

Professional Support & Wellbeing

How to look after your trainees (and you!) during
the COVID-19 response

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Developing people
for health and
healthcare

www.hee.nhs.uk

Techniques on maintaining
wellbeing

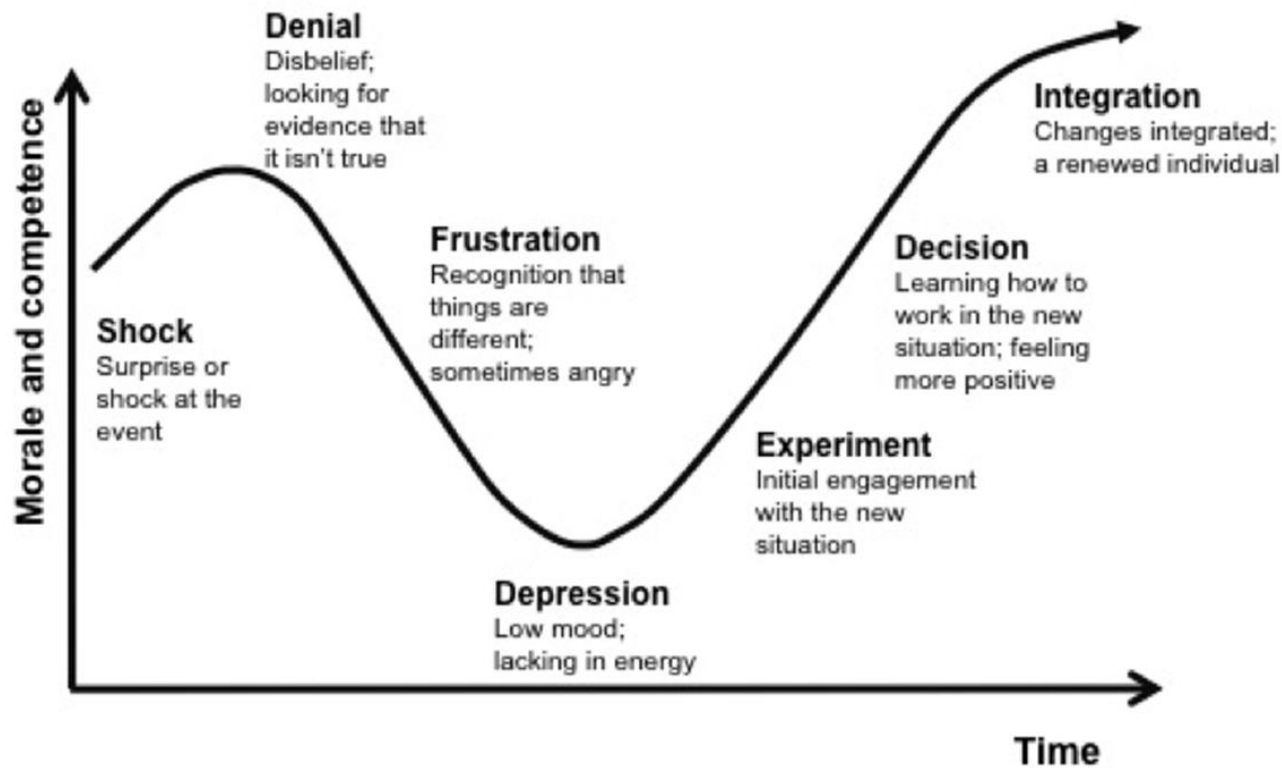
Signposting to the range of support
available

Help you identify when someone
may need additional support

It is ok not to be ok.

Feeling stress is normal in such circumstances; many of your colleagues will be feeling the same. It is NOT a weakness or a reflection that you cannot do your job.

