



Your Wellbeing

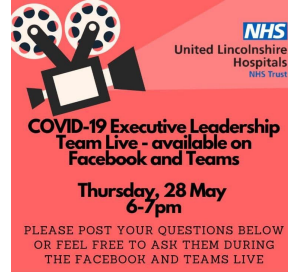
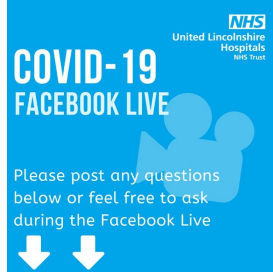
Coronavirus COVID-19

Last updated 17/06/2020



OUTSTANDING CARE
personally DELIVERED

Stay up to date & connected



Executive Team update Facebook Live & MS Team

We have had thirteen COVID-19 Facebook Live chats with members of our Executive and Senior Team with more due soon. We are continuing to strive to connect with as many colleagues as possible using Facebook Live and MS Teams platform, ensuring a consistent message is shared! We all have a responsibility to stay up to date with the ever changing landscape. Please remember to seek out factual sources of information from ULHT's Intranet, from these regular live videos and updated SBARs.

More lives are planned, so watch out for the above pictures on FB or internal communications.

You can go back and watch them at any time on ULHT Together as they are saved there AND now you can find them on the intranet. <http://ulhintranet/covid-19-facebook-live-videos>



For ALL accurate information relating to all aspects of our response to COVID 19 and Coronavirus, please refer to the **COVID-19 (Coronavirus) SBAR**

Messages of thanks from the public from the Amazon Wish List Project

"We owe each and every one of you a debt we will never be able to repay. Thank you all from the bottom of our hearts for everything you are doing."

Cassie Rainey

"Many thanks for all your hard work from all the chefs at RAF Coningsby"

Cpl Donna Cairns

"Thanks for all your unselfish and courageous actions in these testing times, stay safe and healthy."

The Price Family

Thank you for your dedication and selflessness, you are all heroes.

Jess Riley



join our closed Facebook page search 'ULHT Together'



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Organisational Development (OD) is launching the 'Let's talk about it' series. A range of MS Team sessions covering a range of topics that are increasingly important right now. Topics include:



Let's TALK about it

- Difficult Conversations
- Coaching Conversations
- Emotional Intelligence and Resilience
- Team Building and Celebrating success
- Building Respectful Teams



For more information visit

<http://ulhintranet/lets-talk-about-it>

To book onto any of the courses, simply email us on

OrganisationalDevelopment@ULH.nhs.uk



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Are you managing your team remotely?

Working from home is a new normal for many of us working at ULHT. Even more so for those who are managing us. Here are 10 Top Tips about managing remote teams.

For more information and resources, visit <https://www.cipd.co.uk/knowledge/fundamentals/relationals/flexible-working/remote-working-top-tips>

1

Agree ways of working. Make sure every team member is clear about how you will work together remotely, how you keep each other updated, and how frequently.



2

Show the big picture but prepare to flex. Remind your team about the big picture and how their work fits into it. Review short-term goals regularly and adjust as needed. If some members can't carry out all their usual work, consider other skills they can lend to others to meet team goals.



3

Set expectations and trust your team. Be clear about mutual expectations and trust your team to get on without micromanaging. Focus on results rather than activity.



4

Make sure team members have the support and equipment they need. This includes any coaching they might need to use online systems or work remotely. Keep your calendar visible and maintain a virtual open door.



5

Have a daily virtual huddle. This is essential for keeping connected as a team, to check in on each other's well-being and keep workflow on track. It needn't be long, but regularity is key.



6

Keep the rhythm of regular one-to-ones and team meetings. This maintains a sense of structure and continuity for all.



7

Share information and encourage your team to do the same. Without physical 'water-cooler conversations', opportunities to pick up information in passing are more limited. Share appropriate updates or learnings from other meetings and projects and invite your team to do the same.



8

Tailor your feedback and communications. People can be more sensitive if they're feeling isolated or anxious, so take this into account when talking or writing. Communicate regularly, not just when things go wrong, whether it is information, praise or criticism.



9

Listen closely and read between the lines. Not being in the same room means you don't have extra information from body language or tone to get the sense of what people are thinking or feeling, particularly in more difficult conversations. Home in on what's not being said and ask questions to clarify your interpretation.



10

Help foster relationships and well-being. Make time for social conversations. This increases rapport and eases communication between people who may not meet often. It also reduces feelings of isolation.



