

---

# SFH Colleagues

## Re-connecting Toolkit

---

June 2020

**The aim of this toolkit is to provide all SFH colleagues with a resource to help them reflect, prepare and respond positively to the period of challenge we have been through and potential changes that may be happening.**

The information and resources in this toolkit are intended to help you reflect and support you whatever your Covid-19 experience has been. Each are designed not just for dealing with today's challenges but to support your ongoing health and wellbeing.

**The purpose of this toolkit is for:**

- SFH Colleagues returning to teams and workplaces following temporary redeployment, being at home shielding, working from home or being on standby; and/or
- all staff in adjusting to new ways of working and working together again

**To support this toolkit please also see:**

- **Returning to Work:** Frequently Asked Questions pack
- **Reconnecting Toolkit:** Supporting Resources (templates and exercises to support this toolkit)
- Manager's Team Conversation pack

## Introductory letter

Dear Colleague,

### Re-connecting with each other

Thank you for your hard work and all the adjustments you have made over the past two months. I recognise this has not been easy for some colleagues and your patience, continued support and understanding is greatly appreciated. Thank you.

Many teams have been working very differently. Some people have worked in other teams, in different locations, with different patient groups, whilst for some colleagues it has been necessary to shield at home, work from home or introduce new working patterns. Each of you has played a vital part in supporting the Trust, the NHS and our community, helping to save lives. It has been a time of challenge and change for all of us and thinking positively has at times been difficult.

Over the coming months we need to work together to support individual and team Recovery, Re-form and Re-set. We need to reflect on our personal and shared experiences and determine what the new 'norms' are, as we continue our journey to be an outstanding compassionate and inclusive organisation.

Supporting your health and wellbeing is a priority for the Trust and we have put a lot of energy into this. Please take the opportunity if you haven't already done so to check out opportunities such as the SFH Den's and the many wellbeing and welfare resources available on the SFH internet pages.

We have introduced a Re-connecting toolkit to provide information, guidance and useful techniques to help you navigate the coming weeks and months as we work through our Recovery, Re-form and Re-set stages. Additionally, you may have a number of questions about returning to work and our Human Resource team have created a Frequently Asked Questions document to help guide you through these.

All of these resources are intended to aid your existing knowledge, strengths and recognise the support you have around you. Please use our Re-connecting toolkit to dip in and out of whatever you feel is useful.

I am very proud of all of my colleagues and for the support each has shown for each other whilst keeping our community safe. Thank you, stay safe and keep positive, we are in this together.



**Emma Challans**

Director of Culture and Improvement  
Sherwood Hospitals NHS Foundation Trust

## Contents

### Living Our CARE Values

#### Happy, Healthy, Here

Your Health and Well-being

Human Resources

Managing Feelings and Emotional  
Agility during Covid-19

Responding and Adjusting to  
Change

#### Exercise tools

Circles of Concern, Influence  
and Control

Building Resilience

Team Conversation

How Gratitude Can Help



## Living Our CARE Values through Covid-19

It is even more important to live our CARE Values during difficult and challenging times and support our colleagues to do so too. We can find ourselves more stressed, tired and anxious. It is under these conditions that we may experience incivility or respond in ways that do not live the CARE values.

It is by being compassionate, understanding, supportive and inclusive that we will sustain ourselves and our colleagues to be a united team with the vision, strength, resilience and determination to achieve great things.

There are some helpful wellbeing videos on the Trust's intranet and internet that offer practical support to help reduce stress and enable us to manage better during difficult, challenging and changing times. For example:

**Recognising Reactions at Stressful Times.**

**Focused CARE during COVID-19**

**Sherwood Forest Hospitals NHS Foundation Trust**

<b>C</b> Communicating and working together	<ul style="list-style-type: none"> <li>Read official SFH bulletins &amp; promote it to others</li> <li>Work as one team #teamSFH</li> </ul>
<b>A</b> Aspiring and improving	<ul style="list-style-type: none"> <li>Keep raising ideas on how we can improve</li> <li>Help to look for solutions</li> </ul>
<b>R</b> Respectful and caring	<ul style="list-style-type: none"> <li>Be mindful of how you feel &amp; #BeKind to yourself</li> <li>Show compassion, patience &amp; understanding with each other #BeKind</li> </ul>
<b>E</b> Efficient and safe	<ul style="list-style-type: none"> <li>Role model NHS advice on keeping yourself &amp; others safe</li> <li>Keep up to date on the latest SFH procedures</li> </ul>

**Thank you for everything you are doing across #TeamSFH**

**Healthier Communities, Outstanding Care**

## CIVILITY SAVES LIVES

At SFH we are promoting *Civility Saves Lives*. 'Civility is the act of showing regard for others by being polite, like the civility you showed in speaking kindly to someone who has hurt your feelings. ... When you show civility, you use kindness and good manners. You are respectful, even if you do not like that person very much'.

