

East of England Region Health and Wellbeing & COVID-19 Recovery Support Update

21st September 2020

NHS England and NHS Improvement



Health and Wellbeing: Offers to NHS East of England

- This pack details current offers to support employee wellbeing.
- Please feel free to share wider to highlight the offers of support that providers can benefit from.
- The pack includes offers of:
 - Updates from regional Staff Experience Team
 - Physical Wellbeing - food/drink, transport, goods and services free of charge and those at cost.
 - Psychological Wellbeing – counselling, mental wellbeing, staff support and bereavement services.
- Please note that this pack is updated regularly and some offers are distributed on a first come first served basis.
- Other NHS staff wellbeing offers with discounts and can be accessed via:
<https://www.england.nhs.uk/coronavirus/nhs-staff-offers/>

Updates from the Regional Team

NHS England and NHS Improvement



NHSE/I - East of England Regional Support for Staff Experience & Wellbeing

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Spotlight on...

REACT mental health conversations training

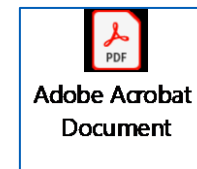
In response to the recent report identifying staggeringly high PTSD symptoms in ICU teams due to COVID-19, the REACT MH conversation training has been updated to include two longer ICU specific sessions, in addition to the generic REACT training.

What is REACT Training

- Short virtual sessions designed to enable you to identify people in your team or community who may be struggling with their mental health, initiate a supportive wellbeing conversation, confidently hold the conversation using active listening skills, and signpost them to appropriate support.
- REACT training is suitable for all managers, supervisors and those with caring responsibilities for NHS people, in clinical and non-clinical NHS services, across all our NHS, health and care organisations – in particular those working in areas exposed to high risk of stress, burnout and disadvantaged groups during COVID-19.

Access and Further Information

- To access an register for REACT training please go to <https://people.nhs.uk/react-mh-conversation-training/>
- Please feel free share the embedded PDF flyer within your organisations.



COVID-19 Social Care Support

The government has set up a taskforce to oversee the implementation of the Social Care Action Plan and Care Home Support Package. It is chaired by David Pearson, who is the Covid-19 social care lead for the NHS. David was previously President of the Association of Adult Social Services (ADASS).

- The taskforce will advise on what is required across all parts of the care sector in England to respond to Covid-19 over the coming months. Eight advisory groups have been established, including workforce. Colleagues throughout social care have been asked to inform and support this work
<https://www.gov.uk/government/groups/social-care-sector-covid-19-support-taskforce>

Skills for Care supporting the Health & Wellbeing of staff from a Black and Minority Ethnic background

- The Government have commissioned a task force to explore the challenges facing the Black and Minority Ethnic (BAME) community in relation to social care with an aim to represent the voices of those with lived experience specific to two key areas; a) staff who identify as BAME and who work in social care and b) those who identify as BAME and who access care services.
<https://www.gov.uk/government/groups/social-care-sector-covid-19-support-taskforce>
- The task force continue to invite contributions to inform this process. Whilst the engagement webinars took place in August and the service user survey has now closed, the survey specific to those who work in social care remains open: <https://www.surveymonkey.co.uk/r/2XN58DH>
- As a result of the intelligence gathered, sector-specific guidance, tools and techniques will be developed in collaboration with the NHS Leadership Academy. This includes, amongst other courses 'Stepping up', which is a targeted development programme with proven results in supporting BAME staff to process to senior leadership roles; <https://www.leadershipacademy.nhs.uk/programmes/the-stepping-up-programme/>

Public Sector Self Compassion at Work

Free Training places available



The Public Sector Self-Compassion at Work Programme provides a full grounding in the theory and practice of the approach. It takes place over four weeks and can be fitted around your busy working life. The programme consists of:

- **Four online training webinars** (less than one hour each) that you can access at any time to suit you on your own personal internet connected device
- **Supportive programme documents** including a reflective daily diary, a weekly short key task, an action plan, podcasts and full instructions

Would you like some support to develop self compassion to help you feel less stressed and develop resilience?

We have **25 spaces** available for any of our HWB Collaborative members on a **first come, first served basis**.

To secure your space and to access joining instructions please email harri.paddan@nhs.net by 5pm Friday 2nd October.

Cityworks Offer

The NHS now has premium corporate membership of Cityworks (www.cityworksforum.co.uk) a network for professionals seeking to create flexible, diverse and inclusive workplaces. Membership currently runs to 31 December 2020.

Cityworks is open to anyone with an active interest in diversity & inclusion, HR, wellbeing at work and/or culture change. Cityworks shares information and advice on market-leading policies and practices and offers members access to expert-led events and webinars, professional networking opportunities, case studies, insights and online tools.

