

**LYPFT Covid-19 Staff Wellbeing Assessment**

**Guidance and Information**

This document is based on guidance from NHS Employers and will be reviewed and updated as relevant evidence and further national guidance becomes available.

**1. Introduction**

For most people, Covid-19 will be a mild illness which can be managed at home. Some people go on to develop more severe disease which requires hospital treatment and in some cases intensive care treatment. Certain groups are potentially more vulnerable to serious illness due to Covid-19. This includes workers more at risk due to their race and ethnicity, age, weight, underlying health condition, disability, or pregnancy.

Emerging evidence shows that people of non-white heritage are disproportionately affected by COVID-19, particularly those with comorbidities who are presenting adverse outcomes at a younger age. The reasons for this are not yet fully understood, but the health inequalities present for people from these communities have long been recognised.

The Wellbeing Assessment will apply to all staff (including returning staff). The assessment process specifically considers the physical and mental health of colleagues and aims to ensure that all staff feel able and empowered to raise concerns safely. These conversations need to take place every 6 months as a minimum, with review conversations held on a regular basis via clinical supervision/management supervision/1-1.

This takes into account the emerging risk factors identified for Covid-19, alongside their workplace environment in order to ensure appropriate mitigation and risk reduction is in place to ensure the safety and wellbeing of staff. This complements the existing Covid-19 guidance and resources available to Trust staff and services, full details can be accessed from [the Trust website](https://www.leedsandyorkpft.nhs.uk/our-services/services-list/health-wellbeing-staff/).

We are asking managers and staff to have a one to one comprehensive, compassionate conversation in a sensitive manner, taking into account staff mental well-being about their personal context and working environment, which considers age, gender, ethnicity and health vulnerabilities and any additional impacts, alongside an assessment of the individual’s role and workplace environment.

This should take into account staff concerns and preferences to inform decision making in relation to mitigating actions and reasonable adjustments. Risk reduction measures include safe systems of work; reduction by hygiene measures and access and correct use of PPE.

Some staff, including those with underlying health conditions or particular concerns and anxieties about their health and work, may require further advice and support through Occupational Health (OH) to inform decision making and risk reduction.

In addition, we ask that skills development for the member of staffs current role or a redeployed role is captured and actioned to support our colleagues to do their role to the best of their ability. We also know that some of our colleagues may have other carer responsibilities. As a manager, understanding what these are will help to support our colleagues with flexible working, if needed.

Under normal circumstances it would not be appropriate for managers to seek additional health information from staff beyond functional capabilities. Under current circumstances enquiry and discussion regarding the presence of any underlying health condition and other factors are required to assess the impact on staff safety and wellbeing. It is therefore important that this is done sensitively and confidentially.

The guidance aims to ensure that the support offered by line managers is tailored to individual need and circumstance, understanding of wider support mechanisms for individuals and in line with current and future working arrangements.

Human Resources, Occupational Health and the Infection Control Team can provide advice and support to the line manager and colleague in concluding an approach that supports the individual, contact details are as follows;

**OH telephone advice lines**

OH reception- 01924 316031

**Infection Control Team**

For information or guidance about infection control and PPE please contact;

Telephone; 0113 85 55957

Email: [infectioncontrol.lypft@nhs.net](mailto:infectioncontrol.lypft@nhs.net)

**HR Team**

For HR information or guidance, including current Covid-19 testing arrangements please contact;

Telephone; 0113 85 59900, and select option 5

Email: [HRAdvice.lypft@nhs.net](mailto:HRAdvice.lypft@nhs.net)

**2. How to use the assessment**

The assessment is designed to support a structured compassionate, supportive and confidential conversation between colleagues and their line manager. For support 2 appendices have been included:-

* Appendix 1 – Recording Covid-19 Wellbeing Assessment Completion in iLearn (2-Click Model)
* Appendix 2 – A summary process flow

**2.1 Areas to Consider within Discussion and Decision Making**

**Section 1. Personal Information**

Are there any or multiple potential risk factors relating to age, gender, ethnicity and/or health vulnerabilities (as identified by the government)?

**Section 2. Working Environment**

Are there any other modifications to the working environment that could be implemented?

Is remote working an option?

Do messages regarding social distancing need to be emphasised /repeated within the work area?

Is PPE appropriate for the clinical setting and to the role?

Is any additional support or training in the correct use of PPE required?

Is the option for requesting that only the service user is in attendance for home visits possible?

Is redeployment to a lower risk area required?

**Section 3. Health and Wellbeing**

Is guidance relating to risks e.g. associated with an underlying health condition required from Occupational Health to inform decision making and risk reduction?

What arrangements are in place to ensure regular contact and wellbeing?

Are they aware of current Covid-19 staff testing arrangements?

