

Staff Wellbeing During COVID-19

Advice and Support
Available for Staff

April 2020



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General Wellbeing



- **Look after yourself**
- **Be kind to yourself and colleagues**
- **Use your team huddle/team connections**
- **Be cautious about social media**
- **Look for- 'F.A.C.E.C.O.V.I.D' by Russ Harris on Youtube for a short video of practical steps to help yourself and others**

Need someone to talk to?

Talking resources and self-care

Need a moment of calm?

The Sanctuary at the QMH and The Haven within VHK remain open and a place of calm and peace within the busy clinical settings – these spaces will be organised to take into account ‘physical distancing’.

The Staff Support Centre at the Maggie’s building, opposite the main entrance at VHK, is a drop-in space for staff to find a quiet place, have a cup of tea, or speak to someone without judgment. Look out for other Staff Support Centres at QMH, Lynebank, Whyteman’s Brae and Stratheden.

Need someone to talk to?

The Department of Spiritual Care offer a Listening Service for anyone who wishes to talk – a safe place just to unload during this challenging time. With your consent, a referral can be made by your manager to the department of Spiritual Care and your contact details will be passed to one of their experienced ‘Listeners’ who will contact you. Alternatively, you can email fiona.jack2@nhs.net or text **07813340137** and leave your name for a call back within 1 day for a Listener to speak to you (for more information see Useful Resources).

The Occupational Health self-referral counselling service can be contacted on **01592 729870** (extension **29870**) for confidential talking therapy (for more information see Useful Resources).

NHS Fife staff strength during COVID-19

Let’s support each other to keep strong with this daily 7-step checklist:

- 1. Breathing deeply as much as we can during the day**
- 2. Nourishing our bodies with good food and sleep**
- 3. Allowing our feelings if we’re sad, angry or scared**
- 4. Speaking to someone who cares or who makes us laugh**
- 5. Playing - doing something easy that we enjoy**
- 6. Moving our bodies in a fun way**
- 7. Appreciating the little things in our lives.**

What to do when feeling overwhelmed?

Try and keep things in perspective; what we see in the hospital (and on the news) is **NOT** normal. The vast majority of people self-treat at home, only some need to come into hospital, fewer still need critical care and even fewer need ITU. Seeing the sickest patients (in large numbers) increases our anxiety about our own health and the health of our loved ones – as we start to believe this is the **NORMAL** for people with COVID-19, it's **NOT**.

Use the Acceptance and Commitment Therapy (ACT) 10 second stop technique at times of rising uncomfortable/bad thoughts or emotions such as fear or panic, dread, anger, resentment or regret.

On noticing the bad thoughts or emotions:

- Stop – (you do not need to sit; you can stand but make yourself safe if standing e.g. by leaning against a wall)
- Close your eyes for only 10 seconds (you can do it for longer if safe to); imagine a bubble or an umbrella – you are in or under it
- Take a breath and focus on it
- The bad thoughts are on the other side of the bubble/umbrella
- It is just you and your breath in the empty space between the thoughts on the other side of the bubble/umbrella
- Take up to 10 breaths while you notice the thoughts that are cramming in on you on the other side of the bubble/umbrella
- You are not your thoughts. Do not engage with them, but do not deny them either, instead notice they are over there and you are here, safe and peaceful taking breaths in that empty space
- Try to relax the muscles at the back of your eyelids
- Try to relax the muscles at the back of your head
- Relax your jaw
- Notice and 'enjoy' any peace you can find in that space for 10 or so seconds
- Be grateful for these seconds
- Permit yourself to do this
- Allow this space to give you time to identify one thing you must do next
- Open your eyes and carry on while you MONOTASK that one thing, however small – do only that identified task, until you can resume a more normal level of function.



Self-care

Take care of **YOU** – make sure you take your days off – it’s a marathon not a sprint. Spend time with your loved ones, do nice things together, silly things – never underestimate the power of a bubble bath and candles – gardening – hobbies – reading or even cleaning out a cupboard.

It is important that you take down time to recharge your batteries.

Social media

- Limit social media – and the news
- Remember to be respectful of everyone on social media; maintain confidentiality of patients and colleagues
- Use social media and technology to keep connected with friends and loved ones.



Online help

A range of online help is available, please see links to some helpful advice and information.

