



Guide to supporting care providers and their staff during and post Covid-19

Care providers and their staff have had to process and manage the enormous emotional impact of the Covid-19 crisis, which will have caused high levels of stress during this unique and unprecedented period.

We know some care homes and care providers have experienced staff, residents and clients being unwell and very sadly some people have died.

We have looked at how we can continue to support you through the Covid-19 crisis and have developed this practice guide in partnership with Mountbatten Hospice.

In addition, we have gathered some wellbeing and resilience tools to help managers and staff to support each other and look after wellbeing.

We know people react to unwanted change in different ways depending on many factors and for some of us, Covid-19 will expose us to very emotionally difficult experiences, which we must try and make some sense of.

Understanding our own and others' individual Covid journey is vital to aid not only how we "cope" with the "here and now" but how we can take the positives forward into the "new normal".



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Tier 3

Professional support

For mental Health and trauma support:
Speak to GP

Primary care mental health –
call 531860

Crisis line – call 111 or 522214

Community Safe Haven –
call 520168

Mind charity –
mind.org.uk

Tier 2 Peer support and reflection

Peer support – encouraging openness and support for each other, making sure people know they are not in this alone.

1-1 or group supervision sessions – set up within the organisation

Group debriefings (Mountbatten 217346)

Refer to 'Understanding Bereavement'

Individual bereavement referrals (refer to Mountbatten 217346)

Tier 1 Team work and self care

Managers check in with teams daily

Think of three positive things before leaving work

Reflection 'rounds'

Refer to Calmness and Resilience Guide for coping with stress

For meditation and relaxation practice, refer to <https://www.headspace.com/> or <https://www.calm.com/>



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