**For more information visit [Civility Saves Lives](#).**

Please see **Factsheets** on spotting incivility and how to have conversations to compassionately challenge it

**"I often hear colleagues quoting our care values to each other. We are all human and we all make mistakes but don't be the person who quotes adherence to the values to another person, without thinking about your own behaviours first. The only person you can truly control is yourself, so please have think before you speak and act. We all impact on each other far more than we think."**

**Be kind, have fun, be confident, work together and we will get there".**

**Richard Mitchell, CEO, 2019**

# Happy, Healthy, Here

Staff health and wellbeing is a priority for the Trust. The Trust has developed a variety of helpful guides and tools for you, your team and your family's wellbeing during this difficult time.

## Staff Self Care and Well-being during Covid-19

### Level 1 - Self-Care

### Level 2 - Families and our community

### Level 3 - Non-Specialised Support

### Level 4 - Specialised Support Available to You

Full information can be found on the Trust's intranet ([click here](#))

Health and Well-being information is also available at the #SFHDen on Level 6, King's Mill Hospital, or at Newark Hospital.



## #TEAMSFH WELL-BEING calendar

**Sherwood Forest Hospitals**  
NHS Foundation Trust

The Psychology Service have developed a well-being calendar for SFH colleagues - click on the links to see a short video with daily well-being topics aimed to support both individual and team well-being. Each video ends with an activity which invites you to consider how it can be put into practice to support you and your teams. Look out for this on #TeamSFH Facebook Group, Twitter and The Bulletin.

### WELL-BEING THEME WEEK 1: VALUES



### WELL-BEING THEME WEEK 2: AWARENESS



### WELL-BEING THEME WEEK 3: ENGAGEMENT



### WELL-BEING THEME WEEK 4: CONNECTION



We are in this together | Just do the best that you can do | Look out for each other | It's ok not to be ok

# Managing Feelings and Emotional Agility during Covid19

Never have NHS staff received so much positive public support and attention - from being 'clapped' every Thursday, lauded with rainbows, to press and the public regularly talking of NHS 'heroes'.

Many NHS colleagues are facing huge demands as they care for Covid-19 patients. However, for other colleagues the challenges they have faced are very different for example they have been asked to work from home, been furloughed, or for health reasons it has been necessary for them to shield at home.

NHS staff chose their line of work to feel useful, to contribute or make a difference to others. The NHS has been polarised by Covid-19 with the staff experience being different and divided.

Feelings and emotions evoked as colleagues respond and adjust to the situations and change caused by Covid-19 are as individual and varied as the roles they have been assigned. Be it; 'business as usual, being under-occupied, working in different teams and work areas, working from home, being furloughed or shielding at home, when others are in frantic wards each of us has faced challenging times.

For some of us the emotional response has been positive for others it has been a challenge. Feelings are as diverse as loneliness, anxiety, fear, 'survivor guilt' or feeling an imposter as they see the public looking at them as heroes - an image they do not feel they are fulfilling. All this can cause suffering. Others are OK and seem to adjust easily, which can cause other colleagues to worry because they finding things difficult and are experiencing different feelings. [Click here](#) for further information and useful guidance to help recognise and manage these feelings.

It is important to recognise that it is normal for people to respond and feel differently, because we are individuals. It is ok to be ok and it is ok to experience other emotions, such as fear, anxiety, sadness, guilt etc. [Click here](#) to access a range of short videos that are designed to support emotional agility by helping recognize what you're feeling, understanding what that might be about, to not be driven by them and focus instead on what is important to you and your values.

There are also some helpful strategies in the supporting resources to this toolkit.

If you feel you need further help and support you can contact Vivup 24/7 helpline Occupational Health or your GP.



To access the service, simply call

**03303 800658**

Or to find the full range of services available, visit

**vivup.co.uk**

## Mental health support in difficult times

We would like to make you aware of our Employee Assistance Programme (EAP), to ensure that help is available to all of our employees, especially with the additional stress of COVID-19.