Practical advice for managers and staff from NES

Search psychological first aid

<https://learn.nes.nhs.scot>

National guidance for pregnant workers and those with underlying conditions

See COVID-19 section

www.staffgovernance.scot.nhs.uk

Sleepio (sleep issues) and Daylight (worry and anxiety)

This may incur a charge on downloading

www.nhs.uk/apps-library/sleepio

Mental health support for individuals

able-futures.co.uk/mental-health-support-for-individuals/

Calm

This may incur a charge on downloading

www.calm.com

The Mindfulness Initiative

Search for COVID-19 resources for health and care staff

www.themindfulnessinitiative.org

Headspace

This may incur a charge on downloading

www.headspace.com

Chill Panda (relaxation)

www.nhs.uk/apps-library/chill-panda/

Emotional support for healthcare workers

www.som.org.uk

Catch it (catch and close negative thoughts)

www.nhs.uk/apps-library/catch-it/

Moodcafé

www.moodcafe.co.uk

Frequently asked questions

(as of 07/04/20)

Question	Answer
1 I am pregnant. What should I do?	<p>You should ask your manager for a Pregnant Worker’s Risk Assessment. This process is no different than the usual Risk Assessment carried out for pregnant workers.</p> <p>The Scottish Government has published guidance for Pregnant Workers in relation to COVID-19 which can be found in this letter, section 6 page 11: www.staffgovernance.scot.nhs.uk/coronavirus-COVID-19/guidance/</p> <p>If you / your manager wish further advice from Occupational Health please self refer by emailing fife-uhb.occhealth@nhs.net, or ask your manager to complete a COVID-19 referral from which can be found at the end of this Traffic Light Risk Assessment document:</p> <p>More details, including FAQs are available on the Royal College of Obstetricians & Gynaecologists www.rcog.org.uk/en/guidelines-research-services/guidelines/coronavirus-pregnancy/</p>

Question	Answer
<p>2 I have an underlying health condition, what should I do?</p>	<p>You should ask your manager for a Traffic Light Risk Assessment. This is a new risk assessment document written to support managers and staff make appropriate decisions about working with underlying health conditions in relation to the potential for COVID-19 exposure.</p> <p>It is based on Scottish Government guidance which can be found in this letter, section 6: www.staffgovernance.scot.nhs.uk/coronavirus-COVID-19/guidance/</p> <p>If you / your manager wish further advice from Occupational Health please self refer by emailing fife-uhb.occhealth@nhs.net, or ask your manager to complete a COVID-19 referral from which can be found at the end of the Traffic Light Risk Assessment document.</p>
<p>3 I have received a shielding letter what should I do?</p>	<p>You should contact your manager to advise them you have received a shielding letter to enable them to make arrangements for you to work from home, if possible, or you will be placed on special leave for 12 weeks. The Government have put support in place so you can receive prescription medicines you require along with essential food and drinks if you have no one else to do this for you.</p>
<p>4 My child has a high-risk medical condition or I am the principal carer for a member of my household who has underlying health conditions, should I be coming to work?</p>	<p>As the principal carer of a patient e.g. parent of a child, with a shielding letter you should contact your manager to advise them of this to enable them to make arrangements for you to work from home, if possible, or you will be placed on special leave for 12 weeks.</p>

Question	Answer
<p>5 I live with someone who has underlying health conditions and has received a shielding letter from the Scottish Government, what should I do?</p>	<p>Where you live in the same household as an individual who has received a Shielding letter, but you are not the principal carer, your Line Manager will undertake a risk assessment to reach a decision on working arrangements for you at this time. Household members are at no greater risk of getting COVID-19 if you follow effective infection control and strict hygiene measures.</p> <p>Consider the possibility of shielding your household member through options some people have taken, such as you or them moving to live elsewhere for a temporary period.</p> <p>If you cannot move, or you cannot move vulnerable people out of your home, make suitable arrangements, as far as is practical, to stay away from them as much as you can while living in the same home. For example, do not share a bedroom, avoid eating at the same times and ensure strict adherence to hand / surface hygiene and social distancing; do not get within 2 metres (6 feet) of them, if this is at all possible.</p> <p>Follow this advice on returning home</p> <ul style="list-style-type: none"> ○ wash your hands on arrival and often, using soap and water for at least 20 seconds. ○ launder clothes that have been at work promptly and seperately. ○ cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. Put used tissues in the bin immediately and wash your hands afterwards. <p>Look after your own well-being and physical health during this time. Further information on this is available in this pack.</p>

Question	Answer
<p>6 What is social distancing?</p>	<p>Social distancing measures are steps you can take to reduce the amount of potential contact between people. They are required to prevent any inadvertent spread of the coronavirus and are extremely important for everyone to practice, whether at work or not. They are:</p> <ol style="list-style-type: none"> 1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19) (new persistent cough or fever). 2. Avoid non-essential use of public transport, varying your travel times to avoid rush hour, when possible. 3. Work from home, where possible. 4. Avoid meeting anyone face to face whom you do not live with. 5. At work you should try to maintain at least 2 metres distance from any co-workers and ideally patients as well. Obviously this is not possible in many circumstances within health and social care, and in this case, you should use the advised personal protective equipment (PPE) for your area of work. 6. Use a telephone or online services to contact your GP or other essential services remotely.

