resources for autism

Resources for Autism
Covid 19 Outbreak Control Plan

> # Easy to use guidance for opening and delivery of services.

Informed by Local and National Guidance, this plan aims to inform Resources For Autism (RfA) safe delivery of operational services during the COVID-19 global pandemic. The plan covers all of RfA's services inclusive .: School Integration Project (Orange House), Adult groups, Youth clubs, Play Schemes, Community Support (at home or in community), Therapies, and Reach Out volunteering. The plan also includes office activity within the London premises of 858 Finchley Road, this also includes the office and office staff, including any face to face support at home or in the community support or sessions.

Staff members that this guidance relates to: Head of services, Managers, Support Workers, Leaders, Deputy Leaders, Co-ordinators, Volunteers, Therapists as well as service users and their careers.

All staff are responsible for the implementation of the actions in this plan. All staff should read this and complete the checklist before every session. Managers and leaders should encourage staff to read and carry out actions.

Managers can ask to see this completed as evidence that these have been carried out.

Date: 4 November 2020

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1. Important Numbers

Always have an up to date contacts, if you have suspected COVID-19 case.

Who?	When and What for?	Contact details
Marta Garcia- Service manager **Iris Korczyn –Head of services** **Maria Baldwin – Head of workforce**	For general support on staffing, workforce issues, admissions and information, requesting PPE, requesting support with testing. Report any suspected Covid-19 cases.	= 07891 476293 Marta@resourcesforautism.org.uk Maria@resourcesforautism.org.uk
Local Authority: Public Health	For health protection and infection control advice	Look out for Local Borough Number See Appendix x for more info
Public Health England, London Coronavirus Response Cell (LCRC)	For the purpose of early identification of a possible outbreak, we are asked to notify about any **possible** COVID-19 cases **except** when there is already an outbreak established.	0300 303 0450 or LCRC@phe.gov.uk
NCL CCG Infection prevention and control support	Advice and guidance regarding Infection Prevention and Control	Mon-Fri 9-5: 020 3816 3403 nclccg.covid-19infectioncontrol@nhs.net
NHS 111	Urgent clinical advice for anyone displaying symptoms of COVID-19 if they cannot get through to their own GP.	**NHS 119**

Who is responsible	2. Infection prevention and control:	
All Staff at All time	**Risk Assessment** Carry out and implement actions from this check list For more in-depth COVID-19 risk assessment which includes the risk matrix please see here (for Manager use) Combined Risk assessment_Covid19 2020 Updated Oct 2020.pdf	
All staff	**Hand hygiene** Regular handwashing is essential for everyone. Soap and water or alcohol gel can be used for cleaning. Remember to **avoid touching your face, eyes and mouth** if possible.	
All staff	**Coughing and sneezing** Cover the mouth, make sure there is somewhere for the safe disposal of tissues and a supply of new ones, wash hand after coughing or sneezing onto them. Some service users may require help with hand and respiratory hygiene.	
All staff	**Visuals** Should be used and displayed in any venues for constant reminders and prompts. Visuals and posters are displayed in every area RfA uses and can be found here- https://resourcesforautism.org.uk/autism-friendly-covid-19-resources/ Community support workers to use portable symbols and jigs. Also, found in the link. These need to be printed and laminated before the visits or sessions.	
All staff	**Hand gel** Alcohol based hand rub is available in every room and communal area. Staff working with service users have access to individual hand gels and kept on their person for safety. Community support should have their personal supplies and kept on them for safety.	
All staff	**Cleaning** Remember to clean frequently touched areas and surfaces, these include - (e.g. door handles/plates, grab rails, light switches, chairs) These will require more frequent cleaning throughout the seasons and in-between group/bubbles or individuals. **Community support** - should also be cleaning these areas when in service user's homes.	