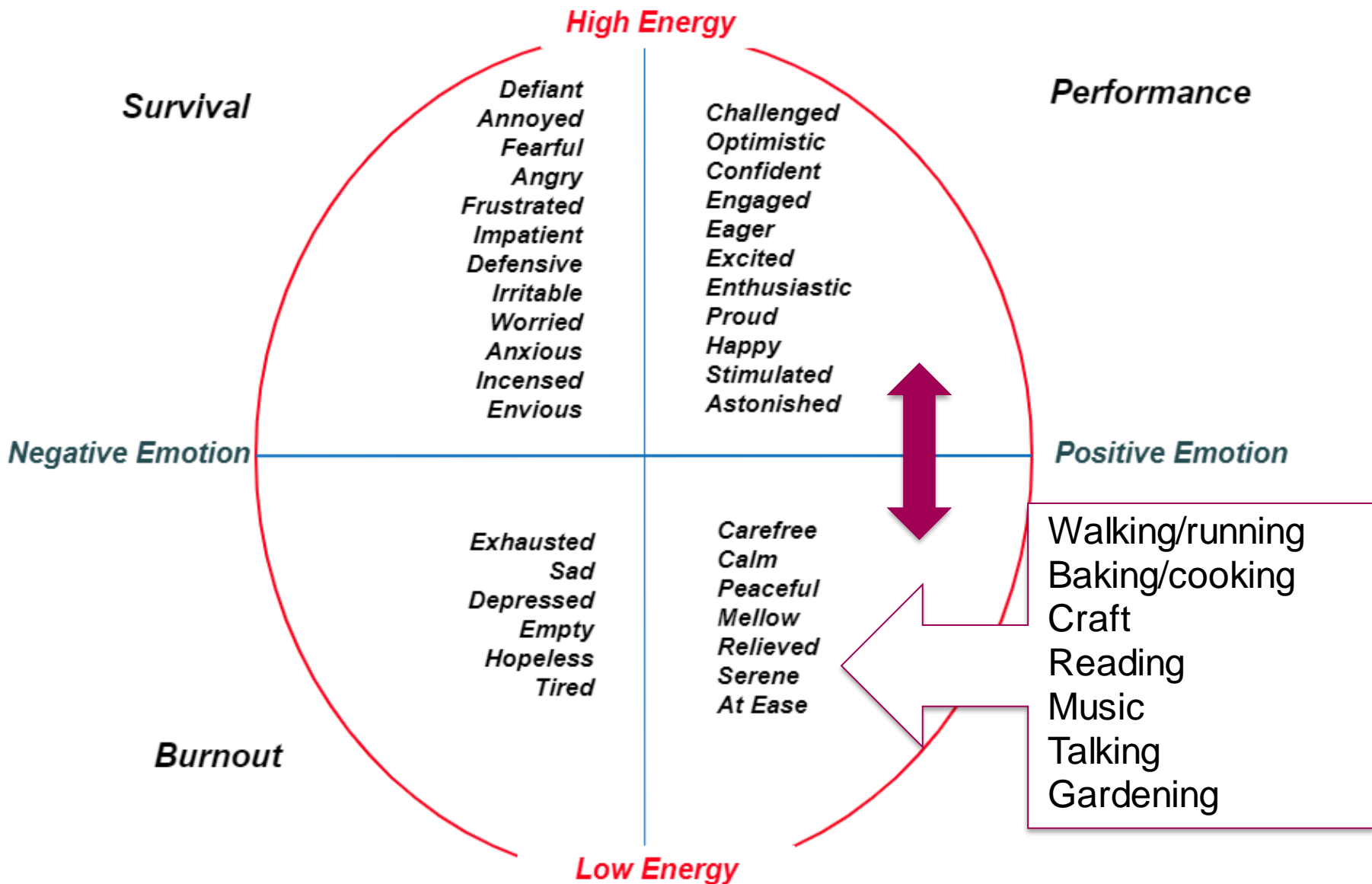
The Kübler-Ross change curve



PERMA - promoting optimal human functioning



Reference: Seligman (2012), Green & Palmer (2019)