Question	Answer
7 Should I self isolate?	Yes, you should self- isolate if you have symptoms of a new/persistent cough OR a fever (high temperature [greater than 37.8C]/feeling very hot).
8 What about testing?	If you are a health or social care worker and live alone you should:
9 Can my children/ spouse be tested?	<ul style="list-style-type: none"> ○ Go or stay at home in the first instance and then inform your manager immediately, in order to find out if they will support you to be tested (swabbed) for COVID-19 infection. ○ You may be tested if you meet certain testing criteria (such as if your symptoms started within 72 hours). ○ If you are tested, this will be done by the Community Testing Team based at Cameron Hospital BY APPOINTMENT ONLY. You will be turned away unless you have an appointment. Appointments are organised via your manager. ○ Test results will be phoned to you by Occupational Health and further advice will be given about staying in self-isolation or returning to work. ○ Generally, if you test positive, you will be advised to stay self-isolating for the full 7 days and only return to work on day 8 if you symptoms are better and you have been fever free for a full 2 days (48 hours). ○ Generally speaking a negative test will be assessed in relation to the onset of your symptoms and can mean you can return to work before the 7 day timeframe, if you feel well enough.

Question	Answer
7 Should I self isolate?	If you live with others, who have symptoms, as described on page 11.
8 What about testing?	If you are a health and social care worker and live with others, the person who has symptoms should stay at home for 7 days from the day their symptoms started.
9 Can my children/spouse be tested? (continued)	And, yes, all other household members (including you) should stay at home for 14 days from the date of the other person's symptoms starting. However, as a health and social care worker you should also:
	<ul style="list-style-type: none"> ◦ inform your manager immediately, in order to find out if they will support your household member being tested (swabbed) for COVID-19 infection. ◦ They may be tested if you and they meet certain testing criteria (such as their symptoms started within 72 hours). ◦ If they are tested, this will be done by the Community Testing Team based at Cameron Hospital BY APPOINTMENT ONLY. They will be turned away unless they have an appointment. Appointments are organised via your manager. ◦ Test results will be phoned to you (not them) by Occupational Health and further advice will be given about staying in self-isolation or returning to work. ◦ Only one of your household members will be tested that meet the testing criteria; not everyone who has symptoms will be tested. ◦ Generally, if their test result is negative, you will be able to return to work before the end of the 14 day self-isolation period. ◦ If they test positive, you and the rest of your household, should self-isolate for the full 14 day period. <p>You can use the online guide at NHS Inform to get more details on symptoms and advice on what it means to stay at home. Those with mild symptoms do not need to call their GP or NHS24 (111) If you are concerned about more serious symptoms or if your symptoms worsen, you should contact NHS24 on 111.</p>

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10 What if I cannot be tested, should I self-isolate?	<p>Yes, you should self- isolate if you have symptoms of a new / persistent cough OR a fever (high temperature [greater than 37.8C]/feeling very hot).</p>
11 What if my household member cannot be tested?	<p>If you are a health or social care workers and live alone you should:</p> <ul style="list-style-type: none"> ○ Go or stay at home in the first instance and then Inform your manager immediately, in order to find out if they will support you to be tested (swabbed) for COVID-19 infection. ○ If you cannot be tested, you need to remain at home, self-isolating for a full 7 days. ○ Only return to work on day 8 if your symptoms are better and you have been fever free (no high temperature) for 2 full days (48 hours). ○ You can use the online guide at NHS Inform to get more details on symptoms and advice on what it means to stay at home. <p>If you live with others, who have symptoms, as above.</p> <p>If you are a health and social care worker and live with others, the person who has symptoms should stay at home for 7 days from the day their symptoms started. And, yes, all other household members (including you) should stay at home for 14 days from the date of the other person’s symptoms starting. However, as a health and social care worker you should also:</p> <ul style="list-style-type: none"> ○ Inform your manager immediately, in order to find out if they will support your household member being tested (swabbed) for COVID-19 infection. ○ If they cannot be tested, you need to remain at home, self-isolating for the full 14 day period and only return to work on day 15 if you are well. ○ If you develop symptoms yourself within that 14 day period, you may be able to get tested, and you should speak with your manager and follow the answers to questions 7, 8 and 9.

