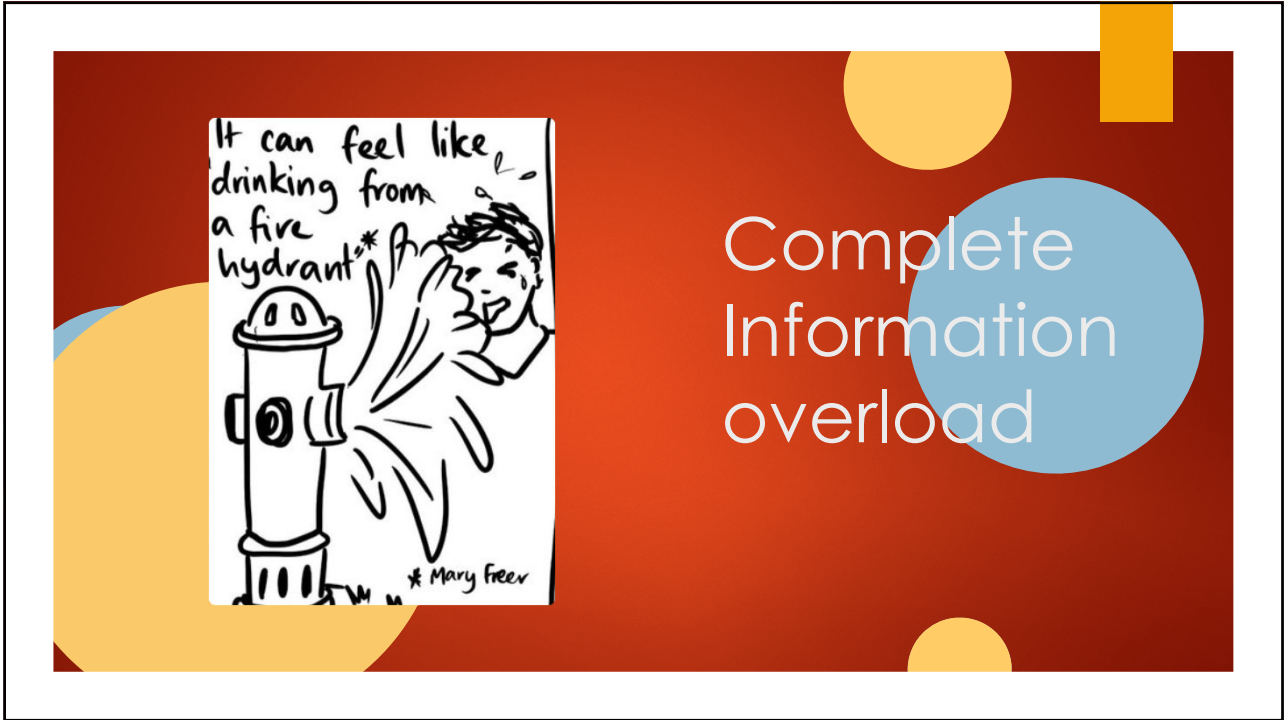


1

2



3



4

Let's talk about Emotions

- how are you feeling?
- mixed and changing emotions
- uncertainty and not knowing

5

Suppression versus Detachment



Suppression – consciously setting aside feelings so that you can get on with the task at hand. Come back to the feelings later.

