

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY THE CONNETABLE OF ST. MARTIN
ANSWER TO BE TABLED ON TUESDAY 21st APRIL 2020**

Question

Following the COVID-19 outbreak, what plans are in place to promote the care and wellbeing of frontline healthcare staff?

Answer

A range of measures is in place to support the care and wellbeing of frontline healthcare staff. These include:

Staff who are at increased risk due to an underlying health condition and/or who are aged 65 or over

A number of our frontline healthcare staff fit into this category. In most cases, reasonable adjustments have been made that enable them to continue to work. This could be through working in a different way – for example, undertaking telephone consultations – through working in a different role away from direct clinical contact, or by working in a different setting such as working from home.

Health and Wellbeing Support

During and following the COVID 19 outbreak, it is recognised that we need to support HCS staff so they are best placed to continue working. We recognise HCS staff may be experiencing a range of challenges and emotions. As part of our preparedness, a HCS Wellbeing Team response to COVID-19 has been set up to offer general support to all HCS staff and specialist support to Critical Care workers – our HCS staff who are likely to be exposed to the most challenging and stressful of work environments. Since being established this team has undertaken nearly 900 wellbeing checks on staff.

Our wellbeing offer of support for all HCS staff (our general offer)

Working in an environment that is responding to COVID-19 can be anxiety provoking and stressful.

- All HCS staff have been sent a Wellbeing pack. (This provides suggestions on how staff can look after themselves in the current environment. It includes practical information on, for example, hydration, nutrition, dealing with stress, anxiety and depression, as well as mindfulness and sleep improvement strategies.)
- A Wellbeing link has been set up on HCS intranet specifically to guide HCS staff for support
- Access to a range of online resources to help maximise their self-care and mental health support
- The Wellbeing Team is offering phone support as and when needed
- Daily bite size emotional coping strategies or mindfulness is being delivered through The League of Friends room, providing available individual support 7 days a week for HCS staff at work
- Remote outreach support from the Wellbeing Team via telephone and Starleaf
- Our HCS Spiritual Team offering 24/7 phone support and practical help
- Our community partners – Listening Lounge, Jersey MIND, Samaritans providing phone support
- Wellbeing Wednesday 12 midday Halliwell Theatre with social distancing– 30 minutes to look after ourselves.

Our wellbeing offer to our Critical Care staff who will be responding directly to COVID-19

We recognise that HCS staff directly caring for COVID-19 patients are likely to be the most affected.

- A bespoke offer of wellbeing for our critical care staff has been set up through our Wellbeing Team.
- Wellbeing checks and strategies have been offered to all staff to help them understand what their physical and psychological needs are. This personal wellbeing plan optimises their preparedness, wellbeing and functioning during the peak phase of COVID-19

- The Hospital Chapel has been set up as a rest and wellbeing room for critical care staff, providing them with refreshments and daily led mindfulness practices
- Individual trauma-focused sessions as and when needed
- Remote outreach support from the Wellbeing Team via telephone and Starleaf
- We will be offering specialist Trauma Risk Management (TRiM) support during the recovery phase of COVID-19.