Question	Answer
<p>10 What if I cannot be tested, should I self-isolate?</p> <p>11 What if my household member cannot be tested? (continued)</p>	<ul style="list-style-type: none"> ○ If you are not being tested and have developed symptoms within the 14 days, you need to start your own period of 7 days of self-isolation from the first day YOUR OWN symptoms started, even if those 7 days take you beyond the original 14 day timeframe. You should not return to work until on or after the 8th day and only if your symptoms are better and you have been fever free (no high temperature) for 2 full days (48 hours).
<p>12 Can I be tested for COVID-19?</p>	<p>Please see above questions on 'Should I self-isolate?'/ 'What about testing?'/ 'Can my children/ spouse be tested?' (Questions 7, 8 and 9)</p> <p>You will only be tested for COVID-19 if you:</p> <ul style="list-style-type: none"> ○ have been admitted to hospital with serious symptoms associated with COVID-19. ○ you are a health or social care workers who meets the testing criteria and your manager has arranged for you to be tested.
<p>13 How will my absence from work while self-isolating be recorded?</p> <p>14 Will I have to use annual leave or will it count towards sick leave?</p>	<p>If an employee's symptoms are consistent with COVID-19 [new persistent cough or fever (high temperature)] then their absence must be recorded under Special Leave.</p> <p>There are different types of special leave relating to Coronavirus and you and your manager should ensure the correct special leave description is used. You may need to use more than one type of Coronavirus Special Leave, depending on whether it is you or your household member that is the reason for self-isolation, and whether or not your leave is due to you having tested positive for COVID-19.</p> <p>You should speak to your manager if you have any further queries.</p>

Question	Answer
<p>15 I have a number of meetings – should these go ahead?</p>	<p>Non-urgent business such as conferences and developmental training will be postponed. Other COVID related issues should be carried out by virtual means/by phone. Other arrangements for meetings are available via Microsoft Teams.</p> <p>You should speak to your manager if you have any further queries.</p>
<p>16 What arrangements are being made to ensure continuity of medicines supply to NHS Fife hospitals during the current COVID-19 outbreak?</p>	<p>Medicines contingency planning is being co-ordinated at UK level. A supply response group has been established by the Department of Health and Social Care (DHSC) and includes representation from Scottish Government. The DHSC is working with pharmaceutical companies to mitigate the potential impact on global supply chain. The majority have advised that they already have plans in place.</p> <p>Clinical experts across the UK have been approached to identify a list of supportive medicines that may be required by patients who are hospitalised for treatment e.g. analgesics, antibiotics, sedatives, cardiovascular medicines, respiratory medicines, steroids, vasopressors/inotropes, neuromuscular blocking agents and electrolytes. There is expected to be increased demand for these medicines. NHS Scotland National Procurement and the other home country procurement agencies, co-ordinated by DHSC, are liaising with suppliers to seek to secure additional stock to meet an increase in demand.</p> <p>NHS Fife Pharmacy Services have significant experience of dealing with supply problems and have established processes in place. In addition, we continue to work closely with National Procurement to communicate any issues and have also developed an in-house ‘watch list’ to ensure that there is particular focus on stock levels of critical medicines where use is most likely to increase.</p>
<p>17 Should we be restricting access to visitors?</p>	<p>There are currently visitor restrictions in place – see latest CEO, Carol Potter, Core Briefs that are sent out by email each day.</p>

Question	Answer
<p>18 I have concerns about my finances.</p>	<p>If you are worried about how COVID-19 might affect you financially, then the Money Advice Service website can help. You'll find information about Coronavirus and your finances, your rights to sick pay, and changes to claiming your benefits. Visit:</p> <p>www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you</p> <p>You may also wish to keep your manager informed.</p>
<p>19 I am anxious about COVID-19 – what support is available?</p>	<p>We understand the current situation will cause concern among our staff.</p> <p>If you are concerned as a result of COVID-19, you can speak to your Line Manager or contact any of the help mentioned in this document.</p> <p>Look out for Staff Support Hubs at Maggie's Kirkcaldy, Queen Margaret, Stratheden and Whyteman's Brae. There are people there who can support you, if you need a listening ear or a cup of tea. You can also get information and guidance on how to get more formal support.</p>
<p>20 I am worried about information circulating on social media, what should I do?</p>	<p>You should obtain your information from the NHS Inform, www.hps.scot.nhs.uk/ and other reliable authoritative sources such as Royal Colleges (such as The Royal College of Physicians) or the Staff Governance website www.staffgovernance.scot.nhs.uk, for example.</p> <p>The accuracy of information circulating on social media cannot be verified and we ask all staff members to remain calm and follow the official advice.</p> <p>Please do not contribute to the circulation or sharing of rumour on social media as this is unhelpful and causes unnecessary anxiety.</p>
<p>21 I have been told not to touch paperwork handed over from patients, what should I do?</p>	<p>You should continue to carry out your duties as normal. However, in line with other guidance you should arrange to wash your hands frequently with soap and water or alcohol based hand sanitizer.</p>

