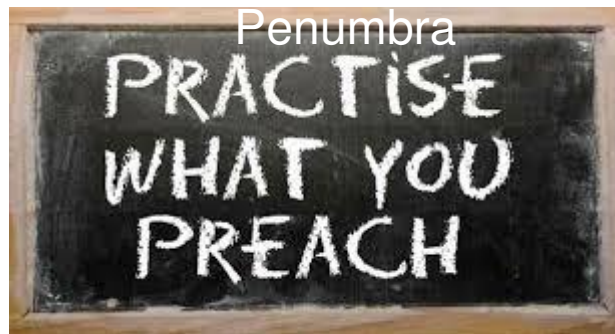


Penumbra

**Sustainable policies for supporting
Social care and mental health staff:
Practicing what we preach**



Stephen Finlayson
Head of Innovation and Improvement

Penumbra context

- Support approximately 1600 people every week.
- 400 staff across most of the heavily populated regions of Scotland.
- 20% peer workers
 - own lived experience of mental health challenges
- Many staff's role changed overnight:
 - From face to face support to telephone and video support
- But many staff continuing to work and potentially be vulnerable to exposure to Covid-19

Our challenge

- **Bring the same focus and commitment to wellbeing to our staff as we do to the people we support.**

Recovery – a model for Covid-19



Recovery isn't waiting for the storm to pass....

It's learning to dance in the rain.....

“A way of living a satisfying, hopeful and contributing life, even with limitations caused by illness”.

Recovery is about a good life *even in the presence of symptoms*

William Anthony (1993)

Recovery – a model for Covid-19



Providing spaces

1st priority: Creating spaces for people to connect and support each other:



- Redesigning 1:1 Supervision
 - From monthly face to face to weekly wellbeing check in.
- Online coffee breaks
- New series of reflective practice:
 - Zoom sessions
 - 3 per week for staff
 - confidential space to discuss wellbeing

Providing spaces

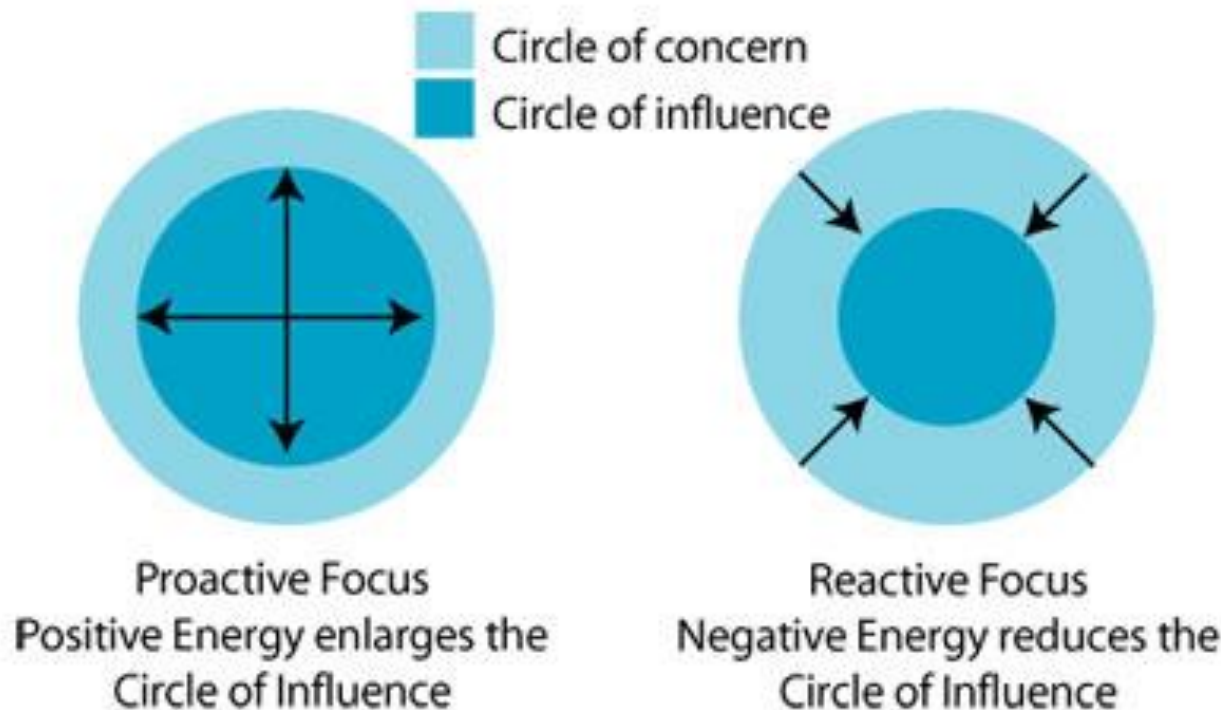
- Focusing on the HOPE framework:
 - Now you are at **Home** most of the time, what can you do to maximise your wellbeing
 - What are the **Opportunities** that the change of circumstances can offer you?
 - Who are the **People** who are critical to your wellbeing at this time?
 - How do you retain a sense of **Empowerment** within this context?



Circles of concern and influence

How do we avoid feeling powerless:

- Focusing on what we *can* actually influence now
- *Expanding* our influence



Providing resources

- *Focus on regular stream of communication & resources*
 - *Daily bulletins – consistent times*
 - *Regular resource packages*



Staff Wellbeing at Work

1. **Comfort Spaces** – Create comfort spaces for you and your team to take a breather and relax.
2. **Have a Regular Wellbeing Check-in** – In consideration of social distancing create regular times to share how you are feeling and how you are looking after your wellbeing.
3. **Team Approach** – Have team wellbeing activities to support your team while on shift.
4. **Self Care** – Take regular breaks and use relaxation techniques alone or with colleagues and supported people if this helps.
5. **Talk Things Through** – If you feel worried or concerned about anything speak to a supervisor or manager as early as possible.
6. **Stay Connected** – Have regular supportive communication with colleagues. This can be particularly important if you have lost opportunities for informal debrief as part of your daily working practice.
7. **Regular Praise** – Recognise you are doing a valuable and worthwhile job in exceptional circumstances.
8. **Normalise Your Feelings** – Acknowledge your feelings as a normal response to current circumstances and be kind to your thoughts and emotional responses.
9. **Self Support** – Explore what you need to support your wellbeing at work and ensure it is in place for you.
10. **Kindness** – Be kind to yourself after your shift prioritise doing something that makes you feel good and helps you switch off.

Homeworking Wellbeing

1. **Comfortable workspace** - Set your workspace up so you can focus and take a breather when you need to.
2. **Pace your day** - Schedule your support/work with space for de-brief's, time to reflect and check-in's where required.
3. **Stay connected** - Ensure you maintain regular contact with your team via calls or video link.

Seek advice - When you need evidence on anything ask for

Redesigning the work

What do you do when your role changes overnight?

- Many staff's jobs changed overnight.
 - From direct face to face support to telephone and video support.
 - Dislocation isolation, new skills needed
- Focus on communicating their role as keyworkers:
 - Strong feature of good mental health is the sense of contribution:
 - Created regular Zoom sessions three times a week to support:
 - The purpose of their role in these times
 - Regular sessions on learning and reflection on new ways ways of providing support.



And finally

*Hope is not optimism,
which expects things to
turn out well, but
something rooted in the
conviction that there is
good worth working for.*

Seamus Heaney