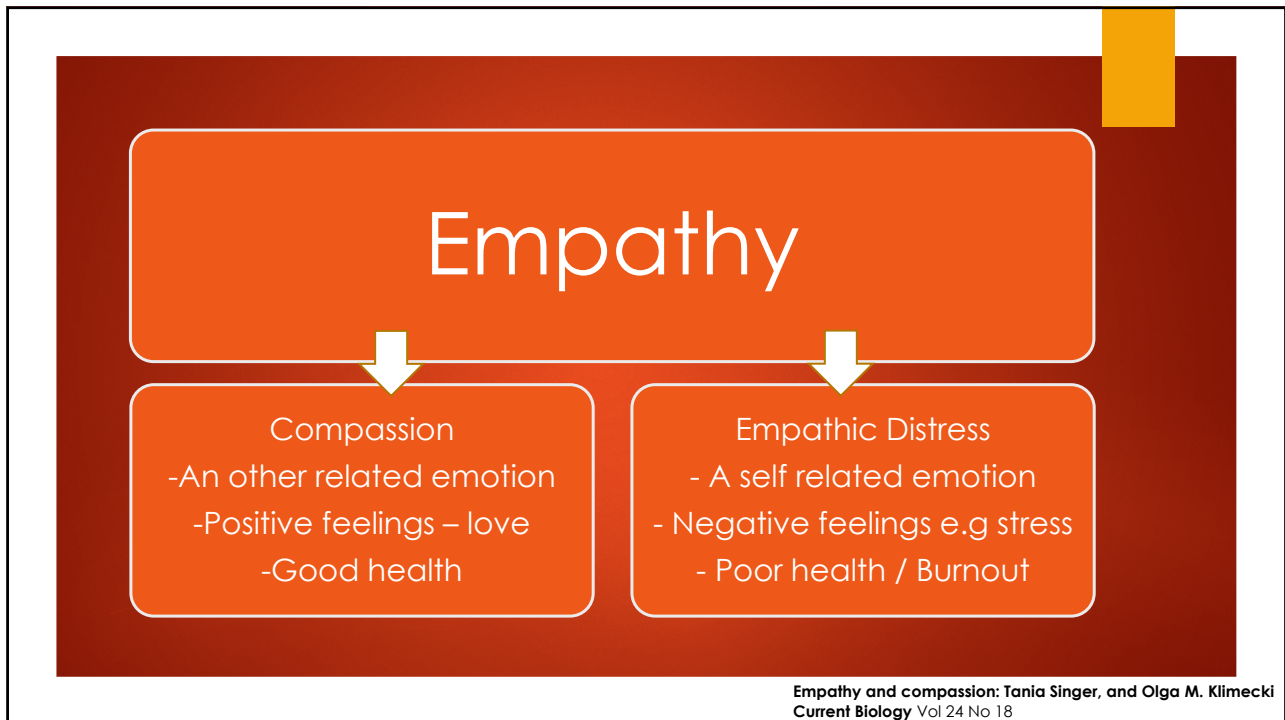


Detachment – flight from feeling or emotions; disconnection from self and others; disengagement.



Don't be afraid to reach out for help. Trust your intuition if you feel you want to talk to someone.

6



7

Is it “Compassion Fatigue” or “Empathic Distress”?

- ▶ **Empathy: Putting yourself in the shoes of another**
 - Doing that with every patient in a context of high patient volumes
 - STRESS responses activated
- ▶ **Empathic DISTRESS: Rescue or saviour mode**
 - Setting yourself up for failure; doing more and more and feeling you are achieving less and less.
 - Empathic DISTRESS: I am stressed; I have no resources left; freeze, fight or flight

8



COMPASSION IS AN ACTION

- ▶ This person wants to be free of suffering and the causes of suffering just like me.
- ▶ With an attitude of kindness I can apply my skills to the best of my ability to alleviate suffering
- ▶ Compassion: REWARD pathways in the brain activated.
- ▶ Compassion for yourself:
 - Trust your skills
 - Trust your best intentions
 - Acknowledge your own suffering
 - Accept you can't "fix it" all
 - Accept you don't know everything

9



SELF CARE AT WORK

10



11

CONNECT

SELF CARE AT WORK
Right here, Right now

Connect to yourself with kindness for a few moments
Pause, breathe, notice your body; your feelings and your thoughts
Tell yourself you're doing a good job, this is hard..

Connect with a colleague for a few moments
Make eye contact, smile, say a kind word, or, say a frustrated word
Realise we're in this together. This person gets worried, angry and
afraid just like me.

12

ACCEPT

Self Care Practices at Work

Accept your whole self

Your skills, achievements, fears and grief, anger, hope and despair

Practice compassion for yourself

- Trust your skills and best intentions; Acknowledge your own suffering;
- Accept you can't "fix it" all and you don't know everything

Before you leave work:

- Be grateful for what you have given
- Be grateful for what you have received

13

ATTEND

Self Care Practices at work

Be Mindful: attend to your body, emotions and your mind

Attend to your basic needs: eat, drink, go to the toilet

Be aware of your speech: does it cultivate connection and relationship?