Question	Answer
<p>22 Where can I access health advice in relation to COVID-19?</p>	<ul style="list-style-type: none"> ○ Please follow advice published on NHS Inform. ○ You may also find wellbeing support within this document helpful. ○ You can find support for your mental health and how to take care of yourself from the Staff Support centre at Maggie’s building opposite the main entrance of the VHK hospital. ○ You can ask Occupational Health any questions about your health in relation to work by phoning 01592 729401 (extn 29401) or emailing your query to fife-uhb.occhealth@nhs.net.
<p>23 What precautions should I be taking?</p>	<p>We are keen to ensure that all employees maintain high levels of hygiene to keep the chance of contamination to an absolute minimum. Please ensure that:</p> <ul style="list-style-type: none"> ○ You wash your hands frequently with soap and water or alcohol based hand sanitizer. ○ Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze and throw the tissue away immediately. ○ Avoid touching your eye, nose and mouth. ○ Keep at least 2 metres away from everyone, if it is at all possible. If it is not, refer to the guidance on the appropriate personal protective equipment you should use for your work area: www.hps.scot.nhs.uk/web-resources-container/personal-protective-equipment-ppe-posters-a3.
<p>24 If I am unable to take annual leave before 31 March 2020 will I be able to carry this all over?</p>	<p>Yes, the 5-day carry over waived if COVID related and any untaken leave will be carried over to the next financial year.</p>

Question	Answer
25 Will I be asked to cancel my annual leave?	We will, wherever possible, honour annual leave that has already been booked. This may be subject to change and will be prioritised in line with the needs of maintaining essential services.
26 What about study leave and training, is it cancelled?	<p>All study leave, conferences and developmental training will be cancelled and no new requests will be considered until further notice.</p> <p>Staff should ensure that they continue to keep their Statutory and Mandatory training up to date as a minimum.</p>
27 Can I opt out of the Working Time Directive?	We will try and make efforts to comply with the Working Time Directive and any opt-outs that are agreed as a response to COVID-19 will be rescinded, once the outbreak is over.
28 Where do I get advice on Personal Protective Equipment (PPE)	<p>Health Protection Scotland has provided comprehensive advice on PPE for COVID-19 here:</p> <p>www.hps.scot.nhs.uk/web-resources-container/personal-protective-equipment-ppe-posters-a3/</p> <p>Health Protection Scotland's National Infection Prevention and Control Manual (NIPCM) is mandatory throughout NHS Scotland, with guidance on the use of Personal Protective Equipment: www.nipcm.hps.scot.nhs.uk.</p>
29 Will there be arrangements made for staff, who normally travel on public transport, but wish to drive, to park in our car parks?	At this time there is no disruption to public transport or advice to stop using this. Current parking arrangements will apply. All car parking is free of charge.

Question	Answer
<p>30 I have an upcoming holiday already booked. This is not yet being cancelled by the tour or airline company and therefore if I cancel I would lose my payment. Am I expected to cancel my leave and will NHS Fife reimburse me?</p>	<p>Not at this time. Your Line Manager will be considering leave across the team and ensuring appropriate cover. Measures are being taken to ensure that staff do not lose their annual leave entitlement thereby allowing staff where they can to continue to work in the effort against COVID-19 without losing out an annual leave entitlement. NHS Fife has asked managers to consider locally whether restrictions to staff taking annual leave may have to be implemented in line with the needs of maintaining essential services. It may be necessary to limit or cancel annual leave to sustain services, depending on current risk levels at various stages of the pandemic. If staff were unable to take annual leave before 31 March 2020, then the 5-day carry over rule will be waived if COVID related and any untaken leave will be carried over to the next financial year. NHS Fife will, wherever possible, honour annual leave that has already been booked and any restrictions to staff taking annual leave will be staggered where possible. Staff understanding and co-operation in relation to this matter is appreciated during this unprecedented time.</p>

