

Looking after your mental health and wellbeing



**HEADS
UP**



**WE'RE HERE
FOR YOU**

This pack has been put together to give you information on the mental health support we provide internally and the support available to access externally.

Looking After You

The NHS is facing unprecedented demand and the strain on our staff during the COVID-19 outbreak is inevitable. This document is intended to provide you with information and resources to help to mitigate the strain and pressure which you are facing during this time. It provides you with the support mechanisms available to you as part of #TeamMKUH, alongside useful tools aimed at looking after your health and wellbeing.

We are here to support you.

We want to say thank you to all of you for the hard work you have done and continue to do. The collaborative thinking and intuitive ways of team working across the Trust is outstanding. By supporting ourselves and each other we can ensure that we continue to offer the very best care to our patients.

If you have any ideas on things we can do to help you further please email: staff.hwb@mkuh.nhs.uk



Supporting Your Mental Health – internal resources

Coronavirus has created an ever-changing and uncertain landscape and the constant news about the pandemic can feel relentless. All of this is taking its toll on people's mental health and can create additional difficulty for those already living with pre-existing conditions. It's OK not to be OK. Remember you are not alone!

There is a wide range of support and information available to you, some of which have been detailed on the next few pages.

Staff Health and Wellbeing

Staff Health and Wellbeing provides Occupational Health Services to internal and external staff.

The Staff Health and Wellbeing Department is committed to providing advice and support to all employees working within Milton Keynes University NHS Foundation Trust regarding Health, Safety and Wellbeing within their workplace. For key contacts and more information, please see <https://intranet.mkuh.nhs.uk/staff-health-and-wellbeing-department>.

Counselling

The Vivup Employee Assistance Programme offers you free confidential advice with:

- Telephone access to qualified professionals, 24/7, 365 days a year
- Independent and confidential support provided by caring, qualified personnel
- An online Cognitive Behavioural Therapy (CBT) programme and a range of workbooks (click the links below to access the workbooks)

Please phone 03303 800 658 or visit www.vivup.co.uk for a range of support sources, including a dedicated Health & Wellbeing platform, and to find out more about MKUH staff benefits.

The Trust is able to offer face-to-face counselling sessions. If you require counselling, please speak with your manager to complete the referral form which can be found on the intranet - <https://intranet.mkuh.nhs.uk/headsup>.

The Vivup site also offers a range of Cognitive Behavioural Therapy workbooks covering:

- Abuse
- Alcohol and You
- Anxiety
- Bereavement
- Controlling Anger
- Depression and Low Mood
- Domestic Violence
- Eating Disorder
- Hearing Voices
- Self Harm
- Shyness and Social Anxiety
- Post Natal Depression
- Sleeping Problems
- Stress

Links to these can be found on <https://intranet.mkuh.nhs.uk/headsup>.

Chaplaincy

Chaplaincy is for all – not just the religious.

Chaplaincy is for all – not just Christians.

Chaplaincy is for all – not just patients.

Chaplains are here for staff, patients and families of all faiths and none.

The Chapel is available for anyone to sit quietly or to pray. There is a dedicated Muslim prayer area with separate prayer spaces for men and women.

The Chaplaincy is an integral part of the life and work of the Trust and is a resource for everyone. Spiritual, religious and pastoral care is available to patients, their families and members of staff.

At the heart of the Chaplaincy's work is the concept that all people are spiritual beings. It is especially important at times of stress that we are supported. This is the Chaplaincy's specialty. The Chaplaincy supports patients, loved ones and staff.

The Chaplaincy team maintains strict confidentiality with regards to all personal information.

For more information about how to contact a Chaplain, please see <https://intranet.mkuh.nhs.uk/headsup>.

Freedom to Speak Up

We want a culture of openness and transparency at MKUH as 'speaking up' becomes business as usual for all.

Freedom to Speak Up Guardians have a key role in helping being open and transparent. They provide confidential advice and support to staff in relation to concerns they have about patient safety and working at MKUH.

