

24/7 staff advice and support line provided by SLaM and Kings Health Partners

During the first wave of COVID, staff who raised distress or concerns with their manager, the Advice and Support line (see below), or Rest and Recharge Hub volunteers were offered 6 sessions of telephone support from a psychological therapist using a Psychological First Aid model.

What went well?

Staff gave positive feedback. BME staff were able to be matched with a BME supporter if wished. There was strong representation of at-risk groups among staff supported under this intervention. Almost all were BME staff and many had pre-existing mental health difficulties and/or complex personal circumstances linked to COVID including bereavement, housing and caring responsibilities. The intervention successfully performed a signposting and support function, in line with the MHA approach, enabling staff to discuss reasonable adjustments with managers and to access mental health support, including IAPT.

What is the learning?

Access to the service was not systematic so staff may have been missed. Psychological therapist resource did not permit the maintenance of this intervention in the longer term. Out of hours support was not provided.