Question	Answer
<p>31 If I am expected to work outwith my normal duties and/or areas, is this consistent with my contract of employment?</p>	<p>The contract of employment states that you may be required to move to another department on a temporary basis at short notice to cover for staff shortages or other unforeseen circumstances. Should this require additional travelling time, such time will be incorporated within your normal working hours without detriment to your pay.</p> <p>Medical staff contracts of employment are separate.</p> <p>All staff may be asked to work in a professional area which is unfamiliar to them during the coid-19 outbreak. Governing professional bodies such as GMC, NMC and HPCP have advised that they are supportive of such agreed arrangements, with staff support, guidance and training.</p> <p>You may be required to work in any department/ site within NHS Fife appropriate to your grade, job description and with due regard to your skill and competence. Where there is a change of base as a result of organisational change, reimbursement for 'excess travel' expenses will be in accordance with Terms and Conditions of employment.</p>
<p>32 Where staff have children and there are two parents/guardians/carers, will health and social care staff be declared as essential?</p> <p>Will there be an assumption that the other carer will undertake care in the event of issues with childcare?</p>	<p>Yes. Health and Social Care staff are essential workers.</p> <p>Non-essential workers would be expected to care for children to allow the health and social care staff member attend work.</p> <p>Fife Council Education department has provided an APP which has been offered to parents of all school children in Fife to access childcare arrangements should they be deemed essential workers.</p>

Question	Answer																		
<p>33 If staff have carer responsibilities for children and this is shared with another individual who works within or outwith the NHS, but in an essential service, what will happen in the event of issues with childcare while schools remain closed?</p>	<p>In this situation practical steps can be offered by your local authority to assist with child care. If you do not live in Fife, check with your school or local Education Department.</p>																		
<p>34 What guidance on payment of additional hours under AfC is available?</p>	<p>Overtime will be payable to all staff up to Band 7 at time plus a half (or double time on a public holiday). Part-time staff working additional hours will be paid at their normal rate until they reach 37.5 hours in one week. Any hours worked over 37.5 in one week will be paid at overtime rates.</p>																		
<p>35 What guidance is available for payment under AfC for hours worked in evenings, nights and weekends?</p>	<p>Where staff are required to work to cover services in the evening, at night or over weekends they will receive unsocial hour's payments as outlined in the table below:</p> <table border="1" data-bbox="614 1294 1334 1798"> <thead> <tr> <th colspan="3" data-bbox="614 1294 1334 1346">Unsocial hours payments</th> </tr> <tr> <th data-bbox="614 1346 852 1603">Pay band</th> <th data-bbox="852 1346 1091 1603">All time on Saturday (midnight to midnight) and any weekday after 8pm and before 6am</th> <th data-bbox="1091 1346 1334 1603">All time on Sundays and public holidays (midnight to midnight)</th> </tr> </thead> <tbody> <tr> <td data-bbox="614 1603 852 1653">1</td> <td data-bbox="852 1603 1091 1653">Time plus 50%</td> <td data-bbox="1091 1603 1334 1653">Double time</td> </tr> <tr> <td data-bbox="614 1653 852 1702">2</td> <td data-bbox="852 1653 1091 1702">Time plus 44%</td> <td data-bbox="1091 1653 1334 1702">Time plus 88%</td> </tr> <tr> <td data-bbox="614 1702 852 1751">3</td> <td data-bbox="852 1702 1091 1751">Time plus 37%</td> <td data-bbox="1091 1702 1334 1751">Time plus 74%</td> </tr> <tr> <td data-bbox="614 1751 852 1798">4-9</td> <td data-bbox="852 1751 1091 1798">Time plus 30%</td> <td data-bbox="1091 1751 1334 1798">Time plus 80%</td> </tr> </tbody> </table>	Unsocial hours payments			Pay band	All time on Saturday (midnight to midnight) and any weekday after 8pm and before 6am	All time on Sundays and public holidays (midnight to midnight)	1	Time plus 50%	Double time	2	Time plus 44%	Time plus 88%	3	Time plus 37%	Time plus 74%	4-9	Time plus 30%	Time plus 80%
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Question	Answer
36 Will on-call be a feature of these working arrangements?	It may be necessary to introduce On Call arrangements in advance of moving to the formation of a rota, for work outwith usual duties or in addition to a rota to facilitate “fall out” or back up to the rota, once operational. In such circumstances staff will be paid on-call allowances as defined within the Agenda for Change Handbook.
37 I have travelled from a country previously named a ‘risk area’. Can I come to work?	Yes, if you do not have any symptoms of COVID-19. Any travel abroad should be in line with advice as published by the Foreign and Commonwealth Office and keep your manager informed.
38 What is shielding?	The Scottish Government/NHS in Scotland have started to write to individuals that fall within the 12 week shielding definition. These people must stay at home for at least 12 weeks. Those members of NHS Fife staff who receive a letter are asked to contact their line manager to discuss if it is feasible for them to work from home. They may be asked to send a picture of their letter to their manager. NHS Fife does not expect these vulnerable members of staff to physically come into work. No referral to Occupational Health is needed as no work-place modifications are needed.
39 I am having trouble with my face due to wearing masks so much, what can I do?	Make sure you moisturise regularly but not within 30 minutes of donning a mask. You should try to make sure you moisturise regularly when off shift. When washing your face, use a gentle cleansing product and pat your face dry; moisturise before sleep. If you continue to have significant problems or your skin breaks down you should inform your manager, and contact Occupational Health on 01592 729401 (extn 29401) using option 3 or email fife-uhb.occhealth@nhs.net