Key benefits

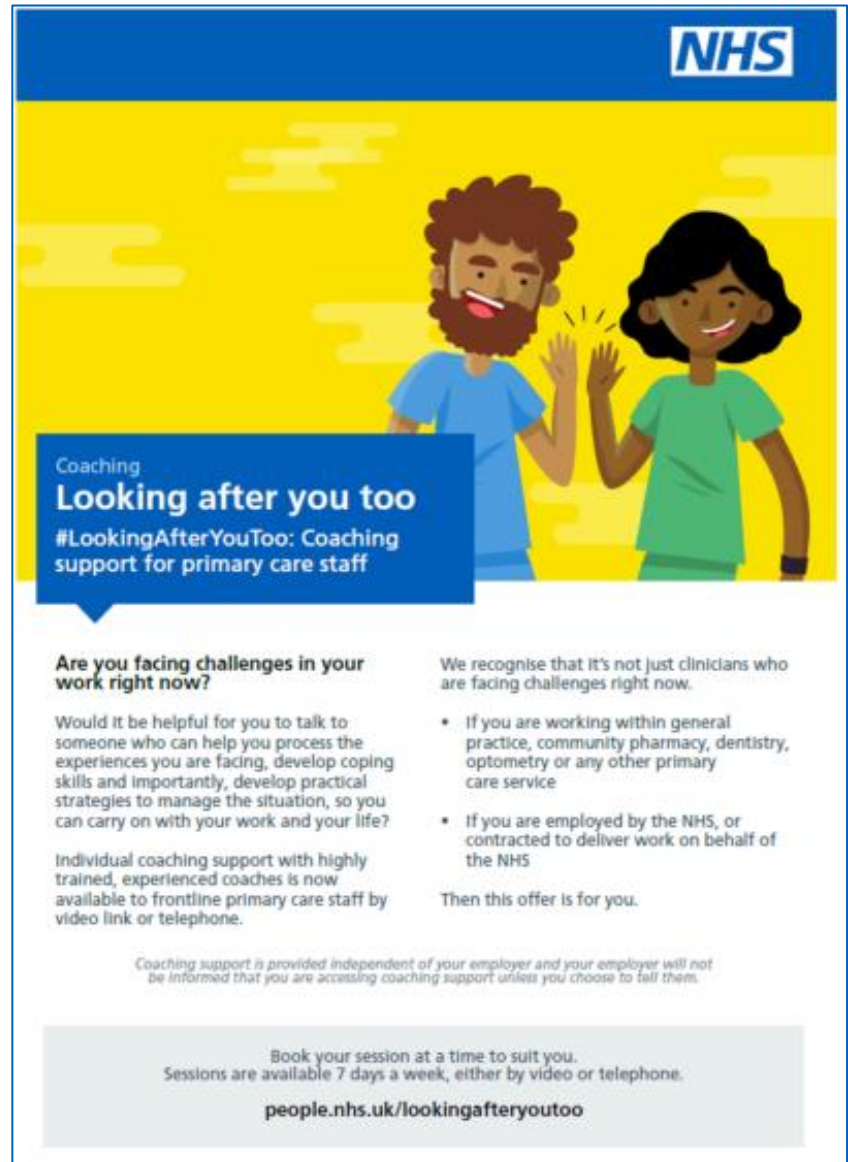
- A dedicated programme of webinars, podcasts and online support, including resources to help us manage the impact of coronavirus on our workplace
- All Cityworks Webinars, Insights and Tools including a Policy Databank containing policy summaries, downloadable Best Practice Guides and a wide range of articles.
- An online library signposting links to helpful external articles and reports and offering a member discussion forum

How to register

- Please click here <http://www.cityworksforum.co.uk/account/register> to set up your member login. Please note you will need to enter your work email address in order to be linked to our corporate account. Once registered, you'll be able to access the member-only part of the website and start booking into webinars.
- If you have any questions about Cityworks membership, resources or events, please contact Kate (kate@cityparents.co.uk)

Coaching for Primary Care

- **#LookingAfterYouToo** is an individual coaching support offer for primary care staff. Recognising that frontline staff are facing many challenges, a support programme was launched on 24 April 2020.
- It's an easy to access, individually tailored coaching support service for the frontline primary care workforce, proactively supporting people through COVID-19. It's a space for staff to offload the demands of whatever they are experiencing and be supported in developing practical strategies for dealing with this.
- Available 7 days a week, 8:00am – 10:00pm Monday to Friday and 10:00am – 6:00pm Saturday and Sunday.
- Coaching sessions will continue throughout the COVID-19 pandemic until at least March 2021.



NHS

Coaching
Looking after you too
#LookingAfterYouToo: Coaching support for primary care staff

Are you facing challenges in your work right now?

Would it be helpful for you to talk to someone who can help you process the experiences you are facing, develop coping skills and importantly, develop practical strategies to manage the situation, so you can carry on with your work and your life?

Individual coaching support with highly trained, experienced coaches is now available to frontline primary care staff by video link or telephone.

We recognise that it's not just clinicians who are facing challenges right now.

- If you are working within general practice, community pharmacy, dentistry, optometry or any other primary care service
- If you are employed by the NHS, or contracted to deliver work on behalf of the NHS

Then this offer is for you.

Coaching support is provided independent of your employer and your employer will not be informed that you are accessing coaching support unless you choose to tell them.

Book your session at a time to suit you.
Sessions are available 7 days a week, either by video or telephone.

people.nhs.uk/lookingafteryoutoo

Have Your Say...

COVID-19 Health & Wellbeing Support survey

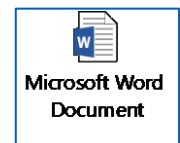
- The COVID-19 health and wellbeing programme team would like to understand more about the experiences of those using our offers and of those providing health and wellbeing support. We have provided opportunities for people to provide their thoughts and feedback to us via, which can be accessed via <https://people.nhs.uk/feedback/> and which provides further details.

Childcare Support - DfE wraparound survey

- As you will be aware, there are concerns about wraparound provision; the impact on the sector due to COVID-19 restrictions and consequences for working parents and their children.
- DfE colleagues find NHS insight incredibly helpful and are keen to follow-up on this now that schools have reopened with a second short survey. The survey takes less than two minutes to complete and will run from Monday 21 September for a minimum of two weeks. All responses will be anonymous to access the survey click on the link <https://healtheducationyh.onlinesurveys.ac.uk/childcare-survey-september-2020-have-your-say>

Violence Prevention & Reduction Standards Feedback

- The national team are seeking views on the draft Violence Prevention and Reduction Standards from professionals who are employed or commissioned by NHS Organisations and actively involved within the violence prevention and reduction field.
- Please note this document is marked as official/confidential and should not be hosted or posted on any publicly facing websites. To provide feedback please track changes or add comments directly within the embedded Word document and submit to anthonyjackson@nhs.net by **Friday 9th October 2020**



