



# UHS Psychologist Staff Support Service

- Collaboration Adult & Child Clinical Psychology Teams
- Wider team in earlier stages of pandemic
- Then dedicated roles thanks to charity funding which led to permanent posts April 2021
- *“assist staff to manage working with patients and families in their health journeys and at the same time care for their own wellbeing and understand and manage their psychological response to situations that arise.”*
- Non-pathologising - ordinary reactions to extraordinary situations
- Working in partnership with other wellbeing offers within UHS (such as wellbeing lead, chaplaincy, TRIM, occupational health, coaching and organisational development, BAME, LGBTQ equality & diversity networks)

# Support for Individuals

- ▶ Staffline UHS wide – telephone and email
- ▶ Child health 'batphone' and dedicated email
- ▶ Around 1-6 sessions via phone, email, video, webinars, teaching and training, in-reach services working face-to-face
- ▶ Signposting/linking into services within UHS and outside of UHS
- ▶ Walk-rounds
- ▶ Assisting local support



# Utilisation



- Nearly 2000 individuals
- Recent months generally over 100 a month new referrals
- Most referrals Self-referral, managers referral, linked psychologists
- Across care groups/professions
- Particular utilisation by critical care and theatres, child health, cardiovascular & thoracic, neurosciences, emergency medicine, cancer care & specialist medicine
- Particular utilisation by nursing colleagues

# Working with systems

## Building healthy organisation together

- ▶ Assisting the organisation, teams and individuals in understanding pressures or dilemmas and their responses to COVID or other situations at arise at work
- ▶ Engaging stakeholders, leaders and managers in conversations think about how their teams work to enable self-care
- ▶ Thinking about what practices might be needed to be embedded to facilitate staff care and who needs to be involved with this
- ▶ To consider some of the psychological processes that might effect individuals and teams
- ▶ Where there is a trauma or distress response, assist individuals and teams to access appropriate care whether that is from an internal or external intervention.



# Support for Teams & Leaders

Divisional senior psychologist leads linking into senior management

Consultation

Clinical supervision

Reflective practice

Team dynamics

Linked psychologists liaison

Groups around themes/skills

Education sessions

Supporting the supporters

Reflective rounds

POW





# Staff Member Example

- Outpatient nurse
- Had worked in ICU in past but not for several years
- Volunteered to be re-deployed in GICU throughout first wave treating Covid patients in full PPE
- Presented to staffline with hyper-arousal, severe anxiety, irritability, tearfulness, difficulty wearing a visor back in her outpatients role
- Impact of events scale (IES) score 53 (24 clinical cut-off)
- Trauma treatment told would have to wait 3 months or more
- Treated within 6 sessions, IES scale reduced to 13, no problem wearing visor at work