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Support for leaders through COVID-19

10 Evidenced-based behaviours

Look after yourself

You are not superhuman. Who's got your back? Where is your space to recharge and make sense of the chaos? Paying attention to your own wellbeing will maximise your ability to help patients and colleagues through the crisis

Speak candidly & compassionately

To be prepared for what is to come, people need a clear sense of direction and your full and clear assessment of the situation. Balancing your frankness with empathy is essential when your team is under pressure

Set the emotional tone

Don't under-estimate the impact on your team of your actions and the way you come across. Your calm confidence will have a powerful influence

Be inclusive in the way you lead

This crisis is highlighting how healthcare inequalities and biases persist, and even become magnified, in pressurised conditions. Consciously and actively inclusive leadership matters now more than ever

Maintain routines

Teams who are newly formed and are under pressure need stability. Robust routines for starting and finishing shifts for instance can do a lot to ground, induct and connect team members who don't know each other and may be feeling a range of emotions

Give yourself space to make the right call

To make hard decisions in the heat of the moment, you will need to be both rational and intuitive: STOP-BREATHE- REFLECT-CHOOSE. Just a brief moment's pause will allow you to reconnect with your purpose and values

Create safe spaces

Share your own vulnerability. Let your team know that it's OK to 'wobble', to experience doubt, grief or fear. They will need times & physical spaces to de-stress. They will need to feel safe to offer constructive challenge to ways of working regardless of hierarchy

Encourage everyone to talk

...and to keep talking. Crisis situations get worse and last longer without continuous, open and inclusive communication. The hardest part can be attentive listening when the pressure is on

Look out for your team

Look out, in particular, for those driving themselves beyond reasonable limits, those team members who withdraw and seem to reject offers of help, and for those who might feel excluded from the team

Acknowledge the hurt

Empathise with the pain your people experience; recognising that it may endure & talking action. Inclusive leaders recognise the diverse issues that colleagues face due to different backgrounds, workload & current restrictions & offer support accordingly





Examples of Excellence

Examples of Excellence

SEND A THANK YOU TO A
STAFF MEMBER



[CLICK HERE](#)



Examples of Excellence

SEND A THANK YOU TO A
VOLUNTEER



[CLICK HERE](#)



It is so important, now more than ever that we recognise and appreciate our colleagues and volunteers across ULHT. Examples of Excellence is an easy way to say thank you and well done.

Examples of Excellence is your opportunity to recognise and value your colleagues and our volunteers with a personalised, professional certificate of recognition .

Everyone can celebrate a ULHT staff member and our volunteers, this could be for covering some extra hours required or for being that person whose positivity makes you enjoy coming to work.

Ensure to mention in your message why the recipient deserves this recognition, so they know their work is being appreciated.

All volunteers certificates are sent to the central email address, the volunteers team then ensure the recipient receives their fabulous certificate.

If you receive a certificate you should share this with your manager at your 1:1 or appraisal and be proud, well done.

If you'd like to send an electronic copy or download the template to print, then visit <http://ulhintranet/examples-of-excellence> on the internal intranet



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Are you shielding, self isolating, new to working from home and want to connect with others?

Virtual Community Spaces

Monday 10am - 11am | Thursday 2pm - 3pm

For many of us, these last few months have felt isolating. We have been asked to comply with some of the strictest social rules many of us have ever seen to date. Whether you have been asked to shield at home, you're self isolating or are finding your new working arrangements has you working from home, there is a distinct difference in the number of people we see and connect with.

We are relaunching our Virtual Community Spaces on MS Teams from Monday 8 June. There will be two sessions a week, one in the morning and one in the afternoon where colleagues will be encouraged to come along and connect with others. The discussions will be supported by the OD Team where a range of other support information will be available if you need it.

To join, simply email OrganisationalDevelopment@ULH.nhs.uk for the details.



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HEALTH AND WELLBEING

COVID-19 HELPLINE

 **01522 308885**

available Monday-Friday 8am-8pm • Saturday-Sunday 9:30-12noon

What Health & Wellbeing offers are available for me during this time?

I'd just like to speak to someone about how I am feeling

I have a staff member off work, can I make sure I am recording this correctly?