14



15



16

CONNECT

Self Care at Home



- Connect with those at home
- Eat; Sleep; Laugh
- Be with joy as well as with sorrow
- Exercise; Dance; Stretch; Relax
- If you are so inclined sustain your Spiritual Practice or meditate
- Remember to connect with friends and family

17

ATTEND

Self Care at Home



- Attend to your body, your emotions, and the activities of your mind
- Attend to previously existing conditions
- Continue chronic medication and therapy
- Get enough sleep, be aware of triggers
- Avoid all drugs/ alcohol and decrease caffeine intake
- Meditate

18



Resources

19



Mindful Breathing Pause, Breathe, Calm the Body

“Regardless of what is going on ... our breathing is there for us like a faithful friend”

Thich Nhat Hanh

Pause. Just follow the flow of air in through the nostrils, down the back of your throat, feeling the chest expanding, then the belly rising. And follow the air out, belly deflating, chest contracting and air leaving through the nose.
Saying silently to yourself:

Breathing in, I am aware this is an in breath. Breathing out, I am aware this is an out breath
In and out. In and out.

Focus on the rhythm of the breath in and out. Resting for a few moment in this gentle awareness of breath. Breathing in and out in this way you become aware of your body.

Breathing in, I am aware of my whole body. Breathing out, I am aware of my whole body.
In aware of my whole body. Out aware of my whole body.

Resting for a few moments in this awareness of the breathing body noticing breath and body are united. And as we become aware of the body we may notice areas of tension and we may use the breath to release tension.

Breathing in I am aware of calming my body. Breathing out I am aware of releasing tension

20

JUST WASH YOUR HANDS

Making the most of washing your hands.

Because hand washing is so crucial in clinical work, and for everyone during this epidemic it's useful to use every time you wash your hands as an opportunity to focus your mind and to be aware of what you're doing and feeling.

To make the most of this, when you wash your hands, just wash your hands! Banish thoughts about anything else except this task. Each time you do it.

How did you switch on the water, how hot or cold is it? What do your hands look like? If you were drawing them or had to describe them, what would you say? Short and stubby, elegant, chapped, rubbish nails? Or maybe they're soft and smooth as a baby's bottom. Take the time to notice every crease, fold, and line. Feel the bones and the flesh of your hands as you rub them together. Do you know how you were standing when you did all this?

When you dry your hands, do it carefully and thoroughly. Lastly, add a few moments to check in with yourself. If you washed your hands carefully and calmly, then you're probably doing ok. If you did it impatiently, or anxiously thinking of the next task, or your staff, or colleagues or patients or family, or whether you're indeed up to the job, then you might need to take a few moments and a few deep breaths and slow down.

Washing our hands is so repetitive that we hardly think about it when we're doing it, but because we do it so often it can be an ideal time for clear, focused attention during an incredibly busy and stressful time.

Wash your hands, calm your mind. Stay safe and focused.


21

Link to useful relaxation tools

- ▶ **Yoganidra relaxation** <https://youtu.be/R2GRhAFplkI>
- ▶ **Five(ish) Minute Dance Lessons – fun dances to learn**
https://www.youtube.com/playlist?list=PLE8J3GpDNnCVasCAaf3l0t_UIQQC7VaX
- ▶ **Progressive Muscle Relaxation**
<https://www.youtube.com/watch?v=ClqPtWzozXs>

22

COVID-19: Looking after yourself as the outbreak gathers pace



	Technical Capacity	Staff Challenges	Actions staff need to take themselves	Interventions for staff	Corporate actions
Preparation					
Early Phase			X		
Mid Phase			X		
Peak Phase					
Tail-off phase					
Post-COVID19					

Build new teams
Actively use your Personal Wellbeing Plan*

Conscious attempts to establish a routine for relaxation & sleep hygiene

**FOCUS ON
"CIRCLE OF INFLUENCE"
& SUPPORTIVE TEAMWORK**

Learn new self-care strategies (psychological and cognitive) and practice developing them

Avoid excess caffeine/alcohol

Work within own competencies, but learning new skills to help others

CIRCLE OF INFLUENCE*

- 1

A technique to reduce cognitive load in a high pressure or crisis situation
- 2

Think about things you can control, things you can influence, and things you can neither control nor influence
- 3

If you start to feel overwhelmed, focus on what is under your control at this very moment.
- 4

Break down tasks (or units of time) into manageable chunks
- 5

Try this technique if unmanageable clinical workload or emotional distress threatens to overwhelm you

*Circle of Influence from Covey's 7 Habits of Effective People
Download multi-author #COVIDwellbeing guidance document (co-ordinated by @AlysColeKing) from www.lindadykes.org/covid19 • Follow us on Twitter @HCW_Welfare

Coronavirus and looking after your mental wellbeing

It's really important for people who are self-isolating because of coronavirus to look after their mental health and wellbeing as well their physical health.