Section 1: Physical Health and Wellbeing

[Physical Wellbeing - Offers of Food & Drink](#)

[Physical Wellbeing - Offers of Transport](#)

[Physical Wellbeing - Offers of Good/Services](#)

[Physical Welfare - Estates & Facilities Support](#)

Section 2: Psychological Health and Wellbeing

[Listening & Talking Support](#)

[Self Help Wellbeing Support](#)

Section 3: Health and Wellbeing Resource for Leaders

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Section 4: Health and Wellbeing Resource for BAME Staff

[Coaching Support](#)

Section 5: Childcare

[Summer Childcare provision](#)

Covid-19

Health and Wellbeing Physical Welfare

Offers of Food and Drink

NHS England and NHS Improvement



Offers of Food and Drink



- All food offer providers have self-certified against food safety checklist which outlines the minimum food safety standards such as:
 - Must hold a valid Food Standards Agency registration.
 - Latest FSA star rating needs to be a minimum of 4 stars and be able to provide evidence.
 - Must have a full HACCP (Hazard Analysis Critical Control Points) system and be able to provide evidence.
 - All staff trained to a minimum of level 2 food hygiene with an approved EHO (Environmental Health Office) course.
 - Must be an accredited business i.e. not food made at home where we could not guarantee allergens etc.
 - Must be able to supply a full list of nutritional data for products including allergens.
 - Must be able to provide items in suitable packaging with storage and discarding information.
 - Must be able to provide contact free deliveries.
 - Must be able to provide evidence of safe infection control processes.
- Please ensure that you have checked with your Catering/Food Safety Teams before placing an order with the national team.

Free Food Offers



Name	Offer	Units	Area	Trusts action
Kellogg's	Free stock up of Kellogg's products to staff rooms	500k	National	Kellogs have now provided a link to an online form: https://www.kelloggs.co.uk/en_GB/contact-us.html Please select NHS Food Donation from the drop down menu
Leon/Feed NHS (in coalition with mealforce, Baxter Storey, Feed our Frontline)	Chilled ready to eat meals prepared by professional caterers delivered as a single morning delivery (refrigeration can be provided) Chilled ready to reheat provided in a single morning delivery (refrigeration and microwaves can be provided) Grocery boxes delivered to staff homes or to hospitals	Up to 6000 per day per city/region	Greater London Surrey Berkshire Hertfordshire North Hampshire South Buckinghamshire Birmingham Edinburgh Glasgow	Contact Marta: Marta.raper@leadershipacademy.nhs.uk
Feed our Frontline	A coalition of UK restaurants and food suppliers providing chilled, SALSA-accredited meals and fresh produce	Minimum 500	National	Contact Maria: Maria.lawson@leadershipacademy.nhs.uk
Burton Biscuits	All production from 6 sites between 8-9 every Thursday will be donated to NHS hospitals	Flexible	National	Contact Maria: Maria.lawson@leadershipacademy.nhs.uk

Free Food Offers



Name	Offer	Units	Area	Trusts action
Baxter Storey	Providing 15,000 meals to NHS hospitals every day via donations and private investment	Minimum 250	National	Contact Maria: Maria.lawson@leadershipacademy.nhs.uk
Food 4 Heroes	Delivering food from local restaurants to NHS hospitals directly for either consumption on site or to take home	Minimum 30	National	Contact Maria: Maria.lawson@leadershipacademy.nhs.uk

Food Offers to NHS Staff at cost



Name	Offer	Units	Area	Trusts action
Greencore	Food production company providing lunch bags, sandwich/drink/fruit and ready meals at cost.	Minimum 250k per week	National	Please contact: maria.lawson@leadershipacademy.nhs.uk for more details
NCASS	Network of high quality street food vendors available for mobile on site services at reduced cost.	N/A	National	Please contact: maria.lawson@leadershipacademy.nhs.uk for more details
Wholesalers	Wholesalers are looking to work with trusts to set up 'pop up shops' within organisations to help staff purchase essential items from their place of work	Flexible	National	Please contact: Danielle.adair@nhs.net for more details
One Million Meals	Delivering hot meals from local restaurants which cover a variety of dietary requirements to NHS hospitals	Flexible	National	Contact Maria: Maria.lawson@leadershipacademy.nhs.uk

Food Offers to NHS Staff at cost



Name	Offer	Units	Area	Trusts action
Samworth Brothers	Food manufacturer able to offer individual lunch items or to supply complete lunch bags including drink, snack and sandwich	Flexible	National	Please contact: maria.lawson@leadershipacademy.nhs.uk for more details
Creed	Food wholesale company supplying Boost Boxes containing drinks, fruit, crisps and snacks at cost price.	Flexible	National	Please contact: maria.lawson@leadershipacademy.nhs.uk for more details
Caterwings	Individual meals range from £5-£7 per meal based on volume and type.	Flexible	London Birmingham Manchester Cardiff Brighton Cambridge Norwich	Please contact: marta.raper@leadershipacademy.nhs.uk for more details

Retailer offers to NHS Staff



Name	Offer	Units	Area	Trusts action
Morrisons	<p>Morrisons are offering a priority food box delivery service for NHS staff to allow them to get the essentials they need without having to visit a supermarket. They have created grocery boxes containing a selection of everyday food and essential household items and each box contains enough to feed two adults for a week.</p> <p>There are two types of food box to choose from, meat or vegetarian, worth up to the value of £30, including free delivery for NHS staff (worth £5).</p>	N/A	National	<p>To order, visit the dedicated website (see link below) and register using your NHS email address. You can get the box delivered for free directly to your door, or you can collect at selected locations.</p> <p>You can find more information on delivery options and the boxes here: https://www.morrisons.co.uk/food-boxes-nhs/</p>

