

# Greater Manchester Resilience Hub

## – Health and Social Care staff wellbeing offer

**Jenni Willbourn, Clinical Team Leader**  
**Kathy McGuirk, Operational Manger (staff  
wellbeing)**

*Looking after your mental health and emotional wellbeing*

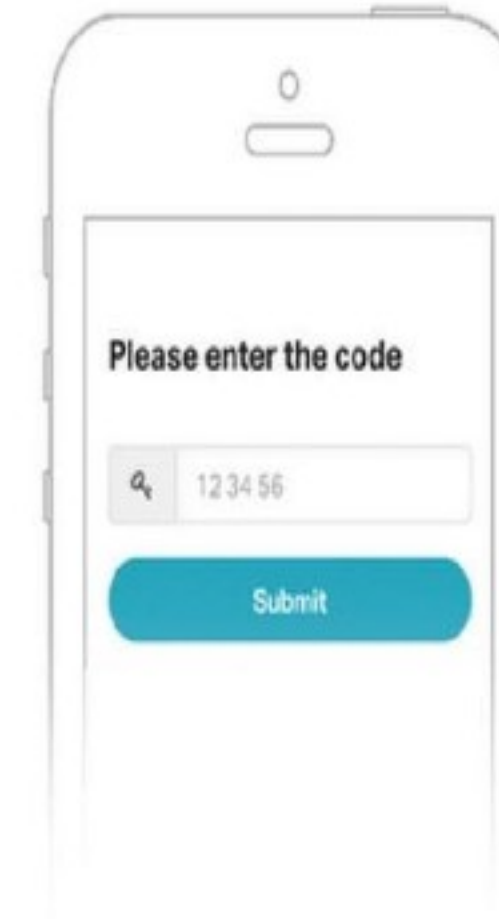
# Join the discussions



**1** Grab your phone

www.menti.com|

**2** Go to [www.menti.com](http://www.menti.com)

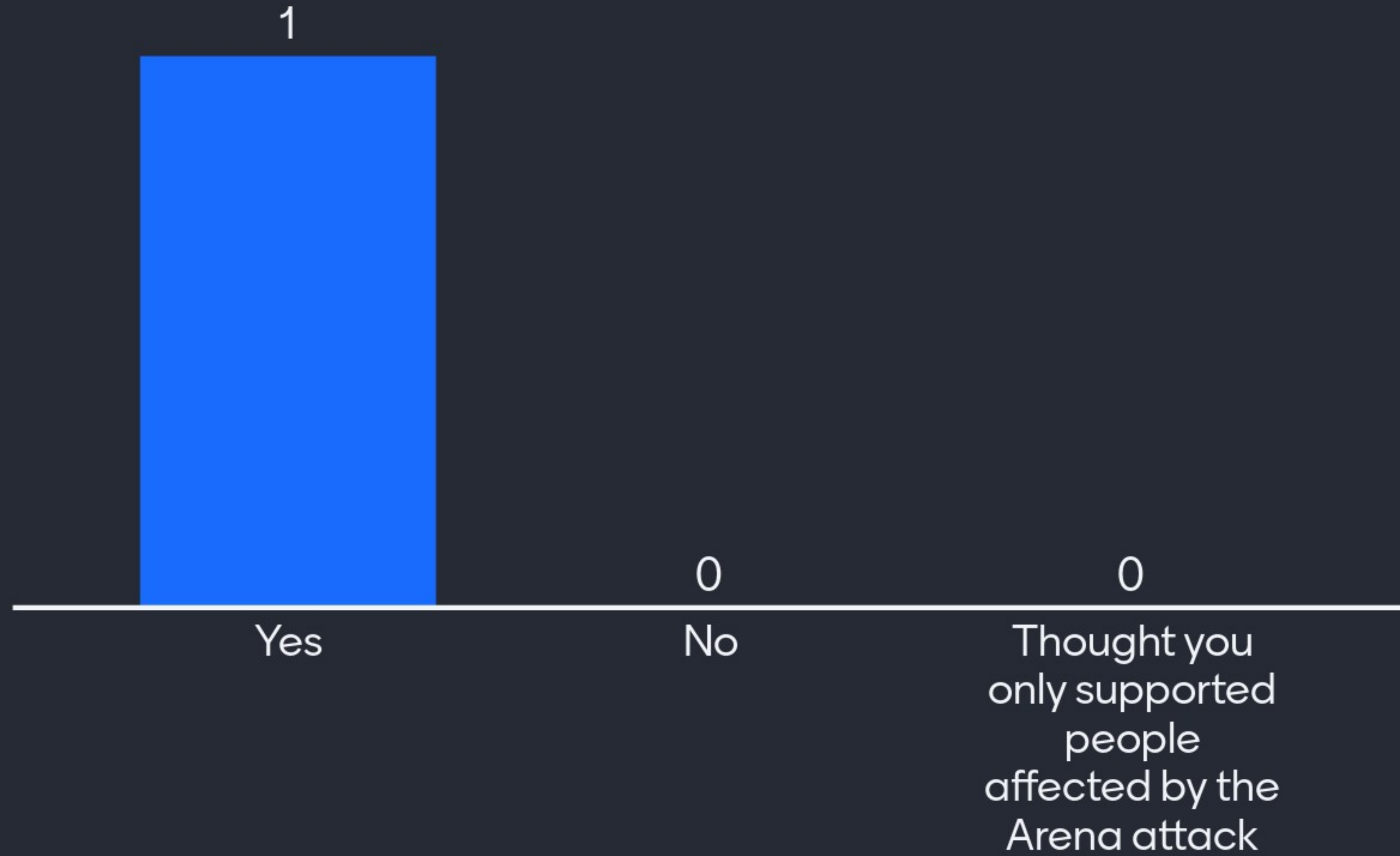


**3** Enter the code  
**94 92 71 7**

Or go to [www.menti.com](http://www.menti.com) on your phone or scan this QR code >



# Have you heard of the GM Resilience Hub?



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*

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*

# 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 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



Greater Manchester  
Resilience Hub

- 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 wellbeing screening and support. We want our offer to best meet your needs, so please share your ideas with us by answering this four question survey. Click the drop-down menus below to see what support is available for you, or to read more about the wellbeing resources we offer.

- Support for all essential health and care workers
- Facilitated peer support
- Managers and leaders
- BAME staff
- Families of health and care workers
- Bereavement support
- About the wellbeing screening
- More about the hub and the offer
- Get in touch

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**Check-in guide.**  
Prompts for an end of shift 4 step debrief.

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**Psychological wellbeing**  
Guidance and resources for parents, carers and guardians

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**Buddy guide**  
Pairing or grouping individuals to look out for and help each other

