

# North Central London Wellbeing Offer

**This pack sets out some of the local and national support that is available to support the wellbeing of care provider staff working across North Central London during the COVID-19 pandemic.**

*This pack should not be viewed as an exhaustive list, but rather a helpful starting point of what support is available.*

**July 2020**



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**You can also read the national guidance that has been issued on how to look after your mental health and wellbeing during the coronavirus (COVID-19) outbreak [here](#).**

# Introduction



Thank you for all that you and your staff are doing to provide care and support to your residents, and to help keep them safe during the COVID-19 pandemic.

We know that COVID-19 has placed you all under extreme pressure, and the pandemic will be impacting on your work and personal lives in different ways.

To support you through these challenging times we have pulled together in this pack some of the resources and support that are available locally and nationally to help your wellbeing during the pandemic. We hope you find this pack and the resources listed within it easy to use and access.

For information and guidance around other issues such as staff and resident testing, infection prevention and control, digital support for the care sector, end of life care, and webinars and training, please visit [NCL social care provider webpage](#).

This pack will be reviewed and updated regularly. Please email [Andrea.Johnson@hee.nhs.uk](mailto:Andrea.Johnson@hee.nhs.uk) or [carly.watson5@nhs.net](mailto:carly.watson5@nhs.net) if you have any feedback or resource suggestions for the pack.

# Local wellbeing support (1/2)

What is available?

What does it cover?

Who is this for?

For more information

For all staff

## NCL in Mind, hosted by Tavistock and Portman NHS Foundation Trust

NCL in Mind consists of the [Together in Mind website](#) which contains useful resources, materials and good practice.

The website is run by a team of wellbeing and mental health practitioners. The website content is updated frequently and is based on user feedback and activity.

The [Together in Mind website](#) has a range of resources, including practical guidance, podcasts and longer reads.

The website also houses a daily wellbeing survey that takes only 90 seconds to complete. Completing the survey is encouraged as it helps to ensure the website content is tailored to your mental health and wellbeing support needs.

The [Together in Mind website](#) is relevant to anyone who works in health and social care in North Central London.

Please email [nclinmind@tavi-port.nhs.uk](mailto:nclinmind@tavi-port.nhs.uk) if you would like;

- further information about NCL in Mind;
- to discuss how NCL in Mind can support your staff;
- to share ideas for resources or podcasts for the website.

## Haringey Community Education Provider Network (CEPN) weekly mindfulness sessions

30 minute guided meditations to release tension. Sessions are conducted over WebEx and run every Tuesday from 1.00 - 1.30pm.

Sessions include short teaching and time for questions at the end of the meditations.

Open to all NCL staff.

For further information and joining instructions see [here](#).

# Local wellbeing support (2/2)



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## For all staff

### Employee Assistance Programme (EAP) for Enfield providers

This free service provides access to confidential, expert advice, invaluable information, specialist counselling and support.

EAP consists of telephone counselling, life management advice, a 24/7 Helpline and the EAP website.

EAP can support you in many different areas, such as legal, family, emotions, money, work, health, relationships, addiction, and older people.

For all staff (and their immediate family members living in the same household) who work for organisations registered to provide care services in Enfield. This includes domiciliary care, Personal Assistants, Residential/Nursing, VCS (contracted to LBE), the VCS providers within the borough, and community services providing supported living support and day activities.

For further information please visit: [My Life Enfield EAP](#)

Alternatively you can call EAP's 24/7 Freephone on **0800 652 8920**

### COVID Mutual Aid UK

Groups of volunteers supporting local community groups organising mutual aid throughout the Covid-19 outbreak in the UK.

Mutual aid groups aim to support the most vulnerable with errands, information distribution and emotional comfort.

Anyone in need of assistance.

You can search for local volunteer groups at [covid mutual aid](#)

# Local Peer Support (1/2)



What is available?

What does it cover?

Who is this for?