Guardians are independent so they can listen to concerns and in addition ensure MKUH policies and procedures are followed correctly. When required by a situation, Guardians will ask others to carry out investigations into concerns and situations.

If you have a concern about patient safety or the safety of staff, please contact one of the MKUH Freedom to Speak Up Guardians for confidential advice and support at FreedomToSpeakUp@mkuh.nhs.uk.

Mental Health First Aiders

Did you know that stress, anxiety and depression are the biggest cause of sickness absence in our society? Did you also know that mental health is responsible for 91 million working days lost every year?

Mental Health First Aid (MHFA) training courses teach our staff to spot the symptoms of mental health issues, offer initial help and guide a person towards support. A list of the staff who are Mental Health First Aiders can be found on <https://intranet.mkuh.nhs.uk/headsup>, along with their contact details.

Our Trust Lead for MHFA is Claire Hobbs, who can be contacted by email or phone on Claire.hobbs@mkuh.nhs.uk or Ext 85277 / 07946389114

Peer 2 Peer Listening Service

Introduced in 2016, P2P is a listening service for staff, enabling staff to share and get support from colleagues in a confidential environment whether it's work related or something else.

There are a number of 'listeners' around the Trust. They can be identified by their green P2P badge and have been trained in listening skills but are not acting as counsellors.

Please feel free to stop them in the corridor for a chat any time, or to arrange a time that would be convenient in the near future. Alternatively you can email p2p@mkuh.nhs.uk or ring ext 86061 and speak to Sarah Crane to arrange to see someone.

If you would like to contact a listener directly, please see <https://intranet.mkuh.nhs.uk/headsup> for more details.



Supporting your mental health - external resources

We want people to know that the emotions that they have are normal and understandable in relation to the context they are working in and the experiences they have had. This helps people to be compassionate towards themselves and each other, encourages them to reflect on and adapt their ways of coping with painful emotions, and helps them to make valued behavioural choices going forward.

Below are some external resources you can use to support your mental health.

NHS Support

The NHS has pulled together a large range of support offers to suit a range of different needs. Please visit <https://people.nhs.uk/help/> to have a look through everything from financial support to substance misuse and gambling support.

Supporting our staff is now more important than ever. On <https://www.nhsemployers.org/covid19/health-safety-and-wellbeing/support-available-for-nhs-staff> you will find resources, offers and toolkits that will help yourself and your team during the COVID-19 pandemic.

BLMK – Keeping Well

Keeping Well is free, fast and confidential wellbeing and psychological support for health and social care staff in Bedfordshire, Luton and Milton Keynes.

They are here to provide wellbeing and psychological support to all NHS staff and staff providing care to others in the community, including residential homes and voluntary sector organisations in the Bedfordshire, Luton and Milton Keynes (BLMK) area.

The service provides rapid access to support in a variety of ways, including a 'live-chat' where health and care workers can, in confidence, talk to expert clinicians about any personal or professional challenges that are impacting on their stress,

anxiety or mood. This could be new mental health symptoms or a worsening of pre-existing difficulties.

Find out more on <https://intranet.mkuh.nhs.uk/12-weeks-of-wellbeing/headsup/blmk-keeping-well>

Anxiety UK

Easy access to a range of information, resources and support for helping you understand how to deal with anxiety during these difficult times while Coronavirus (COVID-19) is impacting on our lives. Find out more: <https://www.anxietyuk.org.uk>

Anxiety UK offer a help line and resources to provide additional support. It is open until 10am -10pm on weekdays and 10am - 8pm on weekends: 03444 775774.