	Social Distancing	
All staff	Whenever possible staff should stay at least **2 metres (3 steps) away** from the person they support and ensure they are wearing a face covering • All staff should be practicing social distancing with each other. (Across all settings) • Where service user needs physical support and social distancing is not possible, it should be for the shortest time possible.	
All staff	Where social distancing is not possible (e.g. on transport, personal care, physical support), face coverings must be used where appropriate and not triggering.	
All staff	Support in the community should be considered if they need to use public transport and should avoid if possible. • If public transport is needed to carry essential work then following national guidelines is essential. • Community visits using private transport (our mini bus) should ensure adequate space and ventilation, this means implementing social distancing on private transport (our mini bus) meaning bus is only half full, and windows are open if safe to do so and face coverings are worn.	
=	Any activities involving touch (such as personal care), PPE needs to be used.	
All staff	Do not share or exchange personal belongings such as cups and water bottles.	
	Personal Protective Equipment (PPE)	
.	PPE Should be worn this includes: • Face coverings/face protection when providing support indoors and outside regardless of distance. • Face coverings/face protection when providing direct care • Face coverings/face protection must be worn when moving around in the office • Single use apron and gloves (for any personal care) • Single use surgical mask and eye protection/face protection • Once direct care is finished dispose of PPE and use fresh PPE when going back into the session.	
All staff	Staff/ should **assess the risk for each activity** where PPE is problematic for the person being supported.	
All staff	Use face masks wh.ere appropriate and not triggering until you need to remove it (e.g. to drink or eat), both to reduce risk to you and to make it easier for you to conduct your usual care.	
All staff	If you remove PPE then discard of it safely and use fresh PPE	

All staff	Ensure that staff/you are clear about putting on, wearing and taking off PPE (posters and videos for donning and doffing PPE can be found [here](#)).	
All staff	Regularly monitor PPE stock and ensure you have enough for each group/session. Community support worker can purchase their own PPE and claim back money on expenses **For any requests for PPE contact gavin@resourcesforautism.org.uk**	
=	**Use of indoor spaces**	
All staff	Have you put up additional signage to ask service users and carers not to enter the building if they have symptoms? If feasible have someone on the entrance asking these questions before someone enters the building.	
Leaders	Have you Implemented a **system to support the flow** of service users through the site? We recognise this may not be feasible in some settings. Examples of a system to support the flow of people in the building would include: • A hand hygiene station at the site entrance • Markings and visual reminders to support people to maintain social distancing • A separate entrance and exit • Use different doors for different services e.g. back door for deliveries, Arranging tables to support social distancing • Restrict the number of service users on site • Ensure the space is well ventilated, open windows and door where safe to do so.	
Leaders Community support -	Make a list of unnecessary items and soft items/furnishing that need removing including items that are hard to clean, such as those with intricate parts, and remove soft furnishings (e.g. cushions, rugs, blankets/sand/building blocks/Lego).	
	Food provision	
Leaders to implement. Community support All other staff	• At meal times/snack service users should be sat at 2 metres apart when eating. • Staff should also maintain social distancing unless service user needs support. • Wherever possible avoid sitting opposite, especially when eating. • Lunch and snack preferably brought from home.	

	If RfA are providing any snack they should be individually packaged. There should be no cooking activities during this time and staff should not be cooking for the service users.	

3. Info on testing and suspected cases

PLEASE ENSURE THE ACTIONS BELOW ARE TAKEN:		*Tick*
	Suspected cases	
All staff	Have up to date COVID - 19 symptoms information. Check link for any changes • A high temperature – (a temperature ≥37.8°C OR you feel hot to touch on your chest or back) • A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) • A loss of or change in your sense of smell or taste this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal	
	Testing	
*.	Follow the guidelines 7 & 8 for testing. **Testing for staff with symptoms of COVID-19:** • Any staff member who has symptoms of COVID-19 should be sent home, given isolation advice, and advised to arrange a test via essential worker portal here • If a staff member has symptoms of COVID-19 and tests negative, they can return to work once they have recovered from their illness (as per national guidance)	
Manager/ leaders	Please ensure staff have given their **consent** for their manager receiving any test results they have had carried out relating to Covid 19.	
Managers/ Leaders	Identify if any staff members need to self-isolate because they have been exposed as a direct contact to the person who has symptoms. If in doubt contact PHE This process must take effect immediately as there may be delays in National Track and Trace Service This is a direct contact	

