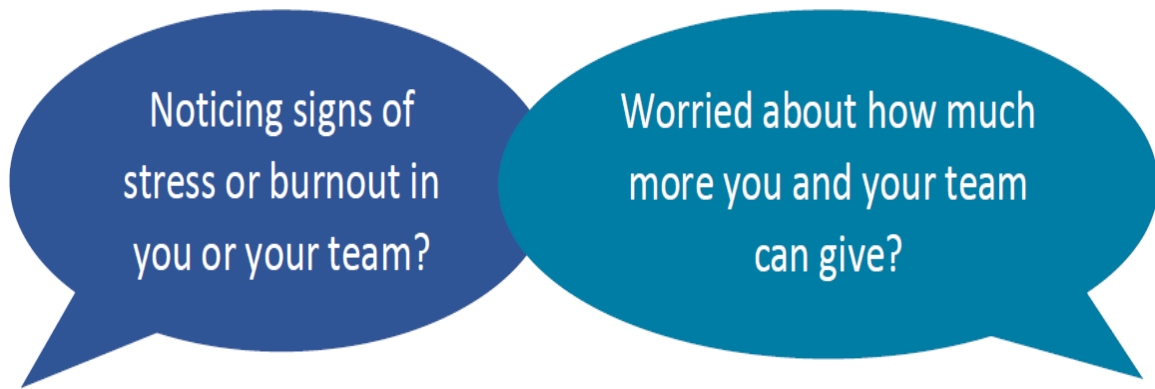
The new North East and North Cumbria Staff Wellbeing Hub brings together and builds on the existing support offers from individual organisations across the region. Our Hub team will ensure that all health and care staff who need support can quickly and confidentially access the best advice and treatment.

The confidential helpline is staffed by expert NHS psychological practitioners, who know what it is like to work through the pressures and difficulties of the Covid-19 pandemic. It is open to all NHS staff and our health and care sector partners.

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The Hub team can offer a range of physical and psychological wellbeing support, including:

- Navigating existing local support offers to find the right one for you
- Access to experience therapists and evidence-based treatments
- Support and coaching for managers
- Trauma-informed approaches
- Group and individual support
- Someone to listen, support and advise



There is strength in asking for help.

Call us seven days a week including bank holidays from 7am – 9pm

Call 0191 223 2030

Therapists are available between 12-6pm Monday to Friday, if you call outside these hours and need to speak to a therapist, helpline staff will arrange for a therapist to call you back at the soonest suitable time.

You can also try monitoring your own wellbeing by using a diary at www.mypersonalwellbeing.co.uk

For more information on the hub, please email necsu.nencicsmentalhealth@nhs.net

Training & Development

Key Skills to look after yourself and others

A range of mental health awareness training may be available locally via the Local Authority. Other sources include:

Mind for better Mental Health – Mental Health at Work E-Learning

Mental Health Awareness at Work is an introductory course suitable for all employees. Provides a basic understanding of mental health and mental well-being.

Public Health England - Psychological First Aid in Emergencies Training for Frontline Staff and Volunteers

Free online psychological first aid training from Public Health England (PHE) available to frontline staff and volunteers. Training will equip staff to provide support and recognise people at risk of distress. Follows globally recommended model for supporting people during emergencies, tailored to the specific challenges of coronavirus (COVID-19).

Mental Health First Aid England - Mental Health First Aid

Mental Health First Aid (MHFA) England offers a variety of training for employers across the UK. This two- day workplace course will qualify you as a Mental Health First Aider.

Skills for Care – Building Resilience in the Workforce

Skills for Care have developed a useful resource for adult social care workers offering practical guidance on how to develop resilience within the workforce.

Developing resilience of the people you work with, protecting their mental and physical health is essential to retaining staff and helps them consistently deliver quality care.

Beyond Coaching - Resilience Tool Kit

Beyond Coaching offer a free online Resilience toolkit for all NHS employees & Key Workers.

“Resilience is the ability to adapt effectively in the face of adversity, trauma, tragedy, threats or significant sources of stress and anxiety, whether this be in your personal or professional life. Individuals with strong resilience are able to “bounce back” from difficult experiences and keep moving forward.”

Resilience, Mind and Rhythm – Developing Emotional Resilience course

Developing Emotional Resilience course is designed for health care workers. A module specifically for social care staff is expected to be added in the future. The course aims to increase your ability to cope with life’s daily challenges during the COVID-19 pandemic. It is made up of a series of lectures, quizzes and practical activities to help staff cope with pressures and stresses that are especially heightened at this time.

Mindfulness – Covid-19 resource pack

Practicing mindfulness is paying more attention to the present moment; to your own thoughts and feelings, and to the world around you. Being more ‘in the now’ instead of focusing or worrying about the future or the past can improve your mental wellbeing.

The Mindfulness Initiative offer specialist advice and guidance and have developed a Covid-19 resource pack.

Self-care Psychology – The 5 Pillars of Protection framework

Self-Care Psychology developed “*The 5 Pillars of Protection*” which is a framework for protecting practitioners at risk of professional trauma and fatigue. Including: Awareness, Supervision, Peer support, Self-care and Trauma informed.

Zero Suicide Alliance – 20 minute training course

An in-depth suicide prevention training session which aims to give you the life-saving skills and confidence to help someone who may be considering suicide.

Additional Helplines & Websites

NHS Every Mind Matters

Having good mental health helps us relax more, achieve more and enjoy our lives more. This site provides expert advice and practical tips to help you look after your mental health and wellbeing.

Listening Ear

Bereavement support service offers a range of support for people who have experienced grief and loss through bereavement. Specific Covid-19 resources available.

Phone: 0800 048 5224

Samaritans

Support for essential staff 24/7.

Phone: 01226 116123 or 0300 131 7000

Shout

Commissioned by NHS England to support health and social care staff. A 24/7 text service for health and social care staff, on the frontline fighting Covid-19.

Text: FRONTLINE to 85258 for a text chat

Home Care Insight – Advice for care workers managing mental health during Covid-19

This article from trade magazine Home Care Insight breaks down the key information from the World Health Organisation for care workers, including all the relevant tips and advice for your profession.

MIND – Coronavirus: Coping as a Key Worker

Information for managing stress and anxiety as a key worker, as well as additional advice for managing your mental wellbeing during Covid-19

Health and Social Care Support

[Our NHS People support directory](#)

[Reduce stress, anxiety and depression](#)

<https://www.hse.gov.uk/stress/mental-health.htm>

In addition

- The Department of Health and Social Care has a [Care Workforce COVID-19 app](#), providing health and social care workers with practical information and health and wellbeing support.
- The [Queen's Nursing Institute's](#) offers a [listening service](#), providing emotional support to registered nurses working in the community.
- Open Change has [visual resources about coronavirus for health and social care workers](#), looking at stress, coping and resilience, difficult conversations, and care homes.
- King's Health Partners has a [collection of staff health and wellbeing resources for coronavirus](#).
- [The Care Workers Charity](#) provides financial support for people working in the care sector.