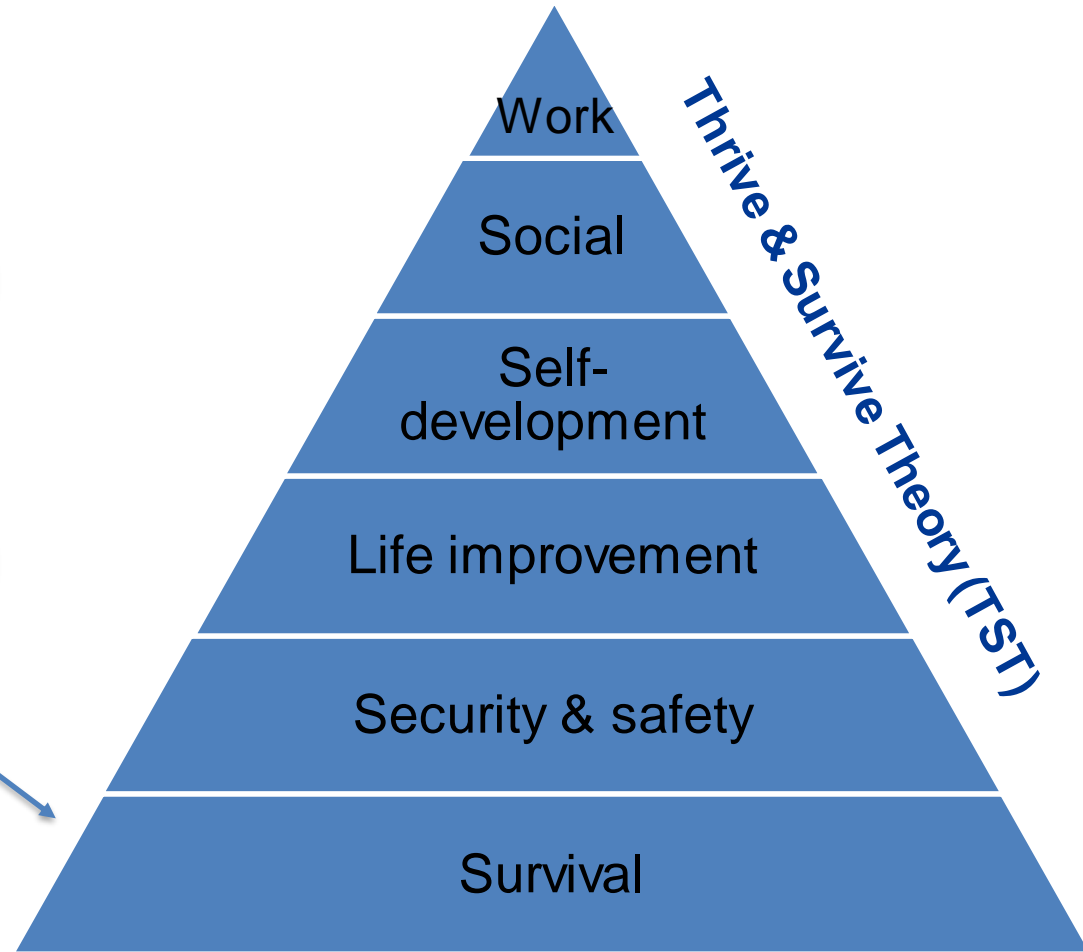
The Main Ingredients for Personal Resilience in Uncertain Times

The Robertson Cooper Model has 4 key components:



What you can do for you

Tip # 1: Take care of the basics



Reference: Franklin (2016), Maslow (1954)

Tip # 2: Notice

How am I doing?