Covid-19

Health and Wellbeing Physical Welfare

Offers of Transport

NHS England and NHS Improvement



Transport offers to NHS Staff



Transit mode	Offer	Area	Trusts action
Bicycle	<p>Free bike hire and a range of discounts/ free services available for bike maintenance etc.</p> <p>Insync Bikes – 20% discount code 'NHSRULES20'</p> <p>Sustrans captures by location so you can see what's relevant to your area rather than by company</p> <p>Quella Bicycle – 15% off Bikes</p> <p>Brompton Bicycle – Rent bikes and donations</p> <p>Uber Bikes – 50 free journey on electric bikes</p> <p>Both British Cycling and Cycling UK are offering 3-month free membership with liability insurance, legal support and includes discounts on servicing, kit etc.</p>	<p>Most offers on our website are national.</p>	<p>See websites for offers https://www.england.nhs.uk/coronavirus/nhs-staff-offers/</p> <p>https://www.sustrans.org.uk/campaigns/cycles-for-key-workers/ This has an interactive map of offers and cycling-related NHS support</p> <p>https://www.quellabicycle.com/</p> <p>https://wheelsforheroes.org/</p> <p>https://shop.cyclinguk.org/membership/health-and-social-care-workers-membership</p> <p>https://www.britishcycling.org.uk/NHS_membership</p>

Transport offers to NHS Staff



Transit mode	Offer	Area	Trusts action
Car NEW	For Car hire and taxi ride discounts, free breakdown cover.		See website for offers:
	Karshare – Free loans of cars for NHS Staff – Prechecked for roadworthiness, insured, valeted	National	https://www.england.nhs.uk/coronavirus/nhs-staff-offers/ https://www.karshare.com/nhs-nightingale-london/
	Uber Medic 25% off (scan QR code)	National	https://redeem.uber.com/public/opt-in/2e7ae959-ae88-4c8a-b3bf-4dbf3cf06313
	VansforBands – Sleeper vans parked at hospital sites for rest periods for NHS Staff	Bristol, London, Oxford	https://www.vansforbands.co.uk/
	Getts Black Cab - £10 rides (NHS photo ID required)	Edinburgh, Glasgow, Reading & London Zone 1-3.	https://www.minicabindex.com/news/gett-cab-application-to-provide-10-drives-for-all-nhs-staff/
	Motor Point - £300 off all vehicles to NHS	National	https://www.motorpoint.co.uk/nhs-offer?icid=nhs-offer
	ZipCar – 50% off journeys for NHS Teams	National	https://www.zipcar.com/en-gb/blog/COVID-19/NHS

Transport offers to NHS Staff



Transit mode	Offer	Area	Trusts action
Car NEW	Veygo – 75% off short term car insurance	National	See website for offers: https://www.veygo.com/covid-19/
	Cazoo - £250 off any Car purchased until 31/08/20	National	https://www.cazoo.co.uk/support/coronaviruses/
	Europcar – Car rental as little as £12	National	https://www.europcar.co.uk/emergency-services-uk
	Minicabit - Enjoy 10% off any pre-paid cab trip in over 550 location UK wide.	National	minicabit.com/nhs
Bus	SnapTravel – New, temporary pop-Up Bus routes; socially-distance travel to test sites/ trusts	National	See website for offers: www.getasnap.com/pop-up-transport

Potential offers to NHS Trusts

Name	Offer	Cost	Area	Trusts action
Goods distribution	We have a few companies we are currently in discussion with who may have vehicles and drivers for the distribution of goods.	TBC	Varied	Contact Chloe or Cintya to discuss: Chloe.Allwinter@nhs.net Cintya.Laouici@nhs.net
Patient transport	We are in discussions with several third-parties re the provision of non-emergency patient transport to boost existing capacity, as and when required	TBC	Varied	Contact Sophia to discuss: sophia.struszczyk@nhs.net

Covid-19

Health and Wellbeing Physical Welfare

Offers of Goods and Services

NHS England and NHS Improvement



Offers to NHS Trusts and Staff



Name	Offer	Units	Area	Trusts action
Chilly's Bottles	Double walled, stainless steel bottles that can keep drinks cold for up to 24 hours or hot for 12 hours. Aimed at front line staff who are unable to access hot or cold drinks while working with patients Cost: free	10,000 total - up to 20 deliveries – 500 bottles on a pallet	National	Contact Katherine: Katherine.dinsdale@nhs.net
Fashion Brand	Canvas and leather bags – retail value £120-180. Bags big enough for overnight clothing and have a waterproof lining Cost: min 200 bags per consignment - £2.00/each	1000 total - each consignment min 200 bags	National	Contact Dipen: Dipen.gadhia@nhs.net
Cavell Nurses' Trust	Financial assistance for nurses. Opportunity to talk to someone to get most appropriate help. The financial help is a grant, not a loan www.cavellnursestrust.org	-	National	https://www.cavellnursestrust.org/help-and-advice/eligible-for-help/
Bestway UK	Inflatable airbeds Cost: free	500	National	Contact Dipen: Dipen.gadhia@nhs.net
Neom	Free hand gels- bottles come in boxes of 1,000. Nemo have 4000 gels to donate.	4000 units	National	Contact Dipen: PR@neomorganics.com

Offers to NHS Trusts and Staff



Name	Offer	Units	Area	Trusts action
Fujifilm	<p>Instax instant photography packs include 2 cameras, 100 shots of film worth £250</p> <p>For taking photos of ICU staff to pin to their PPE so the patients can see their faces</p> <p>Cost: free</p>	-	National	<p>Contact Dipen:</p> <p>comms_uk@fujifilm.com</p>
Singing Dragon	<p>Books – Yoga as Self Care: Toolkit for healthcare professionals to learn about yoga and mindfulness for building resilience</p> <p>Cost: free</p>	-	National	<p>Contact Katherine:</p> <p>Katherine.dinsdale@nhs.net</p>
Hope Pilates	<p>Online Zoom Pilates classes: Up to 15 participants per 1hr call at a rate of £150. 1-5 calls a week and up to 2 group calls a day can be booked. This package is for the Trust to invest in as a wellbeing management for all staff. A unique opportunity to unite their teams and boost moral.</p> <p>Individuals might opt for 1:1's which they would receive discounts for. This can be discussed directly with individuals as and when the occasion arises.</p> <p>We will also include with these offers, a free call consultation and helpline. Online resources to encourage their home practise</p>	-	National	<p>Contact Katherine:</p> <p>Katherine.dinsdale@nhs.net</p>