A 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). For example, a contact can be:

- people who spend significant time in the same household as a person who has tested positive for COVID-19
- sexual partners
- a person who has had face-to-face contact (within one metre), with someone who has tested positive for COVID-19, including:
  - being coughed on
  - having a face-to-face conversation within one metre
  - having skin-to-skin physical contact, or
  - contact within one metre for one minute or longer without face-to-face contact
- a person who has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes
- a person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle or plane near someone who has tested positive for COVID-19

One or more people tested positive for Covid

Managers	**If you have one or more people tested positive for Covid 19 within the 7 days of attending RfA.** **Contact** the Public Health England London Coronavirus Response Cell (LCRC) on 0300 303 0450 or LCRC@phe.gov.uk **Inform** the relevant person in your Local Authority (Managers/Head of Service/CEO) + • LCRC test and trace team will contact you when a person with a positive test is identified as a staff or service user through the NHS Test and Trace system. • LCRC will be able to advise on next steps for contact tracing. • Local Authorities will be able to provide further advice and support • If necessary, the LCRC may convene an outbreak incident management team. • For a large outbreaks Local Authority may discuss ways to implement mass testing of your staff and users.	
	Urgent support	
All staff	If anyone needs clinical advice call **111* Star 6** this will put you in contact with a Clinician in NHS 111	
All staff	In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.	
Managers	For the purpose of early identification of a possible outbreak, notify **London Coronavirus Response Cell (LCRC)** about any **possible** COVID-19 **except** when there is already an outbreak established.	

4. Checklist to prepare before delivery of session		
PLEASE ENSURE THE ACTIONS BELOW ARE TAKEN:		*Tick*
	Appropriate venue	
All staff	**Size** • Check that venue/room size is suitable for amount of staff and service users and staff are able to implement social distancing measures. • Community support should try to support outdoors • If in the family home ensure room is big enough for the amount of people it has in it. • Family members or other persons may be asked to leave the room and only have who is needed for the session.	

Leaders and Group Co-ordinators/Adult Managers	**Group Size** • Note the numbers in groups are different for under 18s and Over 18s • For under 18s must not be more than 15 plus staff • For over 18s must not be more than 15 including staff	
.	**Ventilation** • Windows should be open, unless it's unsafe.	
All staff	**Cleaning**. • Community support should have prior arrangement with family about the use of cleaning products available to them. • Community support can also carry on their person cleaning wipes • Community support should wipe areas over before and after they have used an area. • Using venues – staff should wipe and clean surfaces before and after use. • Clubs and schemes may allocate a designated person to take this task on.	
Leaders	**Dedicated spaces** • For service user to have temperature checks safely on arrival. • A designated station for PPE and social stories • Designated handwashing station.	
	Up to date information of anyone attending the session	
Leaders Community support coordinators	**Aware of staff bubbles** • Only using staff allocated to your bubbles as far as possible We recognise that in certain events, where not doing so may have a detrimental impact on service user accessing the service, staff bubbles may not always be consistent. This can only be done in agreement with a Service Manager or Head of Service.	
All staff	**Fixed Bubbles** • Staff need to decide if they are in an "office" based bubble or a "frontline contact" bubble and as far as practical not mix these bubbles. • If staff do have to0 cross bubbles they should be aware they are doing this and be even more careful	
All staff	**Up to date information on service users** • All laminates are up to date with emergency contact details and readily available.	
All staff	**Identification of high risk service users and staff** • Awareness of those who are potentially at risk of contracting COVID of poorer outcomes from being ill. Examples, BAME background, over 60 years, those with underlying health conditions. • Assessing the risks associated with those individuals and identifying actions to minimise risks.	