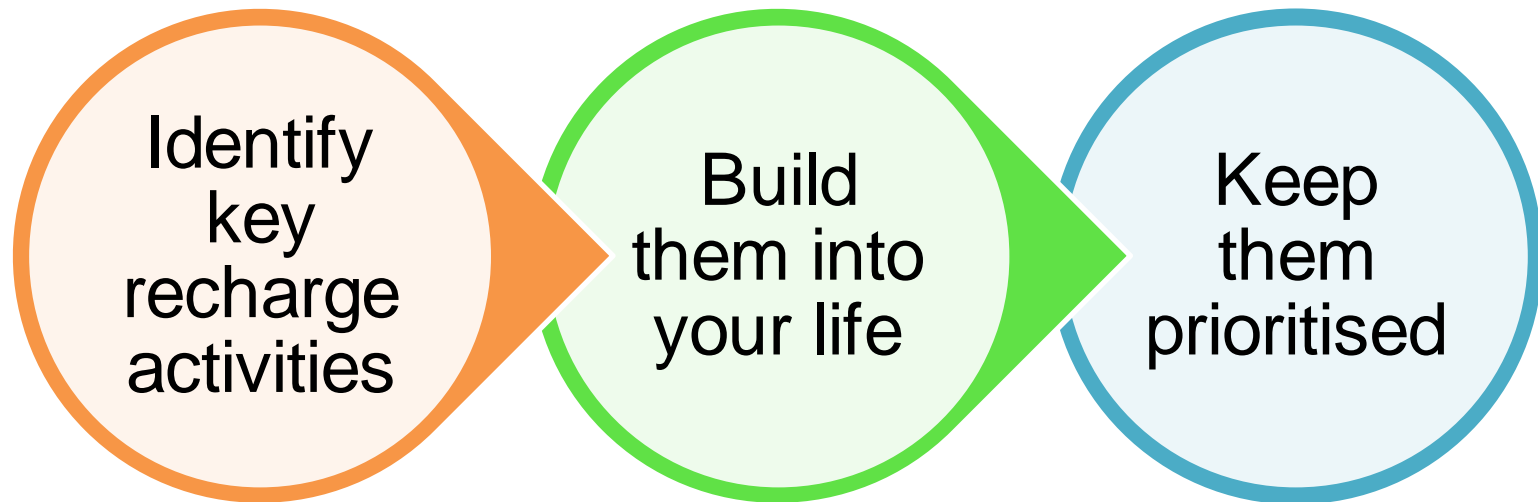
Tune in, pause,
take a moment

Am I taking time
to notice what is
going well?
Keep a gratitude
journal

Mindfulness can
be useful here



Tip # 3: Recharge



Tip # 4: Boundaries:

- Breaks
- Eat
- Loo!

Work



- Family
- Recharge
- Rest

Home



- Daily allowance
- 'off' times
- 'on' times

Social
Media/news



How would you like your day to look?

Tip # 5: An Apple a day...

Acknowledge – notice your thoughts and feelings as they come to mind. Notice and allow yourself to accept that you are having them

Pause – don't react as you normally do, don't react at all. Just pause and breath