Greater Manchester Resilience Hub

**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 [penninecare.nhs.uk/c19screening](http://penninecare.nhs.uk/c19screening) for more information and to complete our confidential wellbeing questionnaire.

Call 03330 095 071 or email [gm.help@nhs.net](mailto:gm.help@nhs.net)

NHS

**A guide to understanding and managing trauma**

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**We're here for you**  
If you work in or manage a care home in Greater Manchester and have been affected by covid-19, we can help you and your family.

Visit [www.penninecare.nhs.uk/c19screening](http://www.penninecare.nhs.uk/c19screening) for more information and to complete our confidential wellbeing questionnaire.

Call 03330 095 071 or email [gm.help@nhs.net](mailto:gm.help@nhs.net)

**What is facilitated peer support?**

- Safe online space to give an additional layer of support to staff during this period of increased psychological stress and worry.
- Opportunity to come together with people who have similar experiences
- Content is dependent on attendees but likely to focus on work related experiences, common themes, stresses and dilemmas.

**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

Greater Manchester Resilience Hub is providing psychosocial and emotional wellbeing support for essential health and care workers, across Greater Manchester, affected by the coronavirus outbreak. This includes clinical and non-clinical staff, security, cleaners, porters, caterers and other ancillary staff, those redeployed and those shielding.

We also offer support for all North West Ambulance Service staff, and for dependents and family members.

You can find information about our screening programme below, or [click here](#) to see what other support we offer for you.