Staying at home and avoiding contact with others as much as possible is essential to limit the risk of catching the virus or spreading it to others.

But for many people, especially if you live alone, social isolation can be a lonely, anxious, scary or depressing time. This leaflet has a few simple tips to help look after our mental well-being. It's written for people who are self-isolating, or are maybe just feeling isolated, and who don't have access to the internet and online entertainment or 'distraction' options. If you can get online, you can download a copy of this information and get lots more ideas at learn.4mentalhealth.com/wellbeing

The 30-3-30 approach

The suggestions below are grouped into things that take about 30 seconds, things that you can do in about 3 minutes, and things that might take 30 minutes or longer. The 30 second ones are quick fix 'emergency' actions you can do if you suddenly feel panicky, scared or unable to cope.

30 seconds	3 minutes	30 minutes
Take a few slow deep breaths. Breathe in, count to 3, breathe out, count to 3.	Phone a loved one or friend for a quick chat. Leave a message if they don't answer.	Pamper yourself with a luxurious bath, and maybe have scented candles and soothing music.
Close your eyes, hold one hand in the other, squeeze gently and repeat 'I can get through this'.	Do a household task, like a quick bit of washing up, cleaning the bathroom mirror or making a bed.	Do 'proper sort-out' of a cluttered kitchen cupboard, drawer, wardrobe or bookcase. Feel the satisfaction of having done something!
Sit on a chair and focus on the sensation of the chair pressing onto your back and bottom.	Make a hot drink in a mug and sip it slowly, feeling the warmth of the mug in both hands.	Enjoy a TV or radio programme, either a recording of an old favourite or something new.
Take a few sips of cold water, focusing on the cooling feeling as you swallow it. Even better if very cold or if you can add ice.	Quick brain workout, such as 3 minutes doing a wordsearch, crossword, sudoku. Try the 'Alphabet Game' choose a category, then using the alphabet in order, list as many as you can.	Do something 'mindful'. This means just focusing on the one thing you are doing: such as bit of gardening, spending time on an indoor hobby, doing a jigsaw puzzle, listening to a recorded book.
Look out of a window or doorway. What can you see and hear? Anything new or unusual?	Listen to a favourite piece of music, something soothing or uplifting depending how you feel.	Prepare a tasty meal or snack, perhaps a new recipe, and eat it slowly, savouring every mouthful.
Pick up a special photo or object that evokes happy memories and focus on what it means to you.	Brush your teeth and brush or comb your hair. (even if you don't really need to!)	Sing. At the top of your voice, sing all the songs you know, or just your favourites several times.
Learn a favourite, inspiring quote by heart, or keep a written version handy to read.	Write a worry list. Getting things down on paper can help stop them going around in your head. Now tackle them one by one.	Go out for some fresh air, if it's safe and allowed. If not, are there any indoor exercises, yoga or stretches you can do?
Think of 2 things that are 'Just about OK'.	Phone someone for a quick 'hello'	Phone a helpline. Ask the person who sent you this leaflet to recommend a couple of helplines if you can't think of any yourself.

• Keep busy • Keep up a routine • Keep in touch • Do things you enjoy • Stay safe



the british
psychological society
promoting excellence in psychology

GUIDANCE

The psychological needs of healthcare staff as a result of the Coronavirus pandemic

British Psychological Society Covid19 Staff Wellbeing Group

This is a guide for leaders and managers of healthcare services who will need to consider the wellbeing needs of **all** healthcare staff (clinical and non-clinical) as a result of the Coronavirus outbreak. It offers practical recommendations for how to respond at individual, management and organisational level involving the appropriate utilisation of expertise within their practitioner psychologist and mental health professionals and anticipates the psychological reactions over time, and what people may need to recovery psychologically from this.