Please note the helpline is for mental health support and cannot provide any advice for COVID-19 health-related issues.

\* Calls charged at local rates



## Occupational Health

The Trust's Occupational Health (OH) department provides an independent service which helps to make sure your health is not adversely affected by the work you do and to help you with any work related health problems. If there are any aspects of your health that you are concerned about in relation to your work, OH colleagues are there to help. The Occupational Health staff have extensive knowledge and experience of working with individuals and Managers to offer support and advice on work related health issues. [Click here](#) for more information

## Human Resources

**You may have a number of queries or concerns about your current rights and responsibilities, especially when returning to work.**

To support this Human Resources have developed a 'Return to Work - Frequently Asked Questions' pack. This is designed to help colleagues with any queries they have relating to their employment and return to work during Covid-19. This useful information can be found on the Trust Coronavirus webpages

If you have any questions or concerns please contact the HR helpdesk on ext 4633

Please also [click here](#) to access the Happy, Healthy, Here guide for a variety of offers to support you at SFH.

## RESPONDING AND ADJUSTING TO CHANGE

**Change can be difficult for us to adjust to, especially if it happens quickly and without time to prepare. Individuals respond differently to change and it is normal to experience a range of emotions including doubt and fear which can lead to questioning, resistance, uncertainty and sometimes anger.**

### DOUBT AND QUESTIONING

A common reaction to change is doubt and questioning. Why is the change necessary? Will it work? How will it affect me? There is often doubt that the aim for the change will be achieved. Individuals may have concerns regarding their ability to adjust to the change and any implications it has with regard to role, ways of working, knowledge, skills and areas of responsibility. These all affect our feeling of security.

### RESPONSE TO CHANGE

People respond to change differently, ranging from resistant to positively welcoming. Some people may not be comfortable because their familiar routine will be interrupted, whilst others embrace the variation, new challenge etc. Resistance to change is a common reaction. It is eased if you engage with the process and have the opportunity to influence and become involved in the decision making process. By engaging you will be more informed and be able to inform thereby supporting and benefitting from innovation which will help the organisation.

### ANGER

Experiencing a sense of anger is another common feeling/response to change. This can be due to a sense of loss for how things were. Where the change requires the use of new technology some people can find it tough to adapt and use new programmes or devices, and once it becomes a way of life at the workplace, they feel threatened, leading to fears and frustrations at the need to adjust and learn new skills, undergo training etc.

### UNCERTAINTY

When change is first initiated it is normal for people to be uncertain. This is basically because we do not know what to expect and we are uncertain how to deal with it and adapt well. It is normal to try new ways and seek improvement, although the need for and pace of change required in response to Covid-19 is unprecedented.

Try and prepare yourself to try things with an open mind and constructively support any review process as refinements may be necessary to create safe ways of working and providing care in a way which maximises benefits and efficiencies for patients and staff.