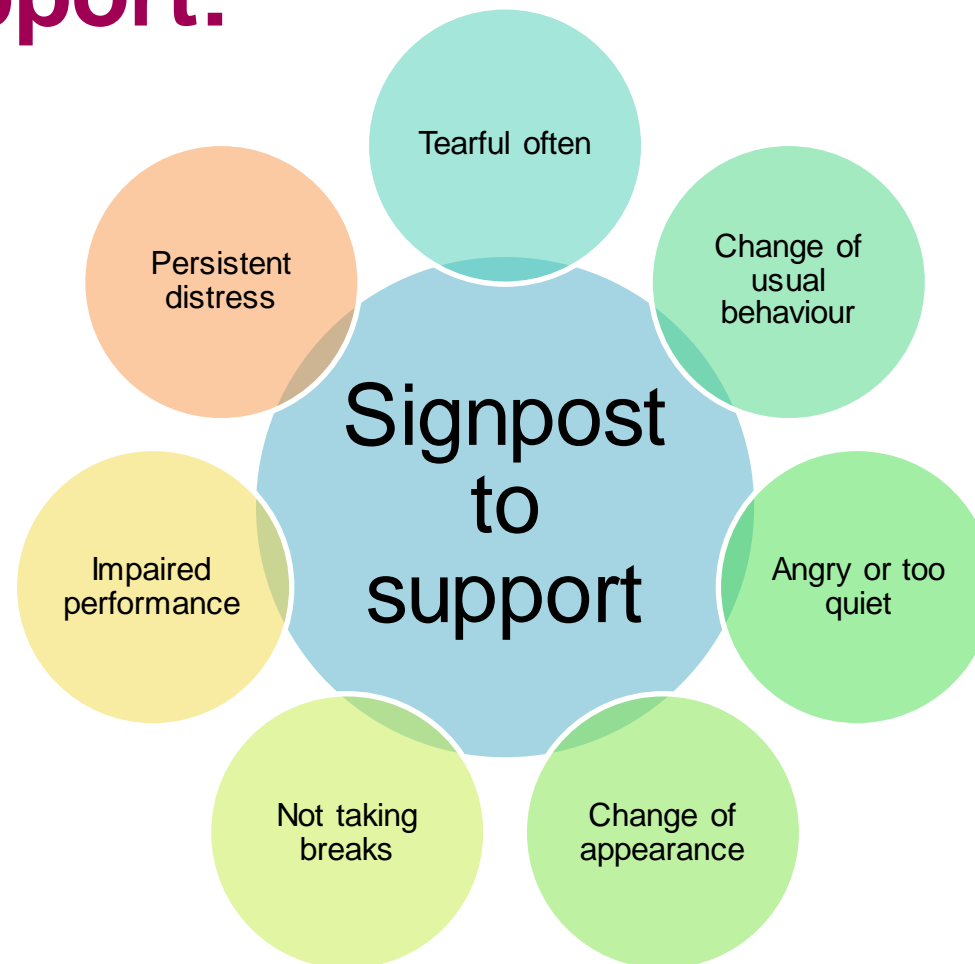
Pull back – this is a thought or a feeling, it is not a statement of fact and it doesn't mean you have to believe it

Let go – let go of the thought or feeling, it will pass. You don't have to respond to them. Imagine them floating away like a cloud or bubble

Explore – explore the present moment, your breathing, what is around you, what you can smell, hear and touch.

Step forward – shift your attention to what you need to do now and what you can control in the present moment. Give this activity your full mindful attention.

Some signs your trainee might need support:



What you can do for your trainee/s and your team

[Guidance for supporting psychological needs of healthcare staff](#)

Tip # 1: Take care of you



<http://www.severn deanery.nhs.uk/> <http://www.peninsuladeanery.nhs.uk/>

Tip # 2: Notice

Where am I on the stress curve/change curve?

Tune in, pause, take a moment



What is my default stress response? Fight, flight or freeze?

Is my thinking rational and based on evidence? Or is my limbic brain taking over?

Am I taking time to notice what is going well?

<http://www.severn deanery.nhs.uk/> <http://www.peninsuladeanery.nhs.uk/>

Tip # 5: Breathe (apple)

- **ACKNOWLEDGE** - Notice and acknowledge the uncertainty as it comes to mind.
- **PAUSE** - Don't react as you normally do. Don't react at all. Just pause, and breathe.
- **PULL BACK** - Tell yourself this is just the worry talking, and this apparent need for certainty is not helpful and not necessary. It is only a thought or feeling. *Don't believe everything you think!* Thoughts are not statements of fact.
- **LET GO** - Let go of the thought or feeling. It will pass. You don't have to respond to them. You might imagine them floating away in a bubble or cloud.
- **EXPLORE** - Explore the present moment, because right now, in this moment, all is well. Notice your breathing, and the sensations of breathing. Notice the ground beneath you. Look around and notice what you see, what you hear, what you can touch, what you can smell. Right NOW. Then, SHIFT YOUR FOCUS OF ATTENTION to something else - on what you need to do, on what you were doing before you noticed the worry, or do something else - mindfully, with your full attention.

<http://www.severn deanery.nhs.uk/> <http://www.peninsuladeanery.nhs.uk/>

Tip # 3: Recharge



<http://www.severn deanery.nhs.uk/> <http://www.peninsuladeanery.nhs.uk/>

Tip # 4: Boundaries:

<ul style="list-style-type: none"> • Breaks • Eat • Loo! <p>Work </p>	<ul style="list-style-type: none"> • Family • Recharge • Rest <p>Home </p>	<ul style="list-style-type: none"> • Daily allowance • 'off' times • 'on' times <p>Social Media/news </p>
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How would you like your day to look?

