MANAGERS GUIDE TO SUPPORTING STAFF DURING COVID-19

Do the basics

· Be visible and available (either physically or digitally)

· Talk to people about themselves. How are they doing How are things at home

· Be flexible. Everyone's circumstances and capabilities are different. Be responsive to their individual needs

· Encourage staff to manage and maintain their wellbeing. Make sure adequate provision is made for food/drinks/breaks

Use available resources

· The staff intranet contains useful information to support the health and wellbeing of staff, including information on self care: **http://ndht.ndevon.swest.nhs.uk/staff-health-and-well-being/covid-19-health-and-wellbeing-support/**

· NHS Employers has a host of information to support managers and supervisors in looking after their staff: **https://www.nhsemployers.org/covid19**

· Ensure staff can readily access the intranet and display relevant posters as reminders

Promote communication and sharing

· Encourage staff to maintain contact, share ideas and problems, and to support each other

· Provide regular opportunities for discussion/feedback and be responsive and compassionate

· Share any useful wellbeing resources/ideas, and encourage staff to engage with them as and when they require

· Model positive wellbeing behaviours yourself

Work Smart

· Consider rotating staff from higher to lower risk/pressured environments

· Plan shifts lengths and timings to minimise the impact on staff wellbeing

· Buddy' inexperienced staff with experienced ones

· Make workloads manageable and allow staff to make their own decisions within their capabilities

· Be aware of physical stressors. Promote back care, mixing sitting and standing, minimise lifting...

Check In with the team

At the start of shifts, have a short brief with the whole team:

· Ask how staff are doing today

· Reiterate about looking after themselves

·Update them on any important news/information

· Agree clear language protocols to avoid ambiguity and speed-up communication

· Check staff skills before assigning roles. Ensure clarity of roles; who, how and what if?

· Agree a way to share concerns

Check Out with the team

At the end of the shift, organise a further short debrief with the team or in small groups:

· Take a moment to think about today

· What things didn't quite go to plan?

· Are there any concerns e.g. incidents, clinical, supplies, staffing?

· What can we do differently?

· What things went well?

What positives can be taken from today?

· How are you and your team feeling?

· Is everyone feeling ok and safe to leave? Check for practicalities like transport, food and that there is someone to talk to.

· Thank them for their hard work and tell them to focus on home - to rest and recharge

AND JUST AS IMPORTANTLY, LOOK AFTER YOUR OWN WELLBEING