Offers to NHS Trusts and Staff




Name	Offer	Units	Area	Trusts action
BrowseAloud/ TextHelp	User friendly secure website accessibility tool, providing practical support for patients who require information in alternative formats: Cost: Free 90 day subscription and no obligation to continue after that BrowseAloud BrowseAloud overview video	-	National	Contact Dipen: aidankelly@texthelp.com
Pop & Rest	Serviced sleep and meditation pods – available May onwards Cost: £499/month + £199 installation	TBC	Currently Greater London, Birmingham, South East	Contact Dipen: Dipen.gadhia@nhs.net
Absolute Apparel	Natural undyed cotton shopping bag with long handles Cost: free bag and free delivery for minimum order quantity of 250	380,000 (delivered in boxes of 250)	National	Contact Sanjay: sanjay@absoluteapparel.co.uk
Next Jump	Can try and source funding and provision of high priority products, eg hand creams	Variable	National	Provide a list of top 3 high priority products to: Dipen.gadhia@nhs.net
Contemporary Artwork: Artist: Helen Lack	Donation of up to 10 artworks https://www.thelocalartscene.com/helen-lack https://www.artcontact.co.uk/artists/helen-lack/ https://www.artabsolutely.com/designer/helen-lack/	10 (possibly more)	Nightingale hospitals and NHS hospitals in London, Hertfordshire and Northamptonshire	Contact Helen: helack@btopenworld.com

Offers to NHS Staff



Name	Offer	Unit	Area	Trusts action
Cityparents	Free access for NHS staff for the rest of 2020 to a curated collection of positive and practical support for working parents and carers. <ul style="list-style-type: none"> • Expert-led webinars • Advice • Peer insights • Online articles • Blogs • Podcast 	-	National	Visit: https://people.nhs.uk/help/support-apps/cityparents/ to find out more.
Me Power Academy from TougherMinds – founder Dr Jon Finn, guest expert for Cityparents	The Me Power Planner <ul style="list-style-type: none"> • Free online course for resilience, well-being and performance 	-	National	Visit: https://coaching.tougherminds.co.uk/me-power-planner-for-well-being-and-performance?coupon=NHSSTAFFFREEEMMPAUG2020
A range of children and young people offers	A number of providers have offered discounts for NHS staff for products relating to children and young people and our offers page now has a dedicated section. The offers include things such as: <ul style="list-style-type: none"> • Tuition/distance learning • Games and shows for children • Football training app 	-	England and Wales	Visit: https://www.england.nhs.uk/coronavirus/nhs-staff-offers/

Offers to NHS Staff

Name	Offer	Unit	Area	Trusts action
Zidac Laboratories	Free hand sanitiser – 4000 units (4 pallets), or more if needed	4000 units	National	Contact Katherine for more details: Katherine.dinsdale@nhs.uk For more info: https://www.zidac.co.uk/
Cussons (UK) Ltd	Free handwash – 16,800 bottles of 250ml currently available to donate Minimum for each delivery is 1908 bottles (1 pallet)	Min order 1 pallet – 1908 x 250ml bottles	National	Contact Katherine for more details: Katherine.dinsdale@nhs.uk
Money Week Magazine	Money Week Magazine is offering free advertising space for three A4 ads in its magazine. One ad per copy. Ads can be rotated over the coming weeks/months. They can also support creation of the ad.	Three	National	Contact Dipen: Dipen.gadhia@nhs.net
Medical Depot 	Hand sanitisers: 100ml bottles (cert: FDA, CE, MSDS) 75% alcohol Kills 99.99% bacteria and germs Cost: 90p per unit (inc shipping)	9703 MOQ: 4 boxes, 120 pieces per box	National	Contact Dipen: Dipen.gadhia@nhs.net

Offers to NHS Staff



Name	Offer	Unit	Area	Trusts action
Amazon	Free lockers (used, as new) H: 191cm, W: 24cm, D: 30cm Some will need keys cut. Some have combination locks. Delivery to any location	1500 units	National	Contact Katherine for more details: Katherine.dinsdale@nhs.uk
Elegance Natural Skin Care	Nurse's Hand Cream 100g-£5.20 Manuka Honey Hand Cream 100g-£6.80 Goat's Milk Hand Cream for dry sensitive skin 200g-£9.60 Goat's Milk Moisturising Cream for dry, sensitive skin 100g-£5.20 WHO Approved Hand Sanitiser-TBC, possibly around £8 per litre.	Can deliver any quantities and can consider providing alternative sizes	National	Contact Craig: craig@natural-skincare.com
Great British Bee Co	<ul style="list-style-type: none"> 50g units of anhydrous Protective Beeswax Hand Balm (honeysuckle, English rose, lavender, citrus, gentleman's salve) 12 per pack 0-499 units = £2.70 ex VAT 500+ units = £2.62 ex VAT 15g units of multipurpose un-fragranced skin balm. 12 per pack 0-499 units = £2.20 ex VAT 500+ units = £2.13 ex VAT 	Min order with free delivery £300 ex VAT	National	Contact Ben: ben@greatbritishbeeco.com For more info: www.greatbritishbeeco.com

Covid-19 Health and Wellbeing Physical Welfare

Estates and Facilities Support

NHS England and NHS Improvement



Estates and Facilities Support



- We have received offers of support from a number of events, conference and exhibition organisations who have spare capacity due to suspension of their normal activities.
- The physical resources and skills available for temporary deployment include:
 - Temporary buildings/marquees, including toilets, changing areas and showers
 - Furniture
 - Sleeping booths and rest pods
 - Network, IT, telecoms equipment including portable radio
 - Heating, power, lighting, plumbing
 - Chilled storage
 - Site and traffic management
 - Security
 - Health & Safety / risk assessment
- The providers also have capability for logistics support, which can be engaged separately from delivery of the above services.
- The above can be deployed flexibly at very short notice, which may offer a solution for exceptional Covid-19 demands or temporary loss of local capacity.