PRINCIPLES OF RESPONDING WELL IN THE 'ACTIVE' PHASES FOR SUSTAINED STAFF WELLBEING (SEE TABLE 1)

Leaders and managers, this is how staff need you to **act now**, with clear leadership, clear information, and physical and psychological resources.

1 Visible leadership

- Most importantly be visible, be available, and be supportive.
- Where you can, guide staff to the resources they need, however basic (e.g. to rest, to speak with family): LOOK-LISTEN-LINK.
- You do not need to have all the solutions all the time.
- You will need to tolerate and manage uncertainty for yourself and your staff.
- Your wellbeing is important too, be compassionate towards yourself.
- You are best-placed to create a protective environment for your staff – psychologists can help you to work this out.

GUIDANCE

2 Have a communication strategy

- Communicate to staff regularly and frequently in simple clear ways. Use video and written means.
- Actively encourage expression of concerns and fears. Listen with patience and compassion.

3 Ensure consistent access to physical safety needs

- Adequate PPE (sufficient to permit leaving 'hot zone' for breaks), adequate training, protected place to rest/relax/cry, 24-hour easy access to food and drink.
- Sleep is essential for staff to maintain decision-making abilities.
- Set up a centralised hub of simple psychological resources for **all** staff, examples can be found here: www.ics.ac.uk/ICS/Education/Wellbeing/ICS/Wellbeing.aspx

4 Ensure human connection and methods of pre-existing peer support

- Establish explicit peer support mechanisms e.g. daily buddying including explicit permission to 'look out for your buddy'.
- Access to protected spaces for staff to be together even for limited periods.

5 Providing psychological care to patients and families is key to staff wellbeing

- Create systems of communication between (1) relatives/loved ones and clinical staff; and (2) between relatives/loved ones and the patient (this will require innovation but examples already show that a little goes a long way).
- Offer guidance/protocols for care in the context of treatment limitations and acknowledge organisational responsibility.
- Create a way for staff to manage end-of-life care in a dignified manner, with family involvement (if desired).
- Practitioner psychologists can help you to consider how you and your team can manage patient and family fears and concerns.

6 Normalise psychological responses

- Remember – this situation is unprecedented; it is okay to not be okay.
- Experiencing symptoms of stress doesn't mean you aren't up to the job, it means you're human.
- Give staff permission to step back and ensure breaks and rest.
- Do not mandate direct psychological interventions, these are not helpful to everyone in the midst of crisis (e.g. see the top of the pyramid of possible interventions), but allow psychological support to be available in different ways – speak to your practitioner psychologists.

7 Deliver formal psychological care in stepped ways (see Figure 1)

- Follow the principles in Figure 1, physical needs, information and peer support, and psychological first aid are first line, with psychological interventions being utilised for those who require it, and can make effective use of it during crisis periods.
- Include your in-house practitioner psychologists and other mental health professionals in thinking and planning with teams.
- Identify within your current psychological support staff any additional and flexible capacity to establish a centrally coordinated professional support line/website for staff using a systematic approach such as Psychological First Aid.
- Respond to post-traumatic stress in line with evidence-based guidance (e.g. www.traumagroup.org)
- Clear links to crisis services which need to be advertised widely.
- Do not forget to support those supporting others.

