**Coronavirus- Service User Anxiety**

Some service users may become increasingly worried about the impact of Coronavirus and the risk of them catching it. This may have a more significant impact on service users who have existing fears about contamination and cleanliness. It may also be more likely in service users who have a limited understanding of Coronavirus and measures that should be taken to prevent transmission. This may be made worse by the use of social media due to the potential of misinformation.

It is really important that we, as care providers, try to support our service users to manage these anxieties. Simple ways that we can help is by:

Having Conversations

* Ensure that you have up to date information regarding the Coronavirus from trusted resources –***nhs.uk/coronavirus gov.uk/coronavirus***
* Be open to conversations with service users about this topic
* Discuss facts with service users rather than opinions or misinformation
* Acknowledge that worry, anxiety and distress are normal in these situations and be compassionate and sensitive to this
* Focus on what is in a service user’s control and provide service users with practical information about what they can do to make an impact in line with the latest guidance (e.g. washing hands, social distancing etc.)
* Use language that service users will understand (e.g. they may be less likely to understand the meaning of percentages, rates of infection etc.)
* When having these conversations, try to use collective nouns such as “we” and “us” rather than “you”.
* Avoid the use of emotive language such as terms like “victim of…, carrier, infected, sufferer, etc.”
* Be open with service users – if you don’t know something, don’t make up information or give half truths

Anxiety Management Strategies

* Make space for service users to talk about their worries. Validate and reassure that feeling worried is normal and okay.
* Progressive muscle relaxation
* Practice mindfulness with service users
* Engage service user’s in enjoyable activity
* Don’t have “corridor conversations” with colleagues about Coronavirus