Estates and Facilities Support

- These resources may be available free of charge depending on the need and delivery partner involved.
- Responsibility for engaging with the supplier, including verification of any credentials/certifications, DBS etc, and any commercial terms, rests with the Trust.
- To register a need and identify potential providers please email John Turner in the first instance at nhsi.help4nhs@nhs.net

Covid-19 Psychological Health and Wellbeing

Listening and Talking

NHS England and NHS Improvement




Listening & Talking Support



Name	Offer Description	Hours of Operation	Access to Offer
NHS Staff Support Line	Phone line open to all NHS staff operated by Samaritans for support, signposting and confidential listening.	7am - 11pm for calls Text/App/Website is 24 hours	Call 0300 131 7000 or text FRONTLINE to 85258 for 24 hours support
NHS Bereavement Support Line	This is a confidential bereavement support line, operated by Hospice UK. A team of fully qualified and trained bereavement specialists are available to support staff members' with bereavement and wellbeing issues relating to loss experienced through their work. Staff members will be offered up to 3 sessions with the same counsellor and onward support to our staff mental health services if they need it.	Free to access from 8:00am – 8:00pm, 7 days a week.	Call 0300 303 4434
NHS Bereavement & Trauma Support line for Filipino colleagues	Supported by a team of fully qualified and trained Tagalog speakers is now available. Tagalog speaking specialist counsellors and support workers are available if colleagues: <ul style="list-style-type: none"> - have experienced a bereavement. - wellbeing has been affected by witnessing traumatic deaths as part of your work. - need to discuss any other anxiety or emotional issues you may be experiencing as a result of the coronavirus pandemic. 	Free to access from 8:00am – 8:00pm, seven days a week.	Call 0300 303 1115

Listening & Talking Support



Name	Offer Description	Hours of Operation	Access to Offer
NHS Staff Common Rooms	The staff common room is an opportunity for our NHS people to come together virtually and support each other during this difficult time. The staff common rooms are a safe and supportive environment through which colleagues can continue to stay mentally well.	24 hours	Visit: https://www.practitionerhealth.nhs.uk/upcoming-events
 Wellbeing Support Service	A partnership with Project 5 which offers free mental wellbeing and 1-2-1 confidential support sessions to staff across the NHS and is led by a team of over 4,000 volunteer coaches and mental health practitioners.	24 hours	Visit: www.project5.org to register details and to book online

Covid-19 Psychological Health and Wellbeing



Self Help Wellbeing Support

NHS England and NHS Improvement






Self help wellbeing support



Name	Offer Description	Hours of Operation	Access to Offer
	A mental health platform which empowers staff to proactively improve their mental wellbeing. Using scientifically backed assessments tools and training that can measure and manage personal mental health needs including digital programmes to help with dealing with stress, sleep, coping, connection fulfilment and nutrition	Free to access 24/7 – expires end of December 2020	Visit https://nhs.unmind.com/signup Access: Unmind Sign up with your NHS email address Download the Unmind app from your app store Your organisation name is 'NHS' – if you do not see your NHS email domain please contact support@unmind.com and include your email domain
	This science-backed app for mindfulness and meditation provides tools and resources to help reduce stress, build resilience and aids better sleep	Free access 24/7 – expires end of December 2020	Visit: www.headspace.com/nhs
	A sleep improvement programme using cognitive behavioural techniques to help address poor sleep.	Free access 24/7 – expires end of December 2020	Visit www.sleepio.com/nhs-staff Access: Sleepio Answer a few short questions to tailor the programme to you Sign up for an account using your name and email address Click 'Personalize Sleepio'


Self help wellbeing support



Name	Offer Description	Hours of Operation	Access to Offer
	<p>Offers a digital mental health platform with a range of programmes, modules and interactive exercises to support staff health and wellbeing through self-learning.</p>	<p>Free to access 24/7 – expires end of December 2020</p>	<p>Via their Website or app: https://nhs.silvercloudhealth.com/signup/ Access: Silvercloud Use access code: NHS220</p>
	<p>The Stay Alive app is a suicide prevention resource for the UK, packed full of useful information to help colleagues stay safe in a crisis. Colleagues can use it if they are having thoughts of suicide or if they have concern for someone else.</p>	<p>Free access 24/7 – expires end of December 2020</p>	<p>Visit: https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/</p> <p>Stay Alive is available for free through the App Store and Google Play. Once downloaded, the app is fully functional for offline use. Users also have the option to create a profile to synchronise their data for use with the online version at www.stayalive.app</p>
	<p>A smartphone app that provides help with symptoms of worry and anxiety; using evidence-based cognitive behavioural techniques, voice and animation.</p>	<p>Free access 24/7 – expires end of December 2020</p>	<p>Download the Daylight app or visit www.trydaylight.com/nhs-staff</p> <p>Access: Daylight</p> <p>Answer a few short questions to tailor the programme to you</p> <p>Sign up for an account using your name and email address</p> <p>Download the Daylight app from your app store (search: Daylight- Worry less)</p>