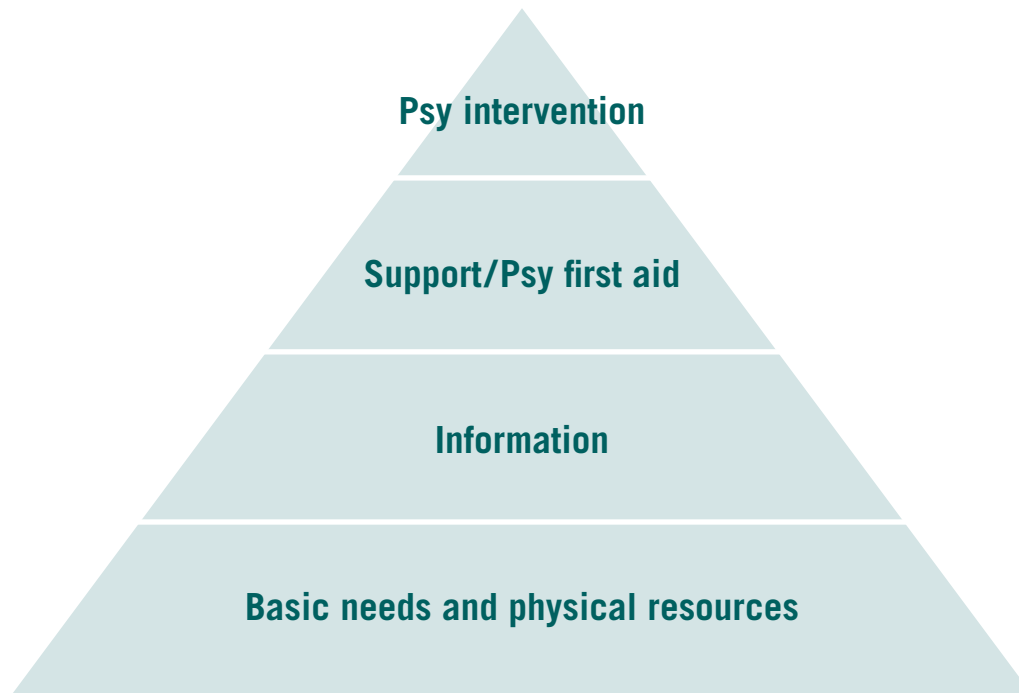


Figure 1: Stepped psychological response

8 Innovate to implement psychological care, but in a coordinated way and consistent with organisational policies and principles of compassionate care

9 Come back to your core NHS, organisational and professional values in making decisions

10 Take care of yourself and pace yourself – this is a marathon, not a sprint

TABLE 1: PSYCHOLOGICAL RESPONSE PHASES

The psychological response of your staff is likely to vary over the phases of the outbreak. These stages may not be sequential depending on the course of the outbreak and people may cycle rapidly through.

PREPARATION PHASE	ACTIVE PHASE		RECOVERY PHASE
Anticipatory anxiety	Heroics and surge to solution	Disillusionment and exhaustion	Recovery and long term psychological impacts
<p>Planning may happen at a high level in a rapid timeframe leading to anticipatory anxiety about the unknown.</p> <p>With limited time to plan, and limited input into the preparation phase, many staff may not report feeling 'prepared' for the outbreak.</p> <p>Many UK Health Trusts have now passed through this phase.</p>	<p>Increased camaraderie as staff cross boundaries and work together.</p> <p>Sense of rising to a challenge.</p> <p>Staff may respond on instinct and are more prone to error. They may lack the headspace to see all options.</p> <p>Frustrations and role confusion as people try to adapt quickly within current system design.</p> <p>Staff witnessing things they have never seen before and feeling out of control.</p> <p>Disagreement between groups over sense of urgency.</p> <p>Staff lose usual boundaries over working hours and breaks and start to over-work.</p> <p>Work-life tensions arise as family life also becomes unsettled.</p> <p>Social norms and niceties slip and behavioural responses may causes difficulties for others.</p> <p>Focus on 'getting things done' which may lead to poor communication and silo working.</p>	<p>The period of highest psychological risk.</p> <p>Staff are in 'full go mode' with high levels of adrenaline and on 'automatic pilot'. They may then experience sudden exhaustion.</p> <p>They may neglect physical and psychological self-care as they feel it is not a priority.</p> <p>Moral distress and injury are a risk as healthcare becomes limited and people are unable to act or respond within their own moral or ethical code and death and dying may not be handled in the way it usually is (with family etc.).</p> <p>Staff may begin to feel emotionally disconnected from the work, experience compassion fatigue, and may engage in avoidant or unhelpful coping.</p> <p>Tensions at home and within the wider family may over-run work life.</p> <p>Stress has a cumulative effect and smaller things trigger reactions.</p> <p>Staff with pre-existing vulnerabilities are at higher risk of crisis and suicidality.</p>	<p>Staff have time to start to reflect.</p> <p>Most staff will feel able to cope successfully using their own preferred style, individual resources and social support. Many may be changed in a positive way, experiencing personal development, and post traumatic growth.</p> <p>Some may experience intrusive thinking about what they 'should' have done differently and shame or guilt. Dissonance with a 'heroes' narrative may make this harder to disclose problems and may exacerbate distress.</p> <p>Others may feel differently about their job and experience resentment towards individuals and towards the organisation.</p> <p>Individual difficulties have wider family and social impacts which may further exacerbate these longer-term impacts.</p> <p>Certain staff may be at risk of chronic psychological difficulties (including but not limited to burnout and post-traumatic stress).</p>