Find out more: <https://www.anxietyuk.org.uk/coronanxiety-supportresources/>

Every Mind Matters

We all experience times when we're struggling or not coping as we might like, or where our circumstances and life events make things extremely difficult and challenging. It's part of life, and sometimes it's OK to not be OK. Our mental health is not fixed, it's fluid, and just as it can be affected by our life experiences, events and circumstances, there are things we can do to improve it and help others. Find out more: <https://www.nhs.uk/oneyou/every-mindmatters/>

Mind

When you live with a mental health problem, or supporting someone who is, having access to the right information is vital. Mind offer a range of resources to support anyone with mental health problems. Find out more: <https://www.mind.org.uk/>

Mental Health Foundation

The Mental Health Foundation is part of the national mental health response providing support to address the mental health and psychological aspects of the Coronavirus outbreak, alongside colleagues at Public Health England and the Department of Health and Social Care. Find out more:

<https://mentalhealth.org.uk/publications/looking-afteryour-mental-health-during-coronavirus-outbreak>

National Staff Support Line

The NHS have introduced a confidential staff support line, operated by the Samaritans and free to access from 7.00 am – 11.00 pm, seven days a week. Call 0300 131 7000.

You can call for support, signposting and confidential listening. Alternatively, you can text FRONTLINE to 85258 for support 24/7 via text.



Questions to ask yourself

How well have I slept lately?

If the answer is no, please take the time to watch Mike Farquhar's presentation on 'The Power of Sleep' from our 2020 Virtual Event in the Tent.

Dr Michael Farquhar is a Consultant in Sleep Medicine who is passionate about communicating the importance of sleep and fatigue. Since becoming a Consultant, Dr Farquhar has advocated that healthcare professionals, and the organisations they work in, must have better awareness and understanding of the impact of fatigue on the care that they deliver. In this session, he discusses the physiology and evidence behind sleep and fatigue in the NHS and outlines how both individuals and organisations can better approach this.

To watch the presentation, please see <https://intranet.mkuh.nhs.uk/event/veitt-power-of-sleep>

Have I exercised well lately?

If the answer is no, please take the time to watch MKDons' presentation 'Fitness Training with MKDons' from our 2020 Virtual Event in the Tent.

The easy to follow training video can be found on <https://youtu.be/2cjbC8iHBLg>.

How connected am I to others?

As a Trust, we have launched a platform called 'MKLink – Click & Connect'. This is mainly for, but not limited to, the members of staff who are working from home or in different areas and would like connect with other colleagues..

During these sessions, we will be doing things like skill sharing, challenges and more.

If you would like more information, please email communications@mkuh.nhs.uk.

Am I overwhelmed at work?

If the answer is yes, please take the time to watch Dr Reena Kotecha's presentation on 'Mindfulness' from our 2020 Virtual Event in the Tent.

Dr Reena Kotecha is a medical physician at Imperial College London where she specialised in neuroscience and mental wellbeing research. Having spent the early part of her career in the NHS as a hospital doctor, Dr Reena expanded her practice

to focus on evidence-based approaches that improve employee health and wellbeing. She developed the 'Mindful Medics' programme which continues to enhance the personal and professional lives of many healthcare professionals.

To watch the presentation, please see <https://intranet.mkuh.nhs.uk/event/veitt-dr-reena-kotecha-mindfulness>

Additionally, do not hesitate to speak to your line manager, a P2P listener or someone else who will be able to escalate your concerns and hopefully make it a bit easier for you.

For this information online, please see <https://intranet.mkuh.nhs.uk/headsup>.

One-in-four adults and one-in-ten children experience mental illness during their lifetime, and many more of us know and care for people who do.

Improved mental health and wellbeing is associated with a range of better outcomes for people of all ages and backgrounds.

These include:

- improved physical health and life expectancy
- better educational achievement
- increased skills
- reduced health risk behaviours such as smoking and alcohol misuse
- reduced risk of mental health problems and suicide
- improved employment rates and productivity
- reduced anti-social behaviour and criminality
- and higher levels of social interaction and participation.

Knowing how important mental health is, please look after yours.

If you have any ideas on things we can do to help you further please email: staff.hwb@mkuh.nhs.uk.