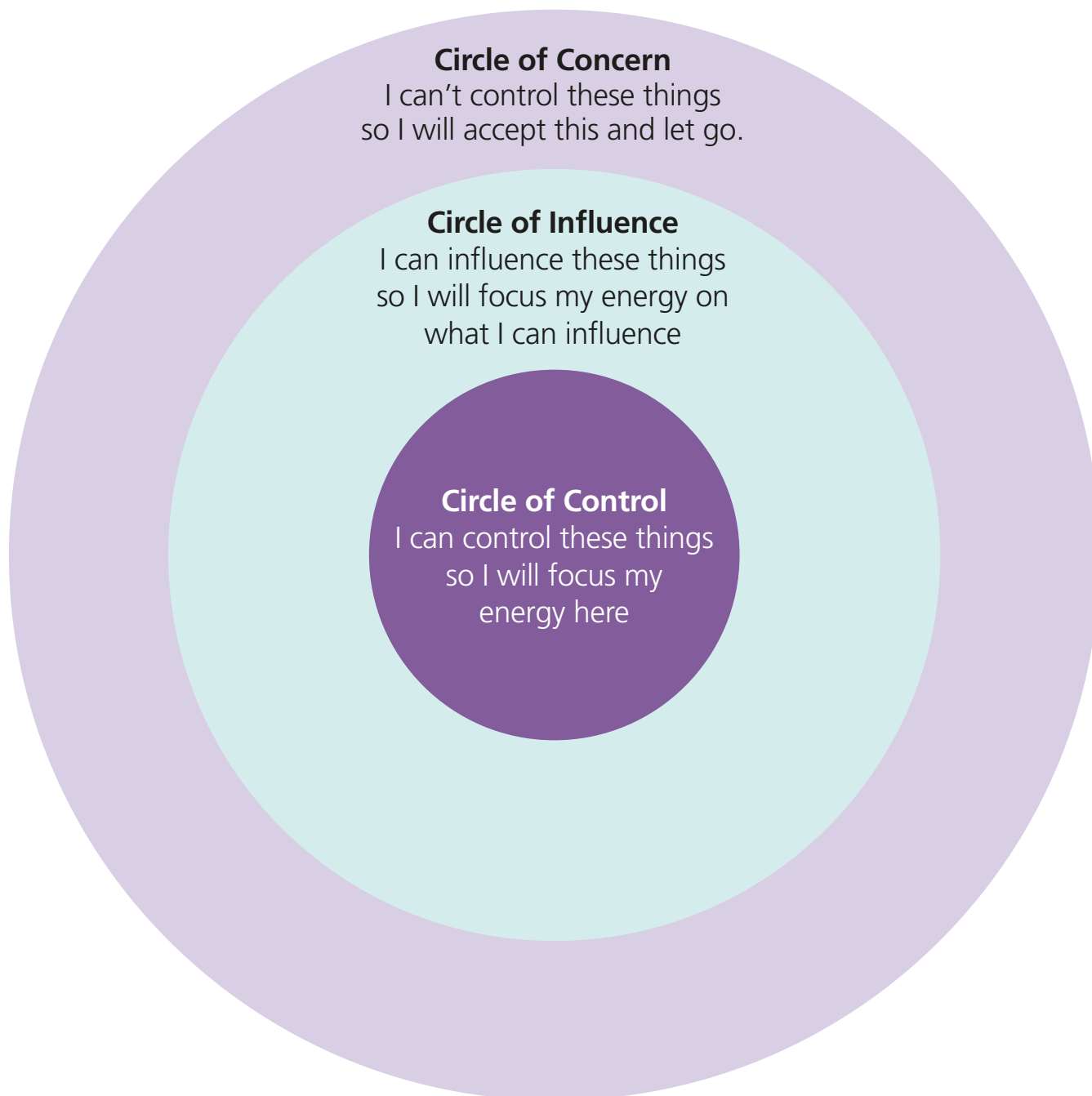
There are some helpful wellbeing videos on the [Trust's internet](#) to help you recognise, understand and manage the various responses and emotions you may be experiencing. The Organisational Development section of the Trust's intranet also has helpful [guidance and factsheets](#).

## Exercise Tool 1: Circles of Concern, Influence and Control

**Sometimes we can feel overwhelmed by pressures in our personal and/or work lives. This can be for a variety of reasons, for example:**

- because there are too many demands on us at a given point in time;
- we feel that something is beyond us, too difficult etc.

During stressful or uncertain times, it can be very easy to focus on things outside of our control. This can lead to heightened stress, feelings of hopelessness and bring about faster burnout. In his book 'The 7 Habits of Highly Effective People' Stephen Covey's refers to circles of concern and influence - a visual tool to help us focus on the issues we can do something about.