Self help wellbeing support



Name	Offer Description	Hours of Operation	Access to Offer
 The logo features a stylized tree with colorful circles at the top, followed by the text 'Wellbeing support for our NHS people' and the NHS logo. Below this is a blue box with the text 'NHS colleague? This is for you' and 'Talk, call, text, search'. At the bottom is the hashtag '#OurNHSPeople'.	The People Directorate has launched some new benefits as part of the #OurNHSPeople Wellbeing Support during COVID-19 and beyond. These benefits are for all NHS and social care staff, including NHS England and NHS Improvement colleagues. The support offer is designed to protect and preserve mental and physical safety, individual and group resilience, leadership and decision making.	Free to access 24/7.	Via the Website: https://people.nhs.uk/

Covid-19 Health and Wellbeing Resource for Leaders

NHS England and NHS Improvement



Coaching & Mentoring for Leaders

Coaching Offer	Offer description	Offer access and further details
Coaching Support: Leading in the moment	<p>Coaching offer is available to all managers .</p> <p>This service will match you with an experienced coach who will support you in finding real-time solutions to help you move forward.</p>	<p>Support is offered virtually across 2 x 45 - 60 min sessions</p> <p>Run by experienced executive-level coaches with many years experience across a variety of sectors/contexts</p>
Coaching Support: Leading in and through the Crisis	<p>This service will match you with an experienced coach who will work with you to strengthen your leadership by creating space for you to stand back, slow down and reflect if you want to</p>	<p>Support is offered virtually for a maximum of 12 x 45-60 min sessions</p> <p>Run by Save the Children Coaches with over 10 years of experience of coaching leaders working in humanitarian crisis response.</p> <p>(sessions to be completed by December 2020)</p>

Coaching & Mentoring for Leaders

Coaching Offer	Offer description	Offer access and further details
Mentoring Support	<p>Mentoring offer for all leaders at all levels.</p> <p>This service will match you with an experienced army leadership mentor who will support you in finding real-time solutions if you are a leader.</p>	<p>Support is offered virtually for 2 hours per week for up to a maximum of 3 months</p> <p>Run by experienced Army Mentors in partnership with The Centre for Army Leadership</p>
REACT MH conversation training	<p>Offer is for all managers, supervisors and those with caring responsibilities for NHS people, in clinical and non-clinical NHS services, across all our NHS, health and care organizations.</p> <p>This training session will enable you to identify people in your team or community who may be struggling with their mental health, initiate a supportive wellbeing conversation, confidently hold the conversation using active listening skills, and signpost them to appropriate support.</p>	<p>Delivered virtually: Sessions last up to 1.15 hours and run remotely using virtual platform technology.</p> <p>NHS England and NHS Improvement are working in partnership with '<u>March on Stress</u>' who are experts in managing wellbeing during crisis situations to deliver their REACT MH training.</p> <p>Visit: https://people.nhs.uk/sign-in to register/sign in and then visit our events page https://people.nhs.uk/events to search for and book onto a REACT MH session at a time and date that suits you.</p>

Leadership Circles

- Leadership Support Circles are short, themed, online sessions based on the 10 evidence-based principles for leading compassionately during COVID-19.
- They are multi-disciplinary, interactive spaces for people managers at all levels to come together, share experiences and be heard
- Current online leadership circles on offer include
 - Looking after yourself
 - Encouraging everyone to talk
 - Being inclusive in the way you lead
 - Looking out for your team
 - #Caring4NHSPeople Wellbeing Webinar
 - Acknowledging the hurt
- To register and access the leadership circles please go to www.people.nhs.uk



Covid-19 Health and Wellbeing Resource for BAME Staff

NHS England and NHS Improvement



Coaching support



Name	Offer Description	Hours of Operation	Access to Offer
	<p>Liberate Meditation offers culturally sensitive and diverse guided meditations and talks that have been curated for the BAME community. The app aims to help reduce anxiety, alleviate stress and promote rest.</p>	<p>Free to access – expires end of December 2020</p>	<p>Visit: https://people.nhs.uk/help/support-t-apps/liberate-meditation/</p> <p>Access: Liberate</p> <p>Create an account using your NHS email address Download the Liberate app on from your app store</p>
<p>Virtual Staff Common Room</p>  <p>Please 'double click' on the image to open the poster as a PDF.</p>	<p>This is an opportunity for NHS staff [specifically catering to the needs of staff from BAME communities] to come together virtually and to invest some time in supporting each other during these challenging times.</p> <p>The Common Rooms are a safe and supportive environment hosted by an experienced and approved practitioner. They are one-off meetings for 1 hour with a maximum of 10 NHS staff. Discussion in the room is guided by the participants and focusses on present and future coping and support.</p>	<p>Currently operated Monday – Friday, 8:00am – 8:00pm at varying times to provide flexibility with further plans to increase to a 7days a week service with increased daily hours should demand require this.</p>	<p>Visit: https://www.events.england.nhs.uk/ to register.</p> <p>Any queries, please email Events and Engagement Manager michelle.davies9@nhs.net.</p>

Covid-19 Childcare

National Summer Childcare Provision Offers for NHS


NHS England and NHS Improvement



Summer Childcare Provision Offers

- **NHS organisations and HR departments may want to draw on the relevant information contained in this pack to share onwards with staff.**
- We understand that a number of childcare providers may be unable to re-open at this time, or open more widely. Parents can contact their [local authority \(LA\)](#) if their usual childcare provider is not open.
- We also understand that some LAs have been scoping where there are gaps in the provision of childcare, and are looking to work with providers to scale up provision where possible. NHS organisations may wish to contact LAs with any concerns around provision to support this.
- Staff can access their local Family Information Service, which is regarded as a first point of contact for updated information on childcare provision, using the childcare finder on the [Coram Family and Childcare website](#).
- Several established national childcare providers, with capacity over the summer months, are highlighted in this deck. You may wish to share details with your staff, alongside details of local provision.