	• . • Creating separate individual RA on SU for specific behaviours that create risk of infection to self or others.	
	Relevant PPE is stocked Contact **gavin@resourcesforautism.org.uk**	
All staff	**Hand gel** Alcohol based hand rub is fully stocked and in date Community support workers can collect from the office when need.	
All staff	**Face masks** Bin available for disposal Community support workers dispose of your PPE responsibly. (Always remove ear loops before disposing of them) People may find being approached by someone wearing **PPE frightening** - please confirm that your staff must wear a lanyard with a laminated badge with ideally photo, name and role on it for attendees of the service	
All staff	**Signs, posters and videos** • Be aware how Covid spreads and watch video https://english.elpais.com/society/2020-10-28/a-room-a-bar-and-a-class-how-the-coronavirus-is-spread-through-the-air.html A range of posters are available to increase awareness around handwashing – these can be found here: Poster Handwashing for Printing An easy read e- version is available HERE Community support workers to have these on their person a range of symbols and jigs, keyrings.	
	Health and Safety	
All staff	**Cleaning** Cleaners and any staff undertaking cleaning activities including helping service users to clean themselves should receive Infection Prevention and Control training. See **e-learning course**. Videos on how to put on PPE and take it off can be found in this **link.** For more information about COVID-19 infection control see **quick0 guide.**	
	Nominated staff member Have a member of staff trained and nominated to co-ordinate a guided response to the outbreak. See resources section for the roles and responsibilities.	
All staff	**Emergency procedure** • In an emergency, for example, an accident, provision of first aid, a fire or a break-in, people do not have to stay socially distanced if it would be unsafe. If giving first aid or assistance to someone	

	suspected of COVID-19, the first-aider should be encouraged to contact the NHS test and trace service.	

5. Checklist to prepare for during the session		
PLEASE ENSURE THE ACTIONS BELOW ARE TAKEN:		*Tick*
	Staff arrival	
Leaders to implement Office staff Community support	**Temperature** • All staff must have their temperature taken on arrival to any RfA working environment. • Staff working in the community should take their own temperature if they can or assess how they are feeling before any support work takes pace. • <mark>All staff attending any group or venue must be accounted for in writing and this information be immediately accessible</mark>	
All staff	**Infection control** All staff and volunteers working in service user's homes or any RfA venues should do the following at the start of the day: • Wash hands • Check PPE equipment is ready to use and available. • Put on PPE • Open window where safe to do so. • Venue is adequate for support, enough room, big enough for the amount of service users. • Look at how staff will work and move around the facility to minimise contact and maintain social distancing. • Implement a one way system where possible. In group setting the leader can allocate some of these tasks to a named individual.	
	Service users arrival/start of session	
All staff	**Health checks** All service users on arrival to a venue must - • Be asked if they are feeling well (parent/carer may need to answer for them) • Need to have their temperatures taken • Need to wash their hands, or use sanitiser when entering the venue. • Offered ppe and shown social stories and Covid information. Which is set up and ready by the door.	

	• Community support workers must ask service users/parents/carers the questions on the home support checklist before support commences. Community Support COVID 19-RA Checklist final draft	
All staff	**Daily observation** Checking all service users for symptoms to identify any potential infection threats. You should consider taking service users' temperature and keep records for both service users and staff. **If a service user has COVID-19 symptoms** they should not be allowed access to RfA services. These people and their carers should be advised to follow .	
All staff	**Prompts and reminders for maintaining hygiene** Our service users may need help or reminders to **wash their hands**, and posters should be up by every sink supporting washing hands. • Use signs in bathrooms as a reminder and demonstrate hand washing. • Alcohol-based hand sanitizer can be a quick alternative if they cannot get to a sink or wash their hands easily but remember to store this safely as to avoid ingestion. • Support staff should wear bum bags to store and keep individual supplies of any PPE and communication aids. • Service users attending groups should have sanitised boxes to store individual equipment and activates to avoid cross contamination. Community support should have symbols and visuals per service user if they are unable to properly clean any resources.	