Our call handlers are here to support you with queries you may have big or small, even if it is just someone to talk to. We may also redirect you to a more appropriate source

Emotional Wellbeing Helpline

The emotional wellbeing helpline will offer brief therapeutic interventions to support you to maintain your wellbeing during this time. Call **01522 518609** and **01522 569512** or you can email at lpn-tr.staffwell-being@nhs.net

available Monday-Friday from 8:30am-7pm and Saturday-Sunday 9:30am-12pm

In partnership with • United Lincolnshire Hospitals Trust • Lincolnshire Community Health Services • Lincolnshire Partnership Foundation Trust • Lincolnshire CCG • Primary Care • Lincolnshire Care Association



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How are you? Summary of support offers available to you

Health and Wellbeing Champions

If you feel you need to talk, find your team's Health and Wellbeing Champion. They are trained to support and signpost you to services that can help you in your time of need. They are great listeners!

ULHT Chaplains

Your hospital Chaplains are there to listen whenever you need them. Whether you're feeling anxious, upset or just want to talk.

Contact your site's Chaplain by contacting the switchboard

ULHT Virtual community spaces

Mon 10-11am and Thurs 2pm-3pm, there will be a hosted virtual space on MS Teams for any ULHT colleague to connect with others. It is a space to share thoughts and feelings. You can use your home devices too.

Contact COVID19-StaffWellbeing@ulh.nhs.uk for joining details

Emotional Wellbeing Helpline

The emotional wellbeing helpline hosted by LPFT will offer brief therapeutic interventions to support you.

Call 01522 518609 and 01522 569512;
Mon - Fri 8.30am - 7pm and Sat - Sun 9.30am - 12pm.
Or you can email at lpn-tr.staffwell-being@nhs.net

ULHT Coaches

A coach, or person using coaching skills, will have a focus on talking less, listening more, giving fewer direct instructions, asking more questions, and giving specific feedback instead of making judgements.

Contact COVID19-StaffWellbeing@ulh.nhs.uk for more details

Counselling

Counselling provides an opportunity to talk about problems or issues that concern you in a supportive neutral atmosphere.

- You can access the service for personal and professional problems.
- You can refer yourself or ask your manager to refer you to OH.
- You can contact Occupational Health directly.

Lincolnshire helpline

Our health and wellbeing helpline can be used by staff and managers who have any queries or concerns relating to COVID 19 regarding their health and wellbeing. You can also access this if you would benefit from some support for your emotional wellbeing at this time

Lincs Health & Wellbeing helpline is available from 8am-8pm, 7 days a week, please contact us on 01522 308885.

Mental Health First Aiders

ULHT has a team of Mental Health First Aiders who are on hand to support staff during this emotionally challenging time.

Contact COVID19-StaffWellbeing@ulh.nhs.uk for more details



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Shopping & Discounts UPDATE

When the COVID 19 pandemic started in March 2020, retailers were keen to support the NHS and health sector. Many arranging special dedicated shopping hours and offering discounts.

When these provisions were put in place, a number of retailers had set a time limit. It is now worth checking prior to setting out whether your intended retailer is offering the discount or exclusive shopping arrangements you expect.

Please be professional if you find out a discount or benefit has ended. Do remember we are all ambassadors of the NHS. If you find out a shopping benefit has now expired, please let your colleagues know and email us at COVID19-StaffWellbeing@ULH.nhs.uk so we can share with the wider community.

In the meantime, please enjoy and make use of the range of offers still kindly available, many available by simply googling **NHS Discounts**.

Thanks,

ULHT Staff Wellbeing Team

NHS Employers have also created a central list of discounts

<https://www.nhsemployers.org/news/2020/05/national-discounts-for-nhs-workers>

Remember your Blue Light Card gives you access all year round to hundreds of discounts. For more info and to apply for an account, visit <https://www.bluelightcard.co.uk/>

Don't miss out...

Thank you to our National Health Service.

10% discount for NHS workers



We at Morrisons want to say thank you to our National Health Service so will offer a 10% discount on NHS Workers' shopping. Show a valid NHS photo ID card at the checkout and we will deduct 10% off your shopping basket. This expires on 12th July 2020.

@Morrisons



To show our gratitude for your services in this time of great need, Blue Orchid Hotels are providing FREE experiences to NHS staff at ULHT.
For the brochure, please email COVID19-StaffWellbeing@ULH.nhs.uk



At Optimus we have had discussions with Amazon they've agreed to make our best-selling book '**Vital Conversations**' available **FREE!**

You can download the book for free however, due to certain restrictions, we only have permission to offer the book for FREE from

Tues June 23 until Fri 26 June

as Amazon wants the book back to its regular price of £6.95.



This is the link people can click on those dates to get the book at no charge.

<https://www.amazon.co.uk/dp/B004U6JBLE>



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