For more information

## For managers

### WhatsApp Group for Registered Care Managers

A WhatsApp group for registered managers across all social care in North Central London. The group is intended as peer support for managers during the pandemic.

The group was set up in March by Capital Nurse, My Home Life, North Central London CCG, North London Councils and Skills for Care

The group guides their own conversation and issues raised are led by managers' needs. Much of the discussion to date has been around staffing, PPE, infection control, handling of challenging situations involving COVID19 as well as general peer to peer support.

The group has added support from a returning doctor, an advisor in infection control, pharmacists, a PPE broker, and Skills for Care who are able to answer any health, infection control, PPE and workforce related questions.

The WhatsApp group is open to all CQC registered managers of social services in North Central London. This will include nursing homes, care homes, home care agencies as well as supported living.

For further information please contact **Voyta Camek**  
[Voyta.Camek@skillsforcare.org.uk](mailto:Voyta.Camek@skillsforcare.org.uk)

### Barnet Peer Support Network Groups for Registered Managers

The Care Quality Team is offering advisor facilitated groups for registered managers within Barnet.

These network groups aim to support the wellbeing of managers by providing an opportunity to link and share with local peers.

A number of groups are currently set up for registered managers working in nursing homes, extra care housing schemes, learning disabilities care homes and domiciliary care. Other groups are planned and will be starting shortly.

For further information please contact:  
[carequality@barnet.gov.uk](mailto:carequality@barnet.gov.uk)

# Local Peer Support (2/2)



What is available?

What does it cover?

Who is this for?

For more information

## For managers

### Peer Support for Care Home Managers in Islington

Facilitated peer support groups for care home managers in Islington.

Emotional and wellbeing peer support

Available to all care home managers in Islington.

For further information please contact **Marina Palomo**  
[Marina.Palomo@candi.nhs.uk](mailto:Marina.Palomo@candi.nhs.uk)

## For all staff

### Virtual Facilitated Group Conversations, run by the NCL Training Hub together with My Home Life

One hour virtual facilitated group conversations. These are a safe online forum for discussion and sharing of ideas.

The group provides a safe space to discuss residents' care and practical issues, share experiences, share concerns and support each other.

**For all care home staff** - The virtual one hour facilitated groups are for all care home staff working across North Central London.

The groups aim to create a sense of belonging and a feeling of being supported in these difficult times.

Having facilitated conversations is an effective way of providing a space for staff to express their concerns and look after their own well-being.

**For care home and domiciliary care managers** - As part of this support offer two groups of eight participants are being run by My Home Life specifically for care home and domiciliary care managers. The groups will be facilitated by a professional coach and held once a fortnight over Zoom from June to August. The focus of the groups will be on professional wellbeing and helping participants to reflect on ways to manage the challenges they are facing.

Please contact [nlccg.thcarehomesupport@nhs.net](mailto:nlccg.thcarehomesupport@nhs.net) for further information about either the all staff or managers groups. You may also send details of anyone who you feel would benefit from this support and they will be contacted with joining details.



# One to One Local Support (1/2)

What is available?

What does it cover?

Who is this for?

For more information

For all staff

## Short Term One to One Support from the Islington Care Homes Liaison Team

Short term one to one support for care home staff working in Islington and Camden.

One to one support to talk through any concerns.

Care Home staff working in Islington and Camden who are experiencing anxiety.

For further information please contact **Marina Palomo**  
[Marina.Palomo@candi.nhs.uk](mailto:Marina.Palomo@candi.nhs.uk)

## Key Link

Free-to-access counselling service formed to offer on-line or telephone counselling to front-line and key workers during the Covid-19 crisis.

Key Link works by linking counsellors with clients and offers workers up to 6 free emergency counselling sessions.

Any front line and key worker staff.

To access Key Link visit this [webpage](#) and register as a key worker. For further information, phone **01728 663937** or email [keylinkcounsellors@gmail.com](mailto:keylinkcounsellors@gmail.com)

## iCope: Psychological Therapies Service, Camden and Islington NHS Foundation Trust

Evidence based psychological treatment for a range of psychological problems. Therapists will be able to discuss and advise the best treatment for you. Assessment and treatment sessions are conducted by telephone, video or online.