6. Checklist to prepare for after the session

PLEASE ENSURE THE ACTIONS BELOW ARE TAKEN:		*Tick*
All staff	Encourage service users to wash hands or sanitize before leaving the premises. Community support workers should encourage service users to wash their hands at the end of their session.	
All staff	Staff to wash or sanitize their hands when leaving the premises.	
All staff	Wipe down frequently touched surfaces e.g. door handles, table tops, light switches. This also for community support when working in service users homes.	
All staff	Dispose of PPE safely. Take off ear hoops when disposing of face masks.	

All staff	Replenish PPE and cleaning equipment.	
Leader	Ensure staff registers are completed appropriately and add any forgotten names. Community support should ensure they have a record of their visits each day.	

7. Key Guidelines

'General Guidelines' should be followed **at all times** to reduce the risk of contracting COVID-19. Keep up to date with announcements and advice on GOV.UK and follow the latest advice.

	Guidelines	Link
1.	Working safely during the coronavirus (COVID-19) outbreak	https://www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm
2.	Social Care Institute for Excellence "Delivering safe, face-to-face adult day care"	https://www.scie.org.uk/care-providers/coronavirus-covid-19/day-care/safe-delivery
3.	Guidance on cleaning of non-healthcare settings outside the home	https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings
4.	Staying Alert and Social Distancing	https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing
5.	Face Coverings	https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home#face-coverings
6.	Personal Protective Equipment (PPE) guidance for staff providing close personal care in direct contact with the person	https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care
7.	NHS Test and Trace Guidance	https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance
8.	Guidance on coronavirus testing, including who is eligible for a test and how to get tested.	https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested
9.	Guidance for food businesses on coronavirus	https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19
10.	Guidance for transport operators to provide safer transport	https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators
11.	Safer travel guidance for passengers	https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers
12.	Covid 19: The adult social care risk reduction framework	https://www.gov.uk/government/publications/coronavirus-covid-19-reducing-risk-in-adult-social-care/covid-19-adult-social-care-risk-reduction-framework
13.	Guidance on shielding and protecting extremely vulnerable	https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19

8. Further Guidance and Resources

Safe use of PPE

Public Health England

COVID-19 Safe ways of working
A visual guide to safe PPE

General contact with confirmed or suspected COVID-19 cases

Eye protection to be worn on risk assessment

Fluid resistant surgical mask

Disposable apron

Gloves

Wash your hands before and after patient contact and after removing some or all of your PPE

Clean all the equipment that you are using according to local policies

Use the appropriate PPE for the situation you are working in (General / AGPs or High risk areas)

Take off your PPE safely

Take breaks and hydrate yourself regularly

Aerosol Generating Procedures

Eye protection eye shield, goggles or visor

FFP3 or FFP2 respirator

Long sleeved fluid repellent gown

Gloves

For more information on infection prevention and control of COVID-19 please visit:
www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control

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Guide to donning and doffing standard Personal Protective Equipment (PPE)

for health and social care settings

Donning or putting on PPE

Before putting on the PPE, perform hand hygiene. Use alcohol handrub or gel or soap and water.
Make sure you are hydrated and are not wearing any jewellery, bracelets, watches or stoned rings.

1 Put on your plastic apron, making sure it is tied securely at the back.

2 Put on your surgical face mask, if tied, make sure securely tied at crown and nape of neck. Once it covers the nose, make sure it is extended to cover your mouth and chin.

3 Put on your eye protection if there is a risk of splashing.

4 Put on non-sterile nitrile gloves.

5 You are now ready to enter the patient area.

Doffing or taking off PPE

Surgical masks are single session use, gloves and apron should be changed between patients.