PRINCIPLES OF RESPONDING WELL IN THE 'RECOVERY' PHASE FOR RESTORING AND MAINTAINING STAFF WELLBEING FOR THE FUTURE

It is important, when this is over, that we do not return to business as usual without considering the long-term psychological needs of our workforce.

- 1 Allow space for taking stock, utilising trained practitioner psychologists to facilitate reflection and processing of experiences.
- 2 Organise active learning events that involve healthcare staff at all levels – feed learning into future preparedness plans.
- 3 Organise thanks and rewards for everyday going above and beyond.
- 4 Needs assessment of staff – what did they find helpful, what ongoing input would they want now. If needed, increase your access to in-house Employee Wellbeing Services offering evidence-based psychological therapies.
- 5 Provide spaces for ongoing peer support.

AUTHORS: BPS COVID19 STAFF WELLBEING GROUP

Julie Highfield, Consultant Clinical Psychologist and Associate Director for Critical Care Cardiff (Group Lead)

Elaine Johnston, Adult ICU Psychology Lead, Chelsea & Westminster Hospital NHS Trust

Theresa Jones, Senior Research Associate, Anthrologica

Gail Kinman, Visiting Professor of Organizational Health Psychology, Birkbeck University

Robert Maunder, Professor of Psychiatry, University of Toronto

Lisa Monaghan, Head Staff Support, UCLH NHS Trust

David Murphy, 2019–2020 President, British Psychological Society

Amra Rao, Psychological Horizons & DCP Leadership & Management Faculty

Katie Scales, Retired Critical Care Nurse Consultant

Noreen Tehrani, Director NTAPS

Michael West, Professor of Organizational Psychology, Lancaster University.



the british
psychological society
promoting excellence in psychology

St Andrews House,
48 Princess Road East,
Leicester LE1 7DR, UK

☎ 0116 254 9568 🌐 www.bps.org.uk ✉ info@bps.org.uk

CLINICIAN CARE + KINDNESS DURING COVID-19



for healthcare workers brought to you by Don't Forget The Bubbles +

friends: @DFTBubbles / @LizCrowe2
@AlysColeKing / @FreerMary / @DrJaneMunro
@Global_EM / @TessaRDavis
Illustration by @gracie-leo



WHEN YOU THINK ABOUT COVID-19... HOW DO YOU FEEL?

IF YOU'RE FEELING...

OVERWHELMED STRESSED
ANXIOUS FEARFUL
SAD
WORRIED! TIRED
<UPSET> UNABLE TO SWITCH OFF

KNOW THAT

YOU ARE **NOT**
ALONE.



WHAT YOU ARE FEELING IS BEING FELT BY MANY AROUND THE WORLD.