Offers specific support for COVID-related distress/anxiety – including a rapid response well-being phonecall, webinar based workshops, and an evidence-based intervention aimed at improving coping skills.

The service is for adults registered with a Camden or Islington GP, or people who are resident in these boroughs but do not have a GP.

For more information, see [icope Camden and Islington](#)

Other therapies available include guided self-help; digital therapy; community links, employment support, interpersonal psychotherapy, mindfulness based therapy; cognitive behavioural therapy; counselling...etc.



# One to One Local Support (2/2)



What is available?

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For all staff

## Let's Talk IAPT (Improving Access to Psychological Therapies) Barnet, Enfield and Haringey

Free and confidential talking therapies. Offers assessments and short term therapy for people with mild to moderate low mood or anxiety. IAPT team includes Psychological Wellbeing Practitioners, CBT Therapists and Counsellors.

The support and therapy available includes cognitive behavioural therapy, counselling, guided self help; individualised employment support; wellbeing workshops.

### Barnet and Enfield IAPT

People aged 16 and over, registered with a Barnet or Enfield GP.

### Haringey IAPT

If you a COVID-19 staff member you can self refer to the Haringey service if one of the following applies:

- you are registered with a Haringey GP;
- you live in Haringey;
- you work for a Haringey front line service;
- you're a Whittington Health employee.

People can refer themselves directly to the **Barnet, Enfield or Haringey IAPT** service by visiting: [Lets Talk IAPT](#)

## Find Psychological therapies (IAPT) services

- If you are not eligible for [Camden and Islington Icope](#) or the Barnet, Enfield and Haringey IAPT service (above) but would like to access to some talking therapies support, you can search for your local psychological therapies (IAPT) services [here](#).

# Nationally available resources for all: A chance to talk (1/2)



## Support

## Where to access it?

### For all staff

#### Front Line Staff Support Line

A confidential staff support line, operated by the [Samaritans](#) and free to access from 7:00am – 11:00pm, seven days a week. The support line is here for when you've had a tough day, are feeling worried or overwhelmed, or maybe you have a lot on your mind. Trained advisers can help with signposting and confidential listening.

Call: **0300 131 7000**

Alternatively, you can **text FRONTLINE to 85258** for support 24/7 via text

#### Just 'B' Bereavement Support Line

Confidential bereavement support line, operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week. A team of fully qualified and trained bereavement specialists will support you with bereavement and wellbeing issues relating to loss experienced through your work. You will be offered up to 3 sessions with the same counsellor and onward support to our staff mental health services if you need.

Call **0300 303 4434** or visit [Bereavement Support Online](#)

#### The Samaritans

Emotional support 24 hours a day in full confidence.

Call **116 123** or email [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk) or visit [samaritans.org](#)

#### CALM

National helpline for men to talk about any troubles they are feeling. Open from 5pm to 12pm, 365 days a year.

Call **0800 58 58 58** or visit [The Calm Zone](#)

#### Good Thinking

London borough crisis lines to call for urgent mental health support.

[Good Thinking - Your local crisis line](#)

# Nationally available resources for all: A chance to talk (2/2)



## Support

## Where to access it?

### For all staff

#### 7 Cups

Connects you to caring listeners for emotional support. Available 24/7

For more information see [7 Cups](#)

#### Mind Info Line

Information and signposting service. The line is open 9am to 6pm, Monday to Friday (except for bank holidays). You can ask about mental health problems, where to get help, treatment options, advocacy services.

Info Line: **0300 123 3393**; email: [info@mind.org.uk](mailto:info@mind.org.uk);  
Text: **86463**; or visit: [mind.org](http://mind.org)

#### Age UK Advice Line

Age UK's advice line is a free, confidential national phone service for older people, their families, friends, carers and professionals. Our team will give you information that is reliable and current and help you to access advice. The line is open 8am-7pm, 365 days a year.