To take part in the screening programme, please click the link which applies to you and complete the questionnaire:

- I'm a health or care key worker
- I'm a dependent or family member:
  - Aged over 16

Barbara from  
Manchester

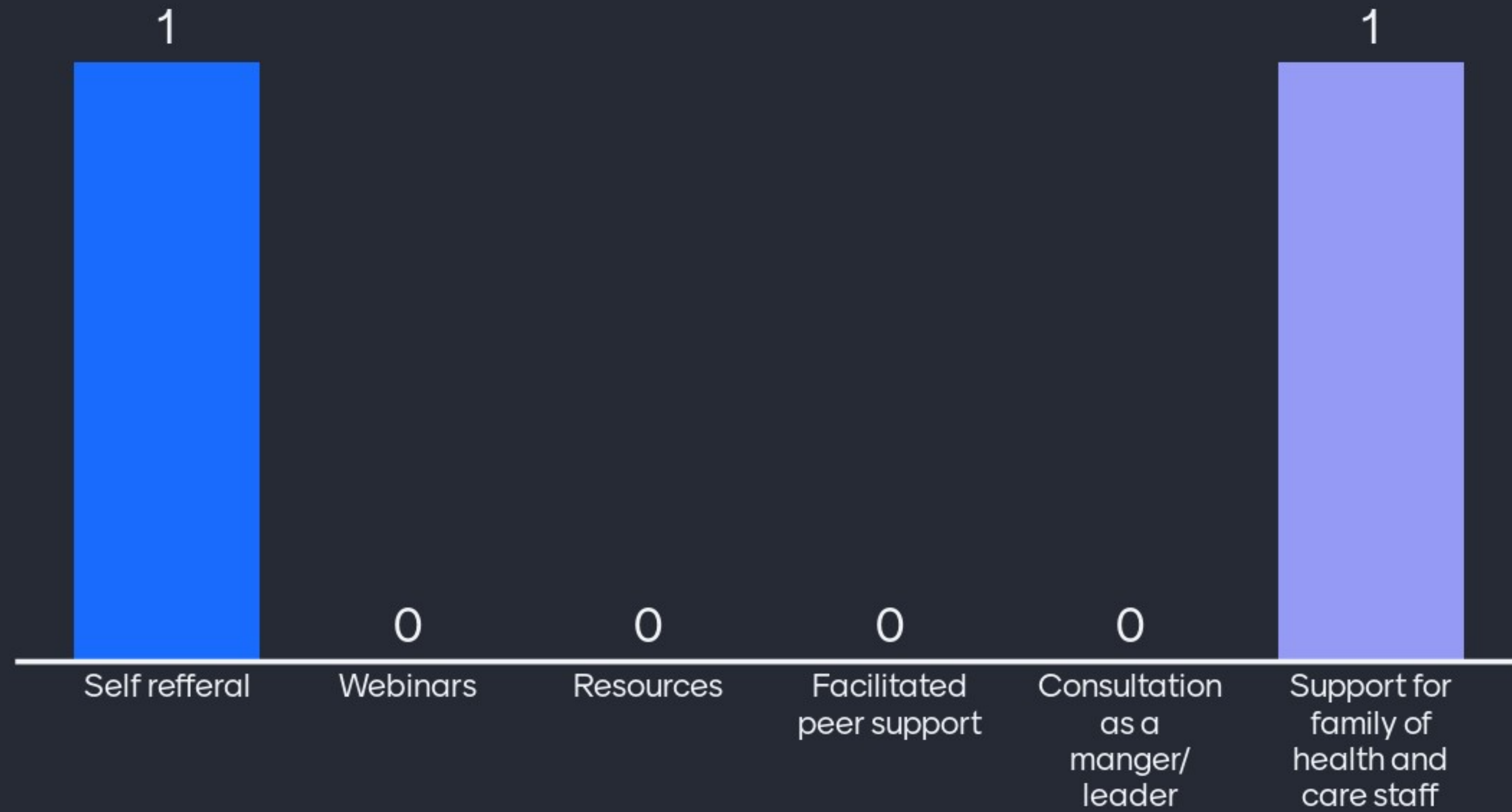
*"The team at The Hub have helped me to realise that it's OK to ask for help."*



# 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?



# What would enhance the offer?

Therapy if needed

# Your top tips for this iron man challenge?

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



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Resilience Hub



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](http://www.penninecare.nhs.uk/mcrhub-covid19)

# Messages of hope and resilience



# Contact us



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**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](mailto:GM.Help@nhs.net)**