Greater Manchester Resilience Hub

– Health and Social Care staff wellbeing offer

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Looking after your mental health and emotional wellbeing

Greater Manchester Resilience Hub’s support for essential frontline workers during Covid-19 is supported and funded by Greater Manchester Health and Social Care Partnership.
Join the discussions

1 Grab your phone
2 Go to www.menti.com
3 Enter the code

Or go to www.menti.com on your phone or scan this QR code >
Have you heard of the GM Resilience Hub?

1. Yes
2. No
3. Thought you only supported people affected by the Arena attack
What word describes how you and your team are feeling at the moment?

tired
Current situation

- Ongoing threat
- Changing and challenging
- Basic needs uncertain
- Stressful – personal and professional
- Usual support not available
- New roles and tasks
- Increased demands
- I should be able to cope
- Impact of media

Looking after your mental health and emotional wellbeing

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The British Psychological Society has suggested that there are three stages linked with a crisis, such as the Covid19 outbreak.

Looking after your mental health and emotional wellbeing

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What has your work place/team/organisation put in place that has been helpful to improve wellbeing?

Checkins at the end of the shift
What are the barriers for staff and family members accessing existing support?

The time needed to read through huge amounts of materials/apps/offers that may or may not be useful for me
GM Resilience Hub

• Set up after the Manchester Arena attack
• Staff provided by the mental trusts across GM – including qualified mental health clinicians, therapists and psychologists
• Commissioned by GM Health & Social Care Partnership to support the wellbeing of health and care staff and their families
• Also supports trauma informed/responsive GM work (including critical incidents)
• Now Hubs being set up nationally
Learning from the Arena

- Psychological support needs to be integrated and be part of a system-wide approach.
- Need to support person in their context (e.g., family, workplace, basic needs, etc.).
- Recovery phase is when the uptake is best for support.
- Professionals take longer than the public to access help.
- Proactive outreach can improve uptake - Findings suggest those who screened earlier are less symptomatic and demonstrate greater improvement across a range of psychological measures.
Hub offer

• Health and care staff (and their families) who live or work in GM
• Includes all staff from: domestic/admin/student/clinical to senior leaders
• Offering additionality to the system – to compliment and coordinate existing offers
• Connects people to workplace, local and national offers
• Overarching offer but can be made bespoke for teams/cohorts
What we offer:
Greater Manchester Resilience Hub is providing well-being screen and support. We want our offer to be accessible to all.

Support for all interested health and care workers.
- Facilitated peer support
- Managers and leaders
- S.A.M.E. staff
- Families of health and care workers
- Bereavement support
- About the well-being survey
- More about the hub and the offer
- Get in touch

We’re here for you
If you feel stressed, anxious, or overwhelmed after caring for people with COVID-19, we can help you and your family.
Visit https://www.peminecare.nhs.uk/c19screening for more information and to complete our confidential well-being questionnaire.
Call 03330 095 071 or email gm.help@nhs.net

Webinars
Main CV19 website with resources and info
Wellbeing screening
Support for managers and leaders

- Clinical advice, support for manager/leaders on behalf of their team.
- Attending team meeting to discuss offer/reinforce wellbeing messages.
- Supporting managers to plan and flex their wellbeing plans over the course.
- Facilitated peer support for teams/managers where appropriate.
- Reminder that Hub is here for them as individuals too.
Facilitated peer support

• Similar to NHSE common rooms but not anonymous
• Available for targeted groups e.g. teams / managers / specific keyworker groups
• Opportunity to reflect on experiences and themes and share supportive perspectives in a safe, facilitated space.
Self referral / wellbeing screening

- Self referral via web portal and managers form
- Automated response with links to self help information, national and local offers
- Outreach and clinical triage for those displaying concerning symptoms but all those completing can contact the Hub for advice and support.
- Clinical advice, support, help to access right services at right time and follow up.
Viv explaining the screening

Barbara from Manchester

"The team at The Hub have helped me to realise that it's OK to ask for help."
Webinars, resources and consultation

• Bespoke for targeted groups and requests (e.g. self care for frontline keyworkers / looking after your teams / traumatic bereavement)
• Key topics will be recorded and made available
• Links to national and local resources
• Quality assured resources
• Links to GM expert clinical reference group – responsible for reviewing and assuring GM clinical offers
What aspects of the Hub offer do you like the sound of/feel would be useful?

- Self-referral: 1
- Webinars: 0
- Resources: 0
- Facilitated peer support: 0
- Consultation as a manager/leader: 0
- Support for family of health and care staff: 1
What would enhance the offer?

Therapy if needed
Building breaks even in the busiest of days
Other offers.....

- Risk: GP, A&E, crisis services
- Your employer offers
- Local IAPT and self help services
- GM offers
  - Greater Manchester Health & Social Care Partnership COVID-19 wellbeing resources
  - Mental health services in GM
  - Community Hubs across GM
  - GM bereavement service

- National offers:
  
  If you are employed by health, care, emergency, education and key you can also access: [www.mentalhealthatwork.org.uk/ourfrontline/](http://www.mentalhealthatwork.org.uk/ourfrontline/)
We’re here for you

If you have been affected by covid-19, feel anxious, or overwhelmed, we can help you and your family.

We provide mental health support for all health and care workers in Greater Manchester.

Visit www.penninecare.nhs.uk/mcrhub-covid19
Messages of hope and resilience
You’re there for us, we’re here for you

- [www.penninecare.nhs.uk/mcrhub-covid19](http://www.penninecare.nhs.uk/mcrhub-covid19)
- Tel: 0333 009 5071
- email: GM.Help@nhs.net