Other practical help

The Department for Work and Pensions (DWP)

- New Universal Credit claims will all be done online and will not require ID verification to kickstart payments – this will be done retrospectively once we are out of the pandemic.
- Pension information for returners: <https://pensions.gov.scot>
- Disability benefits reassessments and benefit reviews are all postponed for now.
- All job centres are closed except to most vulnerable and by invitation only. People are encouraged to go online in the first instance and only use a phone if they have no other option.

Local hotel accommodation for staff

For staff who cannot go home we do have residential accommodation and some local hotels have offered their services. Contact your manager or clinical lead for further information.

Many local businesses are donating food and arrangements are in place to deliver this to 'red wards'.

Stagecoach buses

Stagecoach buses will be changing their services across Fife from Wednesday 1st April. These changes will introduce more early morning services and improved connections between services.

New timetable from 01Apr2020: <http://stge.co/TrEH30qtPsC>

Xplore Dundee emergency timetable from 30Mar2020: bit.ly/XDCovid19

AA free breakdown service

The AA is launching a free breakdown service for NHS workers during the Coronavirus (COVID-19) crisis.

NHS staff who break down on their way to or from work will be able to call for help, whether or not they are an AA member. A dedicated NHS hotline has been set up on 0800 0725064. The service, which is available to anyone with an NHS ID, includes free recovery to and from work as well as help if they break down at home. To find out more visit: www.theaa.com/about-us/newsroom/aa-keeps-nhs-workers-on-the-move

Citizen's Advice

www.cabfife.org.uk/get-advice

Fife Carers

www.fifecarerscentre.org/contact-us.html

HealthSHIP

A website that allows Healthcare students to offer their support to frontline NHS staff for tasks such as childcare, pet care, grocery shopping and medicines pickup. Students sign up with their contact info, location, and preferences while staff create similar profiles with their needs. Staff can then post their specific requirements (for example, I need childcare from 5-7 tomorrow) on our task board and students (or staff!) can offer their help. Registering is simple. Just visit <https://healthship.org/login> and click to register.

Family Friendly Human Resources Policies

Check the Intranet for HR policies which may be of help and remember, you can speak to your manager.

A-Z of COVID-19 help at a glance

Absence	Recording of Special Leave for COVID-19. There are 5 categories for absence reporting, queries to Fife-UHB.SSTS@nhs.net
Anger	See Feelings
Anxiety	Check this website: www.mind.org.uk and check this website: www.nhs.uk/apps-library/big-white-wall/
Autism	Caring for those with Autism – see Neurodiversity
Bereavement	See NHS Fife Bereavement Support Leaflet
Brave space	See Listening Service to access a ‘Brave Space’ where you can voice fears, concerns, worries and hopes without fear of criticism – see NHS Staff Listening Service Leaflet.
Burnout	Check this website: https://www.helpguide.org/articles/stress/burnout-prevention-and-recovery.htm . Also, see Talk below.
Coping	There is no right or wrong way of coping in this very abnormal situation; see Talk below for someone to talk to and see Staying Safe and Well a Self Care Guide for Staff Looking After Patients with Coronavirus – see COVID-19 Resources: https://learn.nes.nhs.scot
Calm	See Mindfulness below and try out some NHS recommended Apps like: www.nhs.uk/apps-library/chill-panda/
Death/dying	See NHS Fife Bereavement Support Leaflet
Depression	Check this website: www.nhs.uk/conditions/clinical-depression/symptoms/
Detached feelings	Check this website: www.helpguide.org/articles/stress/burnout-prevention-and-recovery.htm
Disgust	See Feelings

