



# Your Wellbeing WAVE 2

**UPDATE** of wellbeing support available for you

Nov 2020



**OUTSTANDING CARE**  
*personally* DELIVERED



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## Staff must follow infection prevention and control guidance

As COVID-19 infection rates continue to rise across our community and in our hospitals, staff are reminded of the importance of following local and national infection prevention and control measures:

- Regular hand washing and hand sanitisation
- Maintaining a two metre social distance both inside and outside of work
- Wearing surgical masks in all ULHT premises (unless in an office by themselves, with the door closed)
- Appropriate use of PPE
- The rule of six
- Not wearing uniforms outside of work

By now, ALL staff should be aware of this and be fully adhering to the guidelines at all times, with no exceptions.

This reminder comes as we have recently seen increasing numbers of cases of COVID-19 among staff members, with evidence of transmission in staff and break rooms, when sharing cars and by staff members coming into work when not feeling well.

Not following this guidance can put you, your colleagues, your patients and your family at risk. It could also significantly impact on our ability to provide some services, if a large proportion of a team are impacted.

Please be reminded that evidence shows an increased risk of transmitting infection if you spend more than one minute within one metre of someone who is infected with COVID-19 and 15 minutes within two metres without any form of face covering.

We all have a duty to be conscious of our mask and infection prevention measures and adhere to them at all times.

Any member of staff continuing to not comply with these measures may find that their period of self-isolation must be taken as unpaid leave or annual leave, and this could also lead to disciplinary measures.

New e-learning is being developed for those who fail to follow Government guidance, to ensure that all staff are aware of their responsibilities and provide assurance around future compliance.

For full current guidance please see the Government website and our COVID IPC intranet pages.

Since March 2020, we have had over 30 COVID-19 Live chats with members of our Executive and Senior Team. Feedback about the sessions have been so positive, that we are going to continue them and keep them going! Due to the rule of six, we have decided to move these Lives onto MS Teams to enable all executive to take part.

The importance of keeping you all up to date about important services and decisions remains our focus and as always we do encourage questions from you all on things you aren't clear about.

We all have a responsibility to stay up to date. Please remember to seek out factual sources of information from ULHT's Intranet, from these regular live videos as well as all updated SBARs

You can go back and watch them at any time on ULHT Together AND now you can find them on the intranet.

<http://ulhintranet/elt-live-videos>

Look out for  
this picture on  
Facebook



# ELT Live



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# Support for leaders through COVID-19

## 10 Evidenced-based behaviours

### Look after yourself

You are not superhuman. Who's got your back? Where is your space to recharge and make sense of the chaos? Paying attention to your own wellbeing will maximise your ability to help patients and colleagues through the crisis

### Speak candidly & compassionately

To be prepared for what is to come, people need a clear sense of direction and your full and clear assessment of the situation. Balancing your frankness with empathy is essential when your team is under pressure

### Set the emotional tone

Don't under-estimate the impact on your team of your actions and the way you come across. Your calm confidence will have a powerful influence

### Be inclusive in the way you lead

This crisis is highlighting how healthcare inequalities and biases persist, and even become magnified, in pressurised conditions. Consciously and actively inclusive leadership matters now more than ever

### Maintain routines

Teams who are newly formed and are under pressure need stability. Robust routines for starting and finishing shifts for instance can do a lot to ground, induct and connect team members who don't know each other and may be feeling a range of emotions

### Give yourself space to make the right call

To make hard decisions in the heat of the moment, you will need to be both rational and intuitive: STOP-BREATHE-REFLECT-CHOOSE. Just a brief moment's pause will allow you to reconnect with your purpose and values

### Create safe spaces

Share your own vulnerability. Let your team know that it's OK to 'wobble', to experience doubt, grief or fear. They will need times & physical spaces to de-stress. They will need to feel safe to offer constructive challenge to ways of working regardless of hierarchy

### Encourage everyone to talk

...and to keep talking. Crisis situations get worse and last longer without continuous, open and inclusive communication. The hardest part can be attentive listening when the pressure is on

### Look out for your team

Look out, in particular, for those driving themselves beyond reasonable limits, those team members who withdraw and seem to reject offers of help, and for those who might feel excluded from the team

### Acknowledge the hurt

Empathise with the pain your people experience; recognising that it may endure & talking action. Inclusive leaders recognise the diverse issues that colleagues face due to different backgrounds, workload & current restrictions & offer support accordingly



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## Steps2Change - update

As part of the COVID response LPFT have committed to supporting our team to access their services by granting priority access so long as you:

- ✓ Disclose you work for ULHT/NHS
- ✓ The reason you are accessing Steps2Change is connected to COVID.

We have heard that some have been told there is a 6+ month waiting list.

If you have disclosed that you are a ULHT colleague and that your need for support is connected to COVID, yet you are still told there is a long waiting list, please contact us on [OrganisationalDevelopment@ulh.nhs.uk](mailto:OrganisationalDevelopment@ulh.nhs.uk).

To access Steps2Change, you can self-refer using the below details.

- Completing an online self-referral
- Filling in a self-referral form and emailing back to SPA - [lincs.spa@nhs.net](mailto:lincs.spa@nhs.net)
- Calling our single point of access on 0303 123 4000 to request a form.

*How are you?*

### Lincolnshire helpline

Our health and wellbeing helpline can be used by staff and managers who have any queries or concerns relating to COVID 19 regarding their health and wellbeing. You can also access this if you would benefit from some support for your emotional wellbeing at this time

Lincs Health & Wellbeing helpline is available from Mon - Fri 9am - 5pm, please contact us on 01522 308885.

### Steps2Change

Steps2change provides talking therapies for people 16 years and older experiencing problems with anxiety, depression, stress, and offers help with issues like bereavement or the impact of a traumatic event.