1 Remove gloves, grasp the outside of the cuff of the glove and peel off, holding the glove in the gloved hand, insert the finger underneath and peel off second glove.

2 Perform hand hygiene using alcohol hand gel or rub, or soap and water.

3 Snap or unfasten apron ties the neck and allow to fall forward.

Snap waste ties and fold apron in on itself, not handling the outside as it is contaminated, and put into clinical waste.

4 Once outside the patient room. Remove eye protection.

5 Perform hand hygiene using alcohol hand gel or rub, or soap and water.

6 Remove surgical mask.

7 Now wash your hands with soap and water.

Infection Control Link/outbreak control coordination

Controlling the spread of the virus is the responsibility of all RfA staff. However, in order to ensure that there is appropriate coordination between us all, certain central responsibilities have been disseminated between members of the Leadership Team..

Key roles and Responsibilities	Leader(s) Responsible
Liaises between their team and other infection control teams e.g. the LCRC, Public Health	CEO/Relevant Head of Service
Act as a resource for colleagues e.g. disseminating information on policies and procedures	Head of Workforce/Head of Quality
Help to identify local infection control problems/issues	CEO/Heads of Service/Head of Quality
Ensures that service users and carers are informed of infection control practices as necessary	CEO/Heads of Service/Head of Quality
Regularly attends Infection Control Link meetings or updates	Head of Workforce/Business Manager
Updates and extends own knowledge of infection control.	All Leadership Team

Name of Infection Control Link Person: ……Dolyanna Mordochai, CEO…………………………………………………………………..

Signature and Date: ……………………19th November 2020……………………………………………………….

Testing

As per Government's announcement, all care settings are eligible for testing, all their service users and staff, regardless of symptoms. If not done yet, it is vital for care settings to apply for testing though the national portal
.

Who can get tested?

The following groups are eligible for testing nationally:
- Anyone over the age of 5 who has **symptoms**
- Those living with dementia, adults with learning disabilities or mental health problems **regardless of whether if they have symptoms**
- NHS workers and patients without symptoms, in line with NHS England guidance
- .

How to access testing?
- For care workers, service users (with symptoms) tests can be accessed via the national portal. More information can be found here.
- We recognise the national portal does not always respond within a 3-day window. We are working up a plan with NHS colleagues in NCL to support agile testing of residents at home / supported living schemes using local testing capacity.

Testing: capacity and consent

- Consent should be gained before administering a test. If consent is not given, then a test should not be taken
- http://www.northcentrallondonccg.nhs.uk/testing-for-care-home-staff-and-residents..0

What to do if someone refuses a test?

- Testing is one part of a wider COVID management process (all infection prevention control precautions, PPE, Social distancing)
- Consider monitoring those people more closely or more frequently

What to do if someone lacks capacity / will not consent to socially distance?

- Keep service users up to date:
  – service users may not have access to the same range of information as you
  – Allow time to explain changes to the service user's routine. Use supportive tools as necessary
- Plan how best to use the facilities to keep all residents safe
- Ensure regular cleaning of shared spaces that the service user continues to enter
- Limit access to shared spaces where possible

Below are some things to consider supporting your own wellbeing:

- These times are temporary, and things will get better
- Consider and acknowledge how you are feeling and coping, reflecting on your own needs and limits
- Ask for help if you are struggling. Asking for help when times are difficult is a sign of strength
- Stay connected with colleagues, managers, friends and family. Where possible do check on the needs of colleagues and loved ones
- A lot of things might feel out of your control at the moment. It can help to focus on what we can control rather than what we cannot
- Acknowledge that what you and your team are doing matters. You are doing a great job!
- Choose an action that signals the end of your shift and try to rest and recharge when you are home

RFA Support

- Access to Free Yoga sessions with Natasha Malik (nmalik73@hotmail.com)
- Free access to the Mindfulness app Hi-Chi
- Staff coffee breaks and monthly staff music jams.
- Recommendations of well-being related websites, books, apps and podcasts
  Access to 1:1 Counselling

