

Core brief

Daily COVID-19 update (2 April 2020, 4pm)

Topics in today's Core Brief:
Mental Health and Wellbeing support for staff

This Core Brief is dedicated to the support that has been put in place for all staff at this time. Further detail on all the schemes on offer is available on our dedicated web pages. [Click here for more information.](#)

The programme of support for staff has been developed in response to the COVID-19 pandemic.

Some support is targeted for staff particular to their roles and some of the support is available for all.

Staff Relaxation & Recuperation (R&R) Hubs

From this week, staff R&R Hubs are opening at the campuses of Queen Elizabeth University Hospital, Glasgow Royal Infirmary, Royal Alexandra Hospital and Inverclyde Royal Hospital. Additional Hubs are being planned for Gartnavel General Hospital and Vale of Leven Hospital.

The aim in creating these Hubs is to give members of staff the space to relax and recuperate away from their clinical work environments. We are drawing upon emerging learning from China where hospital clinicians working directly with the impact of COVID-19 have been benefiting significantly from relaxation and recuperation facilities which support them to cope better with the significant extra demands being placed on them and enables mental and physical recovery for their next shift, as well as identifying those needing signposting to further help.

Each Hub will have different spaces: **Café Space** for eating and drinking, **Active Space** with games and possibly gym equipment, **Quiet Space** for Relax/Reflection. The Hubs will be open to all members of staff 24 hours a day. Spaces will be large enough to accommodate social distancing of users.

COVID-19 Staff Support Line for all Health and Social Care Staff

All health and social care staff across the whole of Greater Glasgow and Clyde now have access to the COVID-19 confidential Staff Support line.

Greater Glasgow and Clyde's COVID-19 Staff Support Line has been developed to respond to the emotional needs that staff may have at this time.

Open between the hours of 8am and 6pm Monday to Friday, the line is staffed by Clinical Psychologists and Psychological Therapists offering emotional and psychological support. They

particularly recognise that it is okay not to feel okay at this time. Worry, stress, anger and/or sadness are all to be expected.

The COVID-19 Staff Support Line Telephone is: 0141 303 8968.

Acute Psychology Staff Support Service (APSSS)

For hospital-based staff wishing to access psychological first aid as a result of their challenging work circumstances APSSS have developed an online provision using Attend Anywhere Technology to start week commencing 1 April.

The service provides a 30 minute telephone or 'Attend Anywhere' video based session (accessible via most smart phones, tablets and computers with a webcam & mic), delivered by qualified Clinical Psychologists who work routinely in Acute settings, embedded in various Acute MDTs.

The sessions will promote staff skills in self-care, maintaining resilience, positive coping and encouraging existing good practice; as we appreciate many staff members/MDTs may already have in place helpful processes for support, which may only need to be reinforced or supplemented during this time.

APSSS sessions can be booked by calling 0141 277 7623. The phone line will be open between 8am – 5pm. Out-with these times staff can leave an answer machine message requesting an appointment.

Sessions will be offered between the hours of 7am - 10pm weekdays and there will be some availability for weekend sessions.

Occupational Health Counselling Service

The Occupational Health service is providing support for staff who have any queries about their physical and mental health in relation to their fitness to work. The phone lines are open between 8am and 6pm Monday to Friday.

The Occupational Health counsellors are supporting staff that would benefit from a 'listening ear' interaction. This is available via the Occupational Health phone number: 0141 201 0600.

Chaplaincy Service

In response to the COVID-19 crisis the NHSGGC Chaplaincy Service has now started a 7 day telephone service for patients, relatives and staff to call between the hours of 9am to 10pm.

In the days and weeks to come the service will focus increasingly on supporting people through bereavement and loss.

The service is accessed via the main NHSGGC switchboard and asking for the Chaplain on call, telephone: 0141 201 1100.

Most chapels and sanctuaries will remain open as normal. These spaces are available for everyone, religious or not, to use during this time.

Mindfulness Based Stress Reduction (MBSR)

The aim is to support resilience and reduce stress levels amongst staff by moving existing MBSR drop-in sessions to an online platform, and by providing online resources for staff to access.

MBSR drop-in sessions will now be delivered by our network of experienced Mindfulness tutors using the Mindfulness Scotland Zoom account, free to our health and social care staff.

Additional online resources:

The [A Healthier Place to Work's web pages on Mindfulness](#) have listed useful resources, and the Healthy Mind pages lists sources of self-directed mental wellbeing support for staff.

Money and Debt Advice

Our dedicated COVID-19 web pages include information on Money and Debt Advice.

Please keep up-to-date with the latest guidance on our dedicated web pages at: www.nhsggc.org.uk/covid19. If you have any questions about the current situation please check the [FAQs](#) first. If you have any further questions, please email: staff.covid19@ggc.scot.nhs.uk

Staff are reminded to make sure their [personal contact details are up to date on eESS](#).



Please remember to wash your hands

Follow the correct hand washing procedure
www.nhsinform.scot/coronavirus



The diagram illustrates the five steps of handwashing: 1. Rubbing hands together under a running faucet. 2. Spreading fingers and thumb, with arrows indicating the direction of movement. 3. Rubbing the back of the hand with the palm of the other hand, with arrows showing the circular motion. 4. Rubbing the palm of the hand with the back of the other hand, with a circular arrow indicating the motion. 5. Rinsing hands under a running faucet.

It is important to share Core Brief with colleagues who do not have access to a computer.
A full archive of printable PDFs are available on [StaffNet](#)