If increased anxiety in relation to using public transport to travel to or at work, are there alternative transport arrangements available?

Can using public transport/rush hour be avoided through adjustments to work hours?

|  |
| --- |
|  |
|  |

**2.2 Undertaking the Wellbeing Assessment Conversation – Guidance for Managers**

Be present

What can WE do?

Seek to understand

Listen actively and with intent

**Before the meeting**

* Mutually agree a date and appropriate private venue for the conversation, this can be requested by the line manager or by the team member.
* Share the Wellbeing Assessment and request for this to be considered and completed in advance of the meeting, wherever possible.
* In **exceptional circumstances** where a team member identifies barriers to discussing underlying health condition/s with their line manager, OH can undertake the assessment process and provide health related guidance to the manager to inform the decision making process.
* Ensure that the team member is aware of health and wellbeing related support structures available to them (details below).

**Hold the meeting**

* Use the assessment template to discuss any concerns and to identify any factors or underlying health conditions that may increase the risks in undertaking frontline roles.
* Provide assurance on confidentiality and agree process for storing the completed assessment form e.g. copy for manager to assist with future reviews and with colleague only.
* Ask open questions with appreciative enquiry: “What can we do to support you?”
* The conversation should be centred on the employee’s feelings, Health and Safety, mental wellbeing and personal circumstances, avoiding judgments.
* Remember the importance of using non-verbal communication to establish rapport, active listening and dialogue, eye contact, facial expressions, body posture.
* Actively encourage expression of concerns, anxiety and fears. Listen with patience and compassion.
* You do not need to have all the solutions all the time. The importance is on listening in order to understand, look for ways to solve problems together.
* Ensure that colleague is aware of health and wellbeing support and guidance available to them, including psychological support from OH for anyone concerned about their vulnerability to Covid-19.
* Agree any actions to further reduce any risks, seeking guidance where required to inform decision making.
* Record actions, next steps and review date on the assessment template.
* Agree with team member whether details of next steps and actions can be shared anonymously.
* Complete the relevant declaration boxes.

**Following the meeting**

* Record that Wellbeing Assessment has taken place on iLearn.
* Action agreed next steps.
* Hold review meeting. It is important to have regular ongoing conversations which may be prompted following further national guidance or when new information becomes available.

**2.3 Health and Wellbeing Support**

Please familiarise yourself with the various support and guidance available which may facilitate your conversation; further details can be accessed [here](https://www.leedsandyorkpft.nhs.uk/our-services/services-list/health-wellbeing-staff/)

* Health Assured – Employee Assistance Programme
* Occupational Health – Physical Health
* Chaplaincy
* Mental health and wellbeing support
* Effective Team Working resources
* Back to work safely and home working
* Resources for managers and team leaders
* 1-1 Coaching
* Psychological First Aid
* Workplace Wellbeing Advisors
* Bereavement Support
* Trust Staff Networks – WREN (BAME) and DaWN (Disability)
* Trade Union, Staffside, HR, Freedom to Speak Up Guardian, Diversity and Inclusion Team
* Bereavement Support Line
* Redeployment Guide

**Appendix 1**

**Recording Covid-19 Wellbeing Assessment Completion in iLearn (2-Click Model)**

The following process is for recording that the Covid-19 Wellbeing Assessment Framework conversation has taken place.

The guide assumes that it is the manager who has conducted the interview and is recording it on behalf of their member of staff. (If it is the member of staff, not the manager, start from stage 3 below.)

**Please Note:** The process is very similar to the ‘2-Click’ method by which Appraisals and Supervision are recorded.

1. Log in to iLearn
2. Find and impersonate your staff member
   1. Click the ‘Administration’ tab; then click ‘User’. On the next page, there is a search box at the bottom of the left hand menu. Find your member of staff by putting their surname (only) in the box and pressing ‘Search’. *(Top Tip: If surnames are shared with many others you can also search using their email address.)*
   2. Select the appropriate member of staff. On the next page scroll down and click the ‘Impersonate’ button at the bottom.  
      **N.B.** You should now be back at the iLearn landing page and see a red bar across the top of the browser warning you that you are impersonating another person.
3. Recording Completion
   1. Select the ‘Training Supervision 2-Click Appraisal’ tab.
   2. Scroll down to the Supervision section of the form.
   3. Select the ‘Covid-19 Staff Wellbeing Assurance Framework’ drop down.
   4. Select the play button on the right hand side to launch the pop-up recording window
   5. In the pop-up window follow the on-screen instructions, then close that window only.
   6. iLearn should update itself.
4. To finish, click ‘Stop Impersonation’, log out of iLearn or close the window/tab.

**Appendix 2**

**Wellbeing Assessment – Summary Process Flow Document**

