



## STAKEHOLDER NEWS

NOVEMBER 2021

ISSUE 02

Regular update for our stakeholders on developments and key milestones from the You Matter team

**Focus on: Social Care** Working with our Social Care colleagues is a vital part of our service provision. You Matter can work with teams or individuals to support them with mental health and wellbeing. In this newsletter issue, we wanted to highlight a national report on the status of health and care in the UK. The report emphasised the heavy toll that the pandemic has had on individuals who deliver and receive care. COVID-19 has only made the underlying problems of the health and social care system worse and reduced access to care for some groups, including those who have a learning disability. The report says: "The social care workforce situation facing the sector is 'serious and deteriorating'; with a workforce that is exhausted and depleted, for whom the increased pressures of the last 18 months have caused stress and burnout." Read the full report and press release on the [NCF website](#).

The You Matter team are here, as we continue to help you cope with the challenging times ahead. No one should have to suffer alone with stress and burnout or have to choose between retaining their job in stressful environments or leaving with serious financial consequences. Phone us for a discussion of how we can meet your particular needs.

### National Stress Awareness Day – November, 3, 2021

This November marks National Stress Awareness day, where [Mental Health UK](#) are asking us to take time out when things start to get on top of us. Please remember, You Matter are here to help, and it only takes a quick phone call to access our service.

#### Did you know?

Within the social care, there are 39,000 jobs across the BOB region in the local authority and independent sector.

**Date for your diary: REACT training sessions** – new dates added to [NHS Futures Workspace](#) on the website. Sign up today. Learn how you too, can support colleagues.

#### Top tip – move more, sleep better

Being active can help you sleep better. These [NHS videos](#) can get you going too but try to avoid vigorous activity near bedtime if it affects your sleep.

## What sort of problems are staff bringing to You Matter?

We aimed to explore the experiences for health and social care staff by analysing the content of the first 100 calls made to the You Matter wellbeing hub. Below are some common theme examples from the study.

THEMES		
Theme	Definition	Example Quotes
Work & COVID-19	This included a lack of training within newly redeployed roles, lack of PPE, changes on a service level, management level, and individual level.	<i>"During the pandemic [I] was redeployed to a respiratory unit for a week but requested a return to my normal unit because of concerns regarding insufficient PPE." "This was very difficult for [me] because of the stress of being exposed to the virus and speaking up for [myself]. Knowing that another nurse may be redeployed in [my] place ... [made me feel] guilt."</i>
Staff Members' Support Needs	Descriptions of poor communication of the support available to them from service, managerial and peer levels and concerns about confidentiality; crossing paths with colleagues and the stigma they may face.	<i>"I don't want to tell supervisors I'm struggling as [I] don't want them to think I'm not performing."</i>
Financial Concerns	When mentioned, staff talked about the financial pressures concerning retirement or implications of shielding on a flexible worker contract.	<i>"I am worried about not having enough money to pay basic bills, since my partner was furloughed."</i>
Physical Health Concerns (Self and Other)	Concerns from staff over risk to their own health, their family's health and others they care for particularly vulnerable family members through being exposed to the virus and the impact on the family's wellbeing.	<i>"[I] shouldn't work with COVID patients due to a managed long term health issue but [I work in a] ward environment where someone is infected."</i>
Bereavement	This relates to the losses faced by staff both in their personal lives and in their roles.	<i>"We have sadly had a lot of people dying from COVID where work – I have lost my colleagues and my patients"</i>
Family / Relationships	The effects of isolation from loved ones and feeling they were unable to share their difficulties due to fear of burdening family members. Also, the complexities in their personal lives that were being managed outside of work.	<i>"I have been struggling because I'm living away from my family during the pandemic (father had a heart attack and is vulnerable to COVID) we are very close, I want to see them, and hug them..."</i>
Low Mood	Staff reported symptoms of low mood related to a variety of issues which was described as contributing to low energy, poor morale, and apathy.	<i>"[I] am thinking negatively currently, particularly at work...a big focus on negative and stress"</i>

The full report will be available in the next few weeks and shared among our networks and partnership colleagues.

## Getting into SHAPE with You Matter

You Matter staff are now able to offer SHAPE Coaching to help with low mood following trauma. We are working closely with researchers at Oxford University who are developing and evaluating this exciting new approach for front line staff. A [BBC News article](#) has highlighted this work. Ollie, who has worked as a paramedic for five years, felt unable to continue working after a particularly traumatic incident. He asked for help from SHAPE. "That initial trying to open up was extremely difficult," he said. "You have to admit to yourself something is wrong, which I don't think we're good at as human beings."

Ollie is now back at work and said the therapy has given him tools to better cope with potentially triggering scenarios. "If my brain starts to go, I need to put into place the plan to move away from those bad thoughts," he said. SHAPE has a recovery rate of about 90%: It's sensible help for hardworking staff, and offers practical tools supported by science to help in the here and now to prevent stress reactions from developing with future waves of the pandemic. Find out more on the [SHAPE website](#) or contact You Matter for further details.

## Phone us

- Call 0800 145 6568
- Monday to Friday
- Excluding bank holidays
- 8am to 4pm

## Email us

**Email: [youmatter@oxfordhealth.nhs.uk](mailto:youmatter@oxfordhealth.nhs.uk)**

Email us with your contact details and we will get back to you. If you email us, we will assume consent to email you back. It would be helpful if you could provide the phone number we should call you back on and whether a text message or a voicemail can be left.