Summer Childcare Provision Offers

Name	Offer	Region	Contact	Website
Busy Bees	<p>Holiday care for children age 4 years and over. Free registration for NHS staff.</p> <p>Busy Bees will work with NHS organisations and local systems to block book summer provision or to open centres where there is need.</p> <p>For Busy Bees Holiday club locations, Double Click on Document</p>	National	<p>For more information contact:</p> <p>Cintya.laouici@nhs.net</p> <p>Jane.Jobson@busybees.com</p>	<p>https://www.bushchildcare.co.uk/</p> <p> Document</p>
Bright Horizons Nurseries and Pre-schools	<ul style="list-style-type: none"> • 300 nurseries available • Free registration and priority bookings for all NHS staff • Flexibility with session booking; book a specific number of sessions for the month, and you can use them when needed, subject to availability • Summer holiday care for children up to 8 years old • Emergency childcare services either in local nursery or in own home 	National	<p>Contact:</p> <p>03717 053 523 quoting NHS05 0345 241 5309 for emergency childcare services</p>	<p>https://www.brighthorizons.co.uk/</p>

Busy Bees



NHS Holiday Care Support Programme Offer



Busy Bees has UK coverage with 355 nurseries located in England, Scotland and Wales. There are 13 holiday clubs in England and 1 in Scotland. Busy Bees will work with NHS organisations and local systems to block book summer provision or to open provision where there is the demand and capacity to do so

Our Offer:

- Holiday Care for children aged 4 years and over *
- Free registration
- Cost on application
- Easy registration and admissions process for temporary placement (with no obligation to book permanently) **
- High quality care and education delivered by dedicated, qualified and professional teams
- Safe and secure environment
- Well resourced, high quality facilities
- Access to Busy Bees exclusive home learning programme 'UP'

* For children aged under 4 years please enquire at your local Busy Bees Centre (normal T and C's apply)

** A minimum booking pattern may be required at centres with low availability to guarantee a place

Quality. Care. Service. Value.



Bright Horizons

We have more than 300 nurseries bringing fun, play and learning to children throughout the UK.

We are pleased to provide NHS staff with the following benefits:

- Free registration and priority bookings for all NHS staff
- Flexibility with session booking; book a specific number of sessions for the month, and you can use them when needed, subject to availability
- Summer holiday care for children up to 8 years old

Cost: Please call 03717 053 523 to discuss availability and fees.

For more information about our nurseries, please call 03717 053 523 quoting "NHS05" and we will endeavour to accommodate your childcare needs.

Bright Horizons also offer emergency childcare, dependent, elder-care and in-home nanny services at short notice. For more information, please call 0345 241 5309. NHS staff may also be able to save up to 40% on nursery fees when using a Bright Horizons nursery local to a hospital site – call 07515 607594 to discuss how we can improve the affordability of care.



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Summer Childcare Provision Offers

Name	Offer	Region	Website
SearchChildcare – A free service from the charity PACEY (Professional Association for Childcare and Early Years)	<p>Information, advice and support on registered childminding and how it can offer flexible, high quality care and early education, including atypical hours.</p> <p>Summer provision: Ofsted registered childminders are trained professionals, able to care for a range of ages and more likely to be flexible for those working atypical hours. They can care for siblings and, over the summer, organise trips out whilst maintaining Covid hierarchy of controls.</p> <p>NHS staff can ask their local council about childminders in their area or search for registered childcare providers for free using SearchChildcare.</p>	England and Wales	https://searchchildcare.org.uk

PACEY

Childminders can care for children of critical workers

Childminders are open
over the summer period
caring for children of
critical workers.

**If you need childcare,
look on SearchChildcare
or contact your local
authority.**



#notababysitter
pacey.org.uk/NAB

Summer Childcare Provision Offers

Name	Offer	Contact	Region	Website
Koru Kids	<p>Koru Kids is a childcare service providing families across London with part-time and after school nannies. We have trained and vetted nannies to look after children at home, and can help NHS workers who are struggling to find childcare unique to their situation.</p> <ul style="list-style-type: none"> - Free signup - Service available for children aged 4+, - Nannies available to look after children from 0 to 4 years old <p>Due to Covid-19 we match nannies only for walking/cycling/driving commutes, to avoid public transport. Rates start from £13/hour with no upfront fees.</p> <p>Use code NHS50 for £50 off your first month.</p>	<p>If your organisation is looking for something more specific and bespoke, please don't hesitate to contact us (support@korukids.co.uk) so we can solve your childcare woes.</p>	London	www.korukids.co.uk

Koru Kids




Get £50 off
with code
NHS50

Outstanding Part-time nannies in London

Koru Kids is a childcare service providing families across London with part-time and after school nannies. We have trained and vetted nannies to look after children at home, and can help NHS workers who are struggling to find childcare unique to their situation. Signing up is free and you can browse local nannies instantly.



Summer Childcare Provision Offers

Name	Offer	Contact	Region	Website
Forces Children's Trust 	<p>The FCT assists any dependant children whose father or mother has died, or has sustained life changing injuries whilst serving as a member of our Armed Forces and we now include NHS and Social Care families who have been affected by the Corona virus.</p>	<p>For more information contact:</p> <p>Denny Wise - denny.wise@forceschildrenstrust.org.uk</p>	National	www.forceschildrenstrust.org.uk



Forces Children's Trust[®]
To help a child is an honour

THE FCT ASSISTS ANY DEPENDANT CHILDREN WHOSE FATHER OR MOTHER HAS DIED, OR HAS SUSTAINED LIFE CHANGING INJURIES WHILST SERVING AS A MEMBER OF OUR ARMED FORCES
AND WE NOW INCLUDE NHS AND SOCIAL CARE FAMILIES WHO HAVE BEEN AFFECTED BY THE CORONAVIRUS.

Further details:

www.forceschildrenstrust.org.uk

email: denny.wise@forceschildrenstrust.org.uk