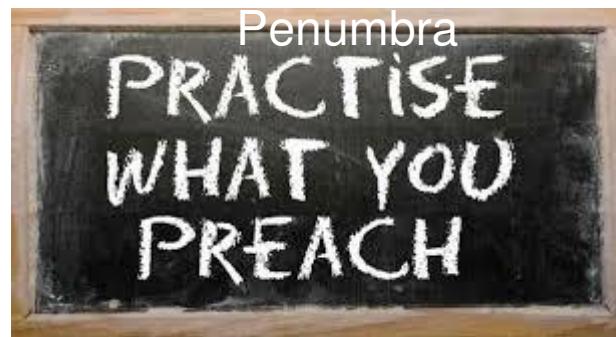


Penumbra

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”.

William Anthony (1993)

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

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

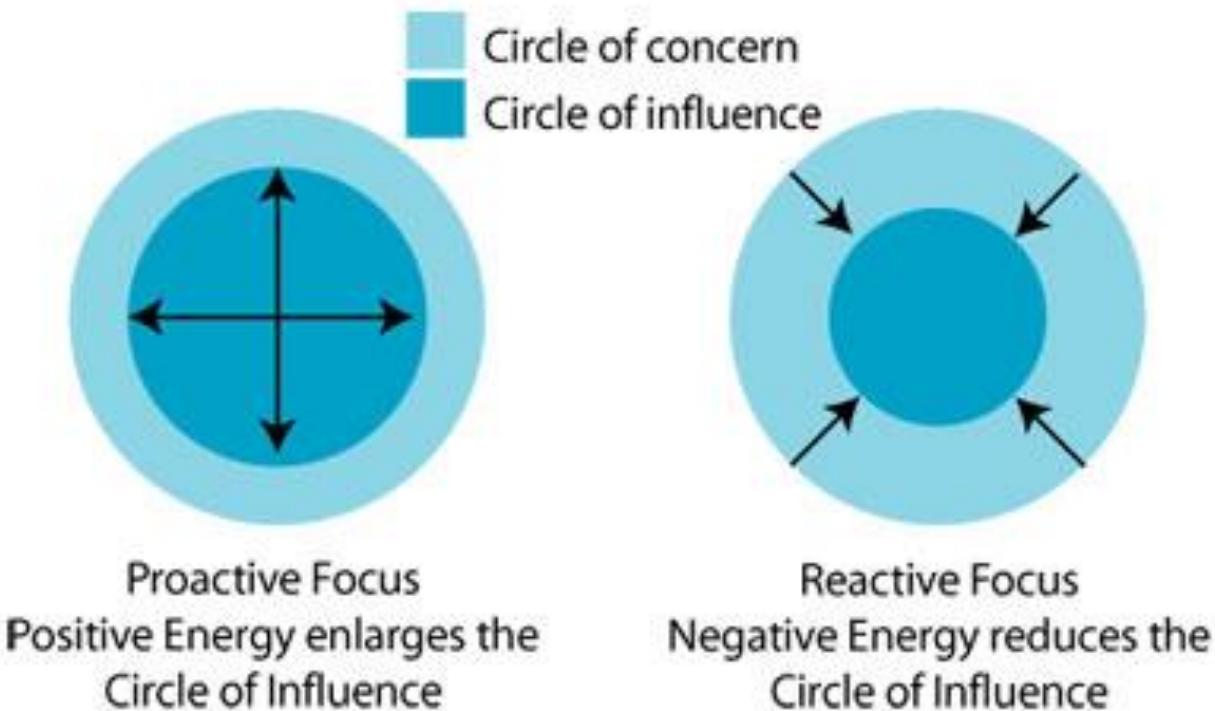
- Focusing on the HOPE framework:
 - Now you are at **Home** most of the time, what can you do to maximise your wellbeing
 - What are the **Opportunities** that the change of circumstances can offer you?
 - Who are the **People** who are critical to your wellbeing at this time?
 - How do you retain a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



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