<http://www.severn deanery.nhs.uk/> <http://www.peninsuladeanery.nhs.uk/>

“Resilience lies in teams” Prof Michael West

“Together, we will face the days, weeks and months ahead. Together, we are stronger.” [Help for Heroes](#)



“Trust is key

Build a climate of faith in each other’s benevolence, goodness, and compassion. Trust in the abilities and skills of fellow team members. Trust means that team members believe that a person will perform their duties.”

Prof. Michael West

AKA –
'Feelings
Inside Not
Expressed'

Communication

- When you ask someone how they are, how do they respond? For most of us, it's 'FINE'
- Don't be afraid to explore how they really are by asking questions to help your trainee overcome any reluctance to talk about their wellbeing, for example:
 - *“What are you worried about?”*
 - *“What’s making you feel upset?”*
 - *“What are your plans?”*


Compassion

- Be kind
- Connect – be present
- Encourage contribution
- Be authentic and open
- Support each other – empathize
- Take time for self-compassion
 - Create stillness to allow this to happen


<https://www.kingsfund.org.uk/audio-video/michael-west-leadership>

PIES principle


Proximity — Don't exclude, instead keep in the team and adjust role if needed. Make them feel useful (unless there is a safety concern)



Immediacy — If you notice something isn't right, don't delay. Ask those key question; have a conversation



Expectancy — Things will be tough – but they won't last forever, there will be an end point



Simplicity — Encourage simple actions to promote self-care can make a big difference. Sleep, food etc.

- Reassure yourself that this is normal and not a sign that you are 'going mad'. Your mind is only trying to make sense of what has happened.
- Remember that it is the traumatic event that is abnormal, not you.
- Find someone you can talk to about what happened and your feelings.
- Sometimes people find that writing down what happened can help them to make sense of it.
- Distracting yourself or avoiding the feelings and thoughts about the event, by drinking more alcohol or taking drugs generally doesn't help..
- Try and get back to your normal routine and usual activities as soon as you can, particularly doing those things that matter to you.
- Take care of yourself - eating proper meals, rest and relaxation, exercise.
- Spend time (or over the phone/video) with people who can support you.



Helping manage trauma

Establish boundaries



Signposting your trainee to support

Key avenues to explore for support (more on website):

- Contact HR re: Employee Assistance/Staff Support
- [BMA Wellbeing](#)
- Their own GP

- The trust PGME team
- [Practitioner/GP Health](#)
- [NHS National Staff Support Helpline](#) 0300 131 7000

- Well And Resilient Doctors - [WARD](#)
- Severn [Professional Support & Wellbeing](#)
- Peninsula [Professional Support & Wellbeing](#)

To refer to the PSW,
contact
PSW.SW@hee.nhs.uk

Personal Wellbeing Plan

<p>What are my responses to stress – what do I notice when I tune in:</p>
<p>What can I do to help recharge?</p>
<p>What boundaries can I set both at work and at home to sustain my wellbeing?</p>
<p>How can I turn this into a learning opportunity?</p>
<p>What resources can I access if I need additional support?</p>

Helpful books

- **Free download – Health & Self-Care: Inner Balance for an Effective Life For Health Professionals**
(www.healthandself.care)
- **The Resilience Factor: 7 Keys to Finding Your Inner Strength and Overcoming Life's Hurdles – Karen Reivich**
- **Positive Psychology for Overcoming Depression – Miriam Akhtar**
- **The Chimp Paradox – Prof Steve Peters**

3 quick questions



1. Was this useful?
2. Did the time & duration of this session work?
3. What else would have been helpful?

- The ancient Japanese art of fixing broken pottery, known as Kintsugi, focuses on the philosophy that rather than focusing on the weakness of broken pottery and throwing it out, they emphasise what works well and build it into an even stronger and more beautiful work of art.
- You are all going to be stronger and more beautiful following this response.



Questions?