Call **0800 678 1602** or visit [Age UK](#).

#### Alzheimer's UK – Dementia Connect Support Line

Personalised support and advice for people with dementia and their carers. Dementia advisors are also able to provide dementia related coronavirus advice. The line is open Monday – Wednesday (9am – 8pm); Thursday – Friday (9am – 5pm); Saturday and Sunday (10am – 4pm).

Call **0333 150 3456** or visit [Alzheimer's UK](#)

# Nationally available resources for all: Training and bereavement resources



Support

Where to access it?

For all staff

## Public Health England, COVID-19 Psychological First Aid Training

Public Health England has developed a psychological first aid digital training module aimed at all frontline and essential workers and volunteers. The course aims to increase awareness and confidence to provide psychosocial support to people affected by COVID-19.

[Psychological First Aid \(PFA\) digital training module](#)

The course is free and no previous qualifications are required. It takes around 90 minutes to complete and is also available in three sessions for the learner to complete at their own pace.

By the end of the course, outcomes will include: understanding how emergencies like the COVID-19 pandemic can affect us, recognising people who may be at increased risk of distress and understanding how to offer practical and emotional support.

## Prepare your Mind

This short course aims to help you better manage your mind, reduce your stress and the impact of negative emotions, as well as help you to feel settled, calm and focussed. It's a free, four-session course. A new session will open every three days after you enrol. Each session contains a 10-minute video, a one-page tip sheet and a 10-minute audio recording to guide your practice.

Enrol for the course at:  
[Academy for health coaching](#)

## Bereavement resources for the social care workforce

A list of resources to support people working in the social care sector to deal with bereavement.

[Bereavement resources for the social care workforce](#)

# Nationally available resources for all: Apps, online tools and resources (1/3)

## Support

## Where to access it?

### Depression, worry and anxiety

**Daylight** An app helping to manage worry & anxiety, using cognitive behavioural therapy techniques. Tailored audio-led guidance, free to care home staff.

[Try Daylight](#)

**Bliss** Interactive online therapy program for depression that you complete on your own, based on cognitive behavioural therapy. Eight free sessions available.

[Centre for Interactive Mental Health Solutions](#)

### Sleep

**Sleepio** A highly personalised digital sleep-improvement program app that uses cognitive behavioural therapy techniques. Free for care home staff.

[Sleepio](#)

### Tips for looking after your own mental health

**Good Thinking** If you're feeling anxious, stressed or have any other mental health concerns related to coronavirus, the Good Thinking short guides are full of useful advice and links to further information.

[Good Thinking](#)

**Your Mental Health** This Mental Health Foundation webpage provides a range of content to help you to look after your mental health. On the page you will find podcasts, videos, inspiring stories, practical advice and information about getting help if you're struggling.

[Mentalhealth.org](#)

**How to look after yourself during the Coronavirus outbreak** This Mental Health Foundation webpage provides practical advice and resources on looking after your mental health when working, staying at home, going through change, loss or bereavement and parenting through the COVID-19 outbreak. Other topics covered include loneliness; finance, unemployment and housing worries...etc.

[Mentalhealth.org/coronavirus](#)

**NHS Every Mind Matters** Practical tips, ideas and advice for looking after your mental health during the coronavirus outbreak.

[Every Mind Matters](#)

# Nationally available resources for all: Apps, online tools and resources (2/3)

## Support

## Where to access it?

### Tips for looking after your mental health (continued)

**Building your own resilience, health and wellbeing** Developed by Skills for Care this booklet is for anyone working in adult social care. It explains what resilience is and how you can build your own resilience.

[Skills for Care](#)

**4 Mental Health Online Resources** Provides guidance on creating a 'wellbeing plan' to help you proactively think about the tools that you can use to promote good mental health. The site was developed by mental health practitioners and people with lived experience.