Domestic violence	Contact NHS Fife's Gender-based Violence team on 01592 729133 or email fife-uhb.gbvtteam@nhs.net
Eating	Also see Food; for those with an eating disorder, check this website: www.beateatingdisorders.org.uk/coronavirus
Education/home education	See Kids
Emotional support	See Staff Emotional Wellbeing Leaflet. Also for more understanding on emotions check this website: www.helpguide.org/articles/mental-health/emotional-intelligence-toolkit.htm
Exercise	Check this website: https://patient.info/news-and-features/how-to-exercise-at-homein-isolation
Exhaustion	See Feelings and Sleep
Food	See Nutrition
Feelings	Negative feelings of detachment, guilt, shame, disgust, feeling overwhelmed or angry are normal in these exceptional times; There is no right or wrong way to think, feel or respond. See Talk below and Staying Safe and Well a Self Care Guide for Staff Looking After Patients with Coronavirus – see COVID-19 Resources: https://learn.nes.nhs.scot
Guilt	See Feelings
Home working support	See Top Tips for Home Working Leaflet
Home education support	See Kids
Home isolation	See Psychological Distress and Coronavirus – see COVID-19 Resources: https://learn.nes.nhs.scot
Images on self-care	If you have no time/ do not want to read anything – see Self Care: Stress, Coping and Resilience.
Intensive care	See Coping with Coronavirus: Advice for ICU Health Care Staff – see COVID-19 Resources: https://learn.nes.nhs.scot

Insomnia	See Sleep
Irritability	Check these websites: www.helpguide.org/articles/stress/burnout-prevention-and-recovery.htm and www.mind.org.uk
Joy	Try to find the smallest modicum of joy in your day. At the end of the day, ask yourself what your best 3 moments of joy or positivity were. Use the Headspace App (www.headspace.com) to practice the gratitude meditation which helps you to focus on the positives.
Kids	Check these websites: https://young.scot/campaigns/national/coronavirus and www.mentalhealth.org.uk/coronavirus/talking-to-children .
Listening service	Email fiona.jack2@nhs.net or text 07813340137 and leave your name for a call back within 1 day for a Listener to speak to you.
Maggie's centre	This building opposite the VHK main entrance is being used for Staff Support, please drop-in. Look out for other Staff Support Centres at QMH, Lynebank, Whyteman's Brae and Stratheden.
Mental health	Check these websites: www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak and www.helpguide.org/home-pages/coronavirus-mental-health.htm and www.mind.org.uk
Mindfulness	See COVID-19 and Mindfulness resource at www.mindfulnessinitiative.org and check this website: https://patient.info/mental-health/stress-management/mindfulness
Moral injury	Distress that you feel when your core values, morals or ethics are challenged; There is no right or wrong way to respond. See Talk below.
Neurodiversity	Check this website: www.scottishautism.org
Nutrition	See Nutrition During Pandemic leaflet
Obsessive Compulsive Disorder	Check this website: www.ocduk.org/ocd-and-coronavirus-top-tips

Overwhelm	See Feelings
Positive	See NHS Fife Live Positive Toolkit
Panic	Try the 10 Second Stop and check this website: www.mind.org.uk
Quiet	See Maggie's and Listening Service above. Also remember the Haven and the Sanctuary are open for staff to find a quiet peaceful space.
Rest	See Sleep
Reflection	Reflect in a quiet place. Drop in to the staff support centre at Maggie's opposite the main entrance to VHK for a reflective space and someone to talk to.
Safe space	See Listening Service to seek a confidential reflective discussion on your experience/ current situation and how it may be affecting you. See Talk below.
Self-care	See Self Care During COVID-19 – see COVID-19 Wellbeing Resources: www.ics.ac.uk
Self-harm	Speak to someone soon; See Talk below; call Samaritans free from land line or mobile whether or not you have any credit left on 116123.
Shame	See Feelings
Sleep	Check these websites: www.nhs.uk/live-well/sleep-and-tiredness/ and www.nhs.uk/conditions/insomnia/ and www.sleepfoundation.org/sleep-guidelines-COVID-19-isolation
Staff support centre	Drop-in when you need some quiet time, or need to talk without being judged at Maggie's opposite the VHK main entrance. Look out for other staff support centres being set at QMH, Lynebank, Whyteman's Brae and Stratheden.
Stress	See Self Care During COVID-19 – see COVID-19 Wellbeing Resources: www.ics.ac.uk
Thoughts	Having bad thoughts/disturbing ruminations/worrying or intrusive thoughts try the 10 Second Stop.

Talk	Need to talk? Contact Occupational Health counselling or drop into the staff support hub at Maggie's opposite the main entrance to VHK. Other staff support hubs are available at QMH, Lynebank, Whyteman's Brae and Stratheden.
Umbrella	Use your metaphorical umbrella in stressful times see the 10 second stop technique.
Violence	See Domestic Violence
Worried	Check this website: www.helpguide.org/articles/anxiety/how-to-stop-worrying.htm . See Talk above.
You	Take care of you – see Staff Emotional Wellbeing Leaflet

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