- [www.lpft.nhs.uk/steps2change/accessing-our-services/self-referral](http://www.lpft.nhs.uk/steps2change/accessing-our-services/self-referral)
- Completing an online self-referral
- Filling in a self-referral form and emailing back to SPA - [lincs.spa@nhs.net](mailto:lincs.spa@nhs.net)
- Calling our Single Point of Access on 0303 123 4000 to request a form

### ULHT Chaplains

Your hospital Chaplains are there to listen whenever you need them. Whether you're feeling anxious, upset or just want to talk.

Contact your site's Chaplain by contacting the switchboard

### Health and Wellbeing Champions

If you feel you need to talk, find your team's Health and Wellbeing Champion. They are trained to support and signpost you to services that can help you in your time of need. They are great listeners!

### Counselling

Counselling provides an opportunity to talk about problems or issues that concern you in a supportive neutral atmosphere.

- You can access the service for personal and professional problems.
- You can refer yourself or ask your manager to refer you to OH.
- You can contact Occupational Health directly.

### ULHT Coaches

A coach, or person using coaching skills, will have a focus on talking less, listening more, giving fewer direct instructions, asking more questions, and giving specific feedback instead of making judgements.

Contact [organisationaldevelopment@ulh.nhs.uk](mailto:organisationaldevelopment@ulh.nhs.uk) for more info

### Emotional Wellbeing Helpline

The emotional wellbeing helpline hosted by LPFT will offer brief therapeutic interventions to support you. Call 01522 518609 and 01522 569512; Mon - Fri 9am - 6pm. Or you can email at [lpn-tr.staffwell-being@nhs.net](mailto:lpn-tr.staffwell-being@nhs.net)

### Mental Health First Aiders

ULHT has a team of Mental Health First Aiders who are on hand to support staff during this emotionally challenging time.

Contact Occupational Health for your local contacts

# Your Health and Wellbeing Summary



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# Employee Burnout symptoms and how to resolve them

Employee burnout can prompt a multitude of problems in the workplace, a decline in motivation and productivity, as well as a lack of job satisfaction being amongst the top issues. On a personal level, employees may struggle with emotional and physical exhaustion, resulting in long term implications for the business,

## What can cause employee burnout?

From a lack of control in decisions that affect their role in the business to having unclear job expectations, relationship issues within the team, or a work-life imbalance, there are a number of factors that can lead to employee burnout.

In this cheat sheet, we'll help you identify some typical burnout symptoms your employees might be experiencing and suggest ways you can either resolve them or hopefully, prevent them.

## Are you checking in?

The wellbeing check-in template will help you to share how you're feeling, identify what support you may need, and discuss roles and responsibilities during this challenging time.

Find further info here:

<http://ulhintranet/appraisal-toolkit---policy-procedure-and-faqs>

## Burnout is most likely to occur when employees:



**Expect too much from themselves**



**Fear that their work is never good enough**



**Have feelings of inadequacy or incompetence**



**Feel underappreciated in their role**



**Are not a good job fit for the role**

## Burnout out symptoms:

- Have you become cynical or critical at work?
- Do you struggle to get to work or have trouble starting tasks?
- Have you become irritable or impatient with your peers, management, or clients?
- Have you noticed a change in your sleeping habits?
- Is lack of energy affecting your productivity at work?
- Do you struggle to concentrate on tasks?
- Do you feel a lack of satisfaction from your role?
- Have you had any unexplained headaches, stomach problems, or physical complaints?

## How do we support and resolve burnout?



### Evaluate the options

Organise a meeting with your line manager where you are able to talk about specific concerns and work with them to change the expectations or reach a solution to reduce the stress being felt.



### Clear access to support

Provide a clear overview of support offers available to staff as and when the need arises. Understand the importance of different support options like Chaplains, Health and Wellbeing Champions and Occupational Health.



### Actively promote Wellbeing in your team

Provide helpful and practical advice to managing stress and promoting a healthy work-life balance. Discourage communication out of work hours and make sure employees don't feel obliged to work beyond contractual hours, you're promoting a workplace culture that enables employees to speak up if they feel that their workload is too much.



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# 6 ways to say *Thank You*



The ULHT Bus Station was created as an unusual staff engagement exercise, bringing together everything from personal wellbeing support to professional development opportunities.

As the project has grown, we have seen the need for it more and more. Especially when connecting our teams. We have gone above and beyond for the call of duty.

Kindness is free and a simple Thank You can go a long way. Here are just a few ways you can show your gratitude and appreciation to the people around you.

## Send an email

Sending a quick email is the easiest way to say Thank You. It is guaranteed to put a smile on someone's face. Also, now with the availability of MS Teams, you can send an instant message, or video call them!



## Elbow Bump

The new 'High Five' that's a bit more 'COVID friendly'. Make sure to 'elbow bump' your colleagues throughout your working day. Or give an 'Air Hug' a go (2 metres apart of course).



## Team Catch-ups

Why not use your huddles or set up weekly team meetings to have a natter and a catch-up. Use that time to say Thank You and take a bit of time to just chat about your week. What you and your colleagues have achieved and have done well? Don't forget to brag about it!



## Staff Awards

The annual staff awards celebrates the very best of ULHT. Each year, the awards provide a chance to recognise the hard work, dedication and fabulous care given by our staff members and teams. So, get nominating!

## Daisy Awards

Say Thank You to a compassionate nurse or midwife- nominate them today! The DAISY (Diseases Attacking the Immune System) Award is an international recognition programme that honours and celebrates the skillful, compassionate care nurses and midwives provide every day.

## Examples of Excellence

Send a personalised certificate to a colleague or volunteer to celebrate and recognise their hard work and achievements at work.

*Links can be found on the intranet A-Z*



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