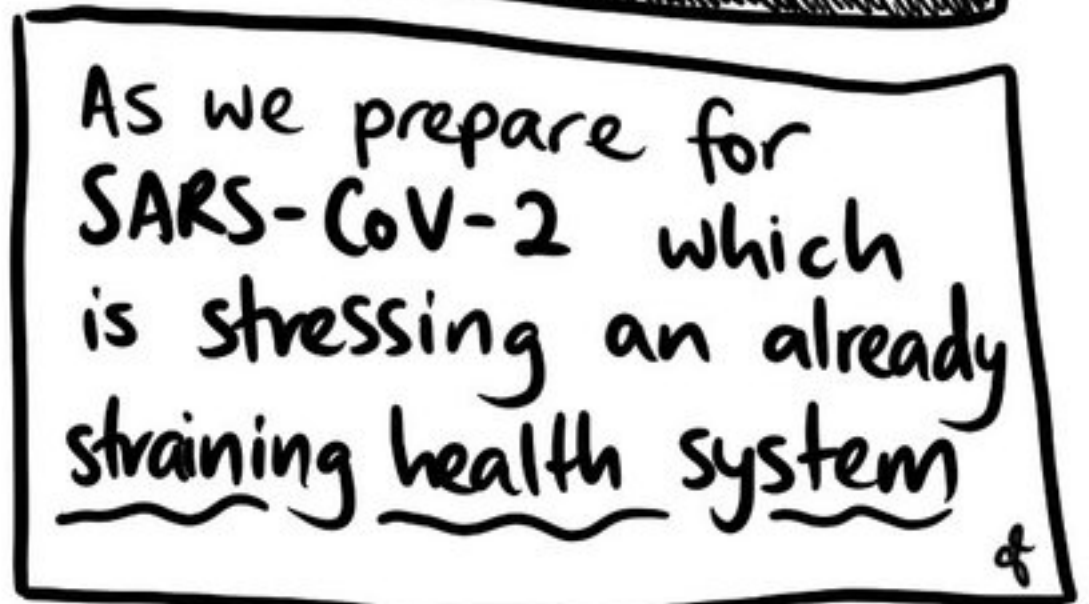
You might have wondered why this is so tough psychologically [and why people seem to be hoarding toilet paper of all things]



FIRSTLY,



OUR SENSE OF SAFETY HAS BEEN THREATENED



Trying to determine
who gets swabbed
what PPE is needed
how to prepare
WHAT TO DO
+ keep our team safe.

Learning to upskill
to best support patients +
understand the disease



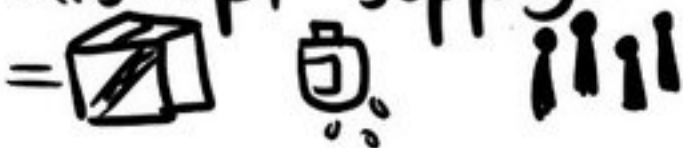
Not only are we
concerned for our
patients... we know
COVID-19 could affect
us and our families,
friends + work colleagues...
We are used to treating
illness... not so much
being a possible source of infection for others.



For some, it may
mean the decision
to work and self isolate
from parents, partners,
siblings, children...



As a PANDEMIC it
creates extra burden
and sense of scarcity
for PPE, meds, vents
+ staff. A combo of
need + want may
disrupt supply.



SO...
then what can we
do to care for
ourselves + our team?



💡:💡:💡:

RESOURCE MANAGEMENT

not just for tangibles ...
Your energy + emotional reserve matters!

"you can't pour from an empty cup" ☕

LOW

DIRECT YOUR ENERGY

LEARN TO SWITCH OFF

- set times for checking updates
- be conscious around social media use

BECOME A BOUNDARY NINJA

Try a project or use physical exercise - a walk, dance, song to work those nerves out. LAUGH. 😊

LOOK FOR MICRO + MACRO RECHARGES!

Micro example: Think of a happy memory, build detail, rehearse it. When stressed come back to it.

Emergency Exercise: Focus on the sensation of your feet on the floor. Be PRESENT.

Don't overwhelm yourself empathising with everyone... It may be more helpful to fix on **CAPABLE CALMNESS + KINDNESS** ♥♥

DISTRIBUTIVE LEADERSHIP where everyone helps care for one another "No one left behind" but also **CLEAR COMMUNICATION - BUILD TRUST**




CHALLENGE YOUR ROTA... 

Look for ways to ensure your team has breaks to enable **QUALITY RECHARGE**

APPRECIATE INDIVIDUALITY
 People in your team will have different ways to manage

BUT

 **HOLD ON** to the sense of **COLLECTIVE VOICE + POSITIVITY** in the face of COVID-19.

Let this be what we carry to a post COVID era.

BE INTENTIONAL

ps. time off ≠ quality recharge 


SELF-CARE is not a luxury. It is not selfish. It is a necessity!




LEARN TO LET IT GO.

Do not quest for perfection.

★ **PRIORITISE** 

Look for and practice staying **CONNECTED** and **CARING**.

Maybe online coffee... 

 trivia,  deliveries 

When you can, look up through the windows or stand outside. See the **SUN** or the **STARS** that hang above all of us and know...

WE ARE ALL HERE TOGETHER

and that thought might just be enough to help us take another step on.

