

Manager checklist

Supporting your staff

1. Prepare



- Maintain daily team brief / 'huddles'
- Make staff updates readily available on platforms for home and on-site staff
- Allow time for questions and concerns
- Consider compiling a FAQ for your department

2. Provide



An open door policy

- Apply the same principles to video calls as you would in person
- Set time aside, minimise distractions and give your full focus
- Assess intense periods of working, fatigue, burnout and stress



A safe and confidential space to listen to staff

- Hear their worries and concerns
- Discuss feelings of own performance and expectations



Helpful resources

- Signpost to employee access programme (EAP) for emotional, financial and mental wellbeing support (Vivup)
- Range of support advertised in staff wellbeing guide, including free apps
- lindadykes.org/covid19 provides wellbeing advice for healthcare Workers
- Remember it's OK not to provide solutions all of the time; your wellbeing is important too

3. Notice...

...changes in staff behaviour



Decreased productivity



Risk taking



Being tired all the time



Unusual behaviour



Alcohol/
drug misuse



Ongoing
tearfulness



Unexpected
aches/pains



Reduced
morale

4. Encourage



Self-care
and routine



Regular
breaks



Gentle
exercise



Reduce
media intake



Talk to
colleagues,
manager



Connect with
friends,
family



Recovery/
quality sleep

Be mindful of staff with disabilities, and review support and adjustments as needed. It is important to review wellbeing practices and ensure staff have access to basic wellbeing provisions, to enable them to maintain their own wellbeing. Raise any concerns with a senior manager / department lead.

Provisions include:

- Hand washing facilities, hand sanitisers and hand cream, to prevent dermatitis
- Hydration, especially important for staff wearing PPE for long periods of time
- Access to food
- Understanding where to go to access local support including: occupational health, employee assistance provider, psychological support, Silvercloud access

