

### **Case Study: SLaM Crisis Line**

Throughout the COVID period SLAM's crisis line was expanded to take calls from staff members. This provided a route to disseminate practical queries eg, testing, PPE but also to address staff anxiety and distress. Psychological therapy staff provided an on-call rota to advice line staff, supporting them with calls and speaking directly to staff callers. Any staff in need of support were offered 6 sessions of PFA (see above) and/or signposted towards staff counselling, IAPT, national offers or through the crisis and escalation route.

#### **What went well?**

This intervention supported the Advice Line staff with a new and rapid role change and increased volume of calls and ensured that psychological distress as well as practical concerns were addressed. It successfully identified at risk staff and signposted toward further support.

#### **What is the learning?**

As above. The intervention was largely reliant on staff reaching out and therefore was not systematically provided and may have missed staff at the highest risk.