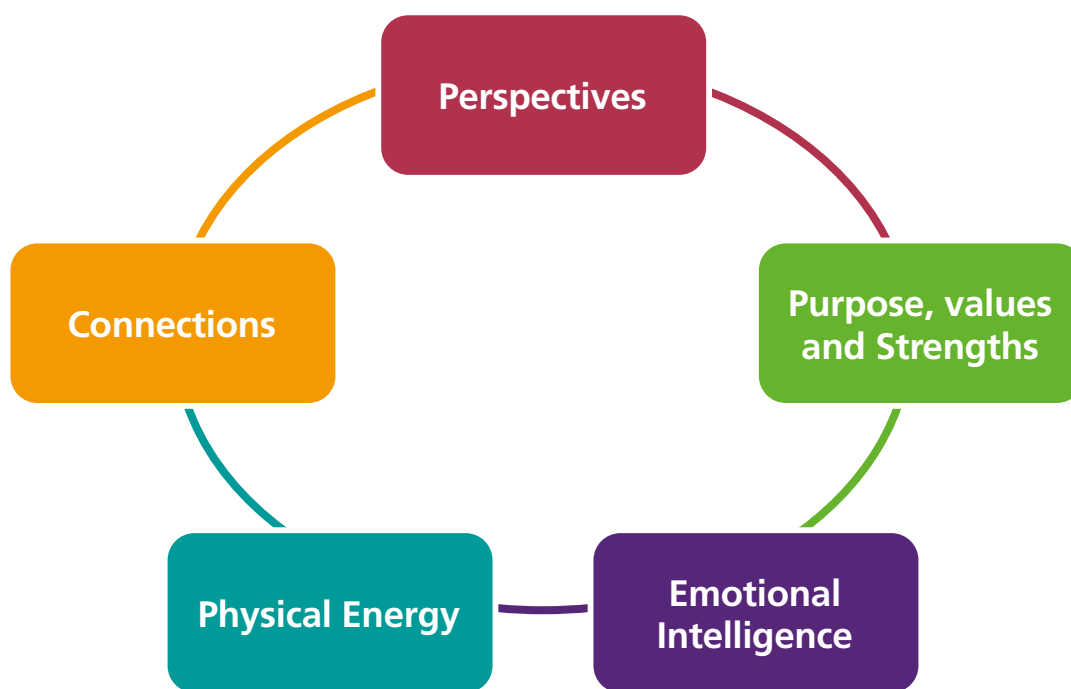
### Two actions you can take:

1. Watch the '**We can't do everything we value**' video which is part of the Trust's wellbeing offer.
2. Use 'My Circle of Concern, Influence and Control' to help you recognise and focus on the things you can control and influence. *See the Supporting resources for full instructions.*

## Exercise Tool 2: Building Resilience

Resilience is the ability to remain at your best when things get hard and to bounce back or forward in a psychologically healthy manner.

Roffey Park Capability Index model shows 5 domains that can help you to assess your resilience capabilities.



### Perspective:

Trying to find opportunity in the current situation. Focusing on the things you can control.

*Consider using the Spheres of Control exercise on p6.*

### Purpose, Values and Strength:

Trying to get a clear sense of purpose to help you through challenges. Setting short term goals which use and build on your strengths is helpful.

*What would a good week look like for you? What would you have achieved?*

### Emotional Intelligence:

Acknowledging feelings and finding ways that work for you to change your mood. Recognising the needs of others and providing support to other has a positive impact on you and them.

*Please see factsheet on how to develop your **Emotional Intelligence***

### Physical Energy:

Finding ways to; exercise regularly, **getting good sleep**, eating healthily, taking part in activities that are fun and bring you happiness, rediscovering your hobbies and passions all support your physical and emotional wellbeing.

### Connections:

Keeping in touch with family, friends and colleagues, building new networks) asking for (or offering) help and support will have a positive impact on your wellbeing.

*Why not consider joining the **SFH Randomised Coffee Trials - RCT***

**Click here** for more information and on how to strengthen your resilience.

## Exercise Tool 3: Team Conversations

**Over the coming days and weeks your line manager should be in touch regarding having Team Conversations. These will range from reconnecting the team or considering what as a team and service you may wish to Start doing, Stop doing or Carry on doing.**

Each line manager has received a Team Conversations guide with a reconnecting activity. This activity is to help you think about the personal and organisational learning we can take from our experiences during Covid-19. Part of this pack contains a preparation exercise.

**Please talk to your line manager about their plans to reconnect the team and hold these team conversations.**

## Exercise Tool 4: Gratitude journals

**We often take for granted the positive things in our lives. It is easy for us to take the people in our lives for granted and forget the difference they make to us. We can risk focusing more attention on the negative things or challenges in our lives.**

Creating a list of all the things in our lives that we are grateful for can help us recognise the many positives we have previously taken for granted.

Research shows that gratitude can:

- Improve your physical health.
- Improve your psychological health.
- Enhance empathy and reduces aggression.
- Improve your sleep.
- Enhance your self-esteem
- Increase in mental strength and resilience

**Use your own preferred Gratitude exercises or utilise the template in the Supporting Resources pack to this toolkit.**

Additionally, there are many helpful wellbeing videos on the Trust's intranet to support this topic such as:

**Celebrating Success Especially in a Crisis**  
**Stopping and Savouring the Good Things**

**Please refer to the:**

**SFH Colleague Reconnecting Toolkit – Supporting Resources**  
**for more information and template for these 4 exercise tools and additional exercises to support your journey through and beyond Covid-19**