Raising Mental Health Awareness

Top tips to supporting your staff's mental wellbeing

QCS has been helped by, the British Psychological Society, Age UK, The National Care Forum and TRICRES, to create this mental health guide.

For the UK's 1.3 million-plus care staff, many of whom work on the frontlines, the virus has shone a spotlight on their compassion, bravery and resilience. Care Staff have shown incredible resilience, but this has taken its toll and has potentially impact on people's mental health and wellbeing.

While nobody knows how many frontline carers will develop mental health issues in the future due to the cumulative stress during Covid19, it is likely that rates of burnout, psychological distress and PTSD will be high.

In this challenging landscape; How can Registered Managers protect their staff? What are the key indicators that something is not right and, most importantly, how can they help them to cope and recover from their experiences?

1 Leadership is key

In the crisis, outstanding Registered Managers and senior staff are demonstrating accessible visible and proactive leadership.
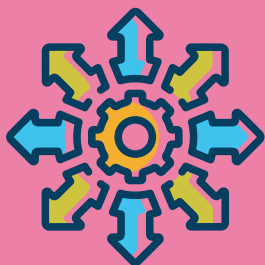
Never be afraid to delegate

Managers could enlist the help of experienced staff. to create a 'buddy system', where senior carestaff are paired with junior carers.

2

Spotting the key indications of poor mental health

Develop awareness of what good mental looks like. Look out for changes in behaviour & appearance.

3

Look after your own mental health in addition to helping others

Registered Managers might enlist the help of their line manager and peer support groups.

4

Address mental health issues as and when they occur

It's best to tackle distress, burnout and PTSD during during the Pandemic rather than when it ends.

5

Managers check in with staff throughout the day

Team meetings and coffee breaks present an ideal opportunity to check staff wellbeing.

6

7

Find the right moment to reach out to staff

Often a relaxed conversation over a tea or coffee is the best initial approach.

8

Patience & perseverance can break down barriers

Staff may not choose to open-up straight away. It can take time to win their trust. Listening, comforting and supporting staff can often make the difference.

9

Embedding a 'Safe' culture within a service is key

Work in a partnership with your care team to instil a culture where staff feel able to show their emotions.

10

Managers could create new spaces

Staff rooms are therapeutic environments for staff to de-stress, relax and process their thoughts.

11

Find the right moment to reach out to staff

Often a relaxed conversation over a tea or coffee is the best initial approach
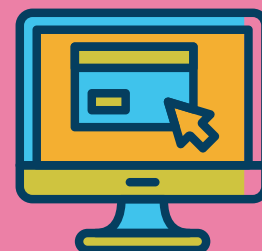
12

Domiciliary Care staff

For those feeling isolated, managers could provide one-to-one support by phone or video.

13

Policies and Procedures

Consider subscribing to a compliance management system, which enables Managers to supply care staff with the right guidance at the right time.

Useful Resources

The British Psychological Society

www.bps.org.uk/coronavirus-resources

WHO (2020) Mental health and psychological consideration during the COVID-19 outbreak

https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_2

COVID-Minds

https://www.covidminds.org/empiricalpapers

COVID-19: Living map of the evidence

http://eppi.ioe.ac.uk/COVID19_MAP/covid_map_v8.html

Centre for Evidence-Based Medicine, Oxford COVID-19 Evidence Service

https://www.cebm.net/oxford-covid-19-evidence-service/

Centre for Mental Health

https://www.centreformentalhealth.org.uk/

Skills for Care Registered Managers advice line

https://www.skillsforcare.org.uk/Leadership-management/support-for-registered-managers/Advice-line.asp