[4mentalhealth.com](http://4mentalhealth.com)

**Rethink Mental Illness** An online information hub with practical support and information on managing physical and mental wellbeing including blogs from people with lived experience of mental illness, carers and health and social care professionals.

[Rethink](#)

**Care Workforce App** is available to support social care staff on-the-go throughout the COVID-19 pandemic. The app provides access to:

- The latest guidance support and advice to support your safety and wellbeing
- Learning resources on infection prevention and control
- Offers for NHS and social care staff, including free car parking and discounts
- Information on free apps which help support good sleep, stress-reduction and resilience.

You can download the Care Workforce app on Apple and Android supported smartphones or access it via [internet browsers](#) on any device.

### Meditation and mindfulness

**Head Space** Guided meditations for stress, anxiety, sleep problems and more. Introductory sessions are free.

[Head Space](#)

**Be Mindful** Information about mindfulness. Guidance on how to learn mindfulness, including course listings.

[Be mindful](#)

**Mind Tools** Information on topics including stress and anxiety.

[Mind tools](#)

# Nationally available resources for all: Apps, online tools and resources (3/3)

## Support

## Where to access it?

### Online communities

**Big White Wall** An online community of people who are finding it hard to cope. It is completely anonymous so you can express yourself openly.

[Big white wall](#)

**Elefriends** A friendly, supportive, online community where you can talk openly about how you're feeling.

[Elefriends](#)

**Doctors of the World** Advice about the COVID outbreak in 60 languages. This advice has been produced in partnership with the British RedCross.

[Doctors of the world](#)

### Work and wellbeing

**Going Home checklist** Simple steps to help you manage your own wellbeing at the end of each working shift.

[Going Home Checklist for Care Workers](#)

**Risk assessment for all staff** Risk reduction framework and assessment tool for staff during COVID-19 pandemic.

[Risk Reduction Framework](#) (pages 9 and 10)

[Risk Assessment Tool](#)

**Preventing work related stress** Talking toolkit for preventing work related stress.

[HSE Talking Toolkit](#)

**Mental Health and Psychosocial Support for Staff, Volunteers and Communities** Guidance from the British Red Cross for staff, volunteers and communities in an Outbreak of Novel Coronavirus.

[British Red Cross](#)

**Mental Health at work** Information and resources for managers on taking care of your staff.

[mind.org - Talking care of your staff](#)

**Anxiety and worry** Free guide to managing worry and anxiety amidst global uncertainty.

[Psychological tools](#)



# Nationally available resources: Physical Health and Financial Health Issues



## Support

## Where to access it?

### Finances

**Money Advice Service** brings together the free services delivered by the Money Advice Service, The Pensions Advisory Service and Pension Wise. Offers independent and impartial information and advice.

[Money Advice Service web chat](#) or call **0800 138 7777** or visit [moneyadviceservice.org](https://moneyadviceservice.org)

### Employment

**Acas** gives employees and employers free, impartial advice on workplace rights, rules and best practice. Acas is also providing specific advice around COVID-19 for employers and employees. If you have a workplace problem and would like to discuss it with Acas you can call the Acas helpline which is open Monday to Friday 8am – 6pm. Acas can help you talk through your options, you do not have to give any personal details.

Acas Helpline: **0300 123 1100** (for more information about Helpline see [here](#)), or visit [Acas website](#)

### Food Supply

**Trussell Trust** website allows you to search for your local foodbank

[Trussell Trust](#)

### Physical health

**The Body Coach** Free fitness videos from fitness coach Joe Wicks on YouTube.

[Thebodycoachtv](#)

**Core Clapton** Free osteopathy consultation. Free wellness classes streamed via Facebook Live every day.

[Core Clapton](#)

**Tribes** Free 15 minute yoga/fitness classes every day if you follow 3 Tribes on Instagram.

[3tribesldn](#)

**Yoga with Adrienne** Library of free online yoga videos.

[Yoga with Adrienne](#)

**NHS** 10-minute workouts.

[10-minute-workouts](#)