    …

Employee Assistance Programme (EAP)

RFA has set up an EAP to support all members of the organisation.
An EAP is an employee benefit programme which is intended to help employees deal with personal problems that might adversely impact their work performance, health and wellbeing . Part of this support is the comprehensive telephone helpline available 24 hours a day, 7 days a week offering practical and emotional support including : counselling and emotional support (which could be family issues, bereavement, trauma and stress related matters), to tax information, money management and personal legal information.
It is completely confidential and not only can staff access this support but family members can too.
There is an EAP app which staff can download and make ease of access to relevant information even faster.

" Check-ins"

An informal approach with a softer touch throughout all levels of the organisation of regularly " checking-in" with your colleagues by doing 2 things: Asking " How are you doing?" and then by actively listening. This is done during team meetings, during supervision either one-to-one or in a group or by setting up " coffee catch up" moments.

Urgent Support:

- Urgent **BEHMHT Crisis Resolution Team.** If you require crisis mental health intervention and support please contact the BEHMHT (Barnet, Enfield and Haringey Mental Health Trust) Crisis Resolution Team by calling **020 8702 4040**

- **Good-Thinking's** Urgent Support page has numbers and links to help you access urgent support,

- **1:1 Mental health support** 24 hours a day: Text FRONTLINE to **85258** for a text chat or call **116 123** for a phone conversation

- **19 Bereavement Support and Counselling Service.** If you or anyone you know struggling with bereavement please go to or call 020 8016 0016 Mon- Friday 10am – 2pm or email.

To speak to someone:

- **Barnet Wellbeing Hub** For people who would like mental wellbeing support, Barnet Wellbeing Hub or call **03333 449088** or email info@batnetwellbeing.org.uk.

- **Mind in Barnet IAPT** (Improving Access to Psychological Therapies) are offering counselling support. Call **020 8343 5703** or email Counselling@MindinBarnet.org.uk.

- **Let's Talk IAPT in Barnet** (Improving Access to Psychological Therapies) offers assessments and short-term therapy for people with mild to moderate low mood or anxiety to people aged 16 and over registered with a Barnet GP. Visit here or call **020 8702 5309.**

- **SilverCloud free online CBT (Cognitive Behavioural Therapy)** If you are experiencing anxiety, stress and sleep difficulties, SilverCloud are providing a free online CBT (Cognitive Behavioural Therapy) support programme. Visit their website here.

- **NCL in Mind – wellbeing and mental health during COVID-19** a wellbeing and mental health project to connect and support the North Central London health and social care workforce during the COVID-19 outbreak. Visit here or email nclinmind@tavi-port.nhs.uk

- **Employment or benefits** support visit BOOST . or call 020 8359 2442.

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Further resources:

- **Barnet Council's mental health and wellbeing resources.** There are a number of local and national sources of support and advice to help you maintain good mental health and wellbeing should you be feeling anxious, under too much stress, having trouble sleeping, or struggling to cope. See the range of resources here.

- **One You** is designed by Public Health England here to help to get healthier and feel better with free tips, tools and support. Further information: https://www.nhs.uk/oneyou/

- **The stigma of COVID-19** can cause distress and isolation. Learn how to fight it here.

- Building your own resilience, health and wellbeing website is a resource from Skills for Care

- **Reflective debrief after a death:** Support carers to take time grieving and reflecting together about the person that has passed away, what happened leading up to the death, what went well, and what didn't go so well, what could have been done differently, and what needs to change as a result of the

reflection – Resource from 'What's Best for Lily' by UCL Partners. Find out how to do this by downloading resources here.

- **Care Workforce COVID-19 app:** Get information and advice, swap learnings and ideas, and access practical resources on looking after your own health and wellbeing. Signup here or download the app using an Apple or Android phone.

Things to be re added – before the session starts

00ifying actions to minimise the risks