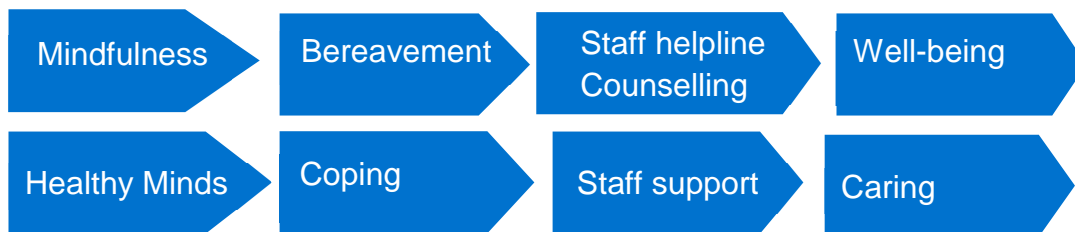


Friday 19th June 2020

Care Home Edition 2

Care@Home newsletter

Supporting people living with frailty and experiencing escalating needs during Covid-19



The Care@Home work stream is leading on the organisation of our COVID-19 response for care homes and the frail elderly at home in Bradford district and Craven.

We are working with key NHS, local authority, VCS and independent sector partners to keep as many of these patients at home as possible and are working directly with care homes to support them in a different way for the next few months.

We are introducing practical pathways for managing people that get sick in care homes, and frail elderly who get sick in their own homes - with covid, or non-covid related illness.

If you have any questions or feedback about this newsletter, or suggestions for articles to include, please contact Walter O'Neill - walter.oneill@bradford.nhs.uk

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1. Welcome

Bradford district and Craven Clinical Commissioning Group and the Local Authority would like to thank the staff of each and every one of our care homes for the sacrifices they have made in continuing to provide residential and nursing care to our most vulnerable residents, who are all our mothers, fathers, brothers, sisters and loved ones.

The Care@Home workstream recognises the impact this caring role takes on everyone's mental wellbeing and so this and future editions of the Newsletter will include information on sources of support that are available to care home staff and managers, particularly from services that are available locally, or easily and freely accessible online.

In collating this information, Care@Home has been guided by Dr Sari Harenwall, Senior Clinical Psychologist with the BDCFT Primary Care Wellbeing Service and Dr Sara Humphrey, GPwSI and clinical lead for Care@Home. Dr Humphrey says, "We should look after our mental wellbeing in the same way as our physical wellbeing. The most important thing is not to wait until something goes wrong, but to dedicate a little time each day to an exercise like mindfulness or positive thinking. If things become too much to bear alone, do get some help through the services on offer."

2. Five minutes of mindfulness



Image from: <https://www.bathingsolutions.co.uk/blog/health/how-mindfulness-can-help-those-with-a-disability/>

As we are confronted by the very real changes taking place in the world around us, being mindful can help us to cope more easily. We may be experiencing a host of new thoughts and emotions, or finding it difficult to stay focused or motivated. Mindfulness is an easy exercise that is scientifically proven to help people better manage difficult emotions.

Sometimes a little time out is just what you need. Mindfulness can help us tap into the calm and peace that lives within, provide a state of clarity and return to the present moment when dealing with heightened levels of stress and anxiety.

Mindfulness enables us to use our breath as a tool to reset our mind and physiology. Mindfulness reduces mind-wandering, improve resilience, reduce stress and negative emotions and, most importantly of all, increases happiness.

Mindfulness is easy and doesn't require any special training – just follow the steps below.

Create a Space

Find a place where you can sit, still the body and allow the mind to come to a natural place of rest. It doesn't matter too much if that's on a chair, the floor or even your bed. Simply listen to your body and pick a quiet place where you won't be disturbed or distracted. Your meditation space and posture might change from day to day, what's important is your intention to meditate.

Start small

Once you're sitting comfortably, set a timer. You can start with as little as three minutes a day, building up to ten minutes over time

Notice the breath

Start by taking deep, full breaths and exhaling slowly out of your mouth. The simple act of focusing on your breathing, following the inhalations and exhalations, helps us unwind, reset and step away from the worried mind.

Counting inhalations and exhalations out loud can help transition from faster breathing to slower, even breaths that promote relaxation. Observe the sensations this creates in the body, noticing the rise and fall of the diaphragm.

Wandering

If your mind wanders from the breath, don't worry, that's completely normal. Notice new thoughts, but then let them go, bringing your attention back to the rise and fall of the chest. When you've completed three minutes, take a moment to feel proud of yourself and note how the process made you feel.

Keep it going

Make time and space for Mindfulness in your day-to-day routine. People who meditate in the morning or integrate meditation into a consistent routine – same time, same place – are most likely to maintain their practice over time.

Experiment

Experiment with different times to see when meditation feels best for you. When you find a time that works, commit to it each day. This will deepen your practice. Five minutes every day will have more impact than 30 minutes once a week. And if you miss a day, or even three, don't fret. Simply set the intention to revisit the practice and pick up where you left off.

Mindfulness apps

A meditation app with a guided beginner's course can offer added insight and help with motivation.

- A. **Headspace**'s free 10-day Basics course has set thousands of people off on their meditation journey, <https://www.headspace.com/>
- B. **Insight Timer**'s free 7-day Learn to Meditate course comes highly recommended by users. https://insighttimer.com/meditation-courses/course_learn-how-to-meditate-in-seven-days
- C. Social care and care home staff currently have access to **SilverCloud**, **Sleepio**, **Daylight** and **Stay Alive**
Sign up using the link on the People site: <https://people.nhs.uk/help/>

3. Coping with death and grief during Covid-19

Edited from The British Psychological Society, Coping with death and grief during the Covid-19 pandemic. SUPPORTING YOURSELF AND OTHERS



Image from: <https://www.griefandsympathy.com/howtodealwithgrief.html>

Grief at any time is difficult and painful, and whilst Covid-19 may present additional challenges to the process, we also experience all of the normal pain of loss and separation. The social distancing measures required due to Covid-19 may also result in additional difficult feelings and thoughts.

A particular challenge of loss during the Covid-19 pandemic is that increasing numbers of people and households are being told to self-isolate or socially distance from friends and family. This may mean we find ourselves physically alone during this time, which can increase feelings of loneliness and abandonment. Each person copes in their own way and it is important to know that there is no 'correct' way to grieve

It is important to make some time to care for ourselves, as well as caring for other people. Returning to normal activities can help to re-establish helpful routines. It is important to eat regular meals and take adequate rest so that your body can keep going. These steps will

help you to feel more in control. Other activities such as taking light exercise or doing something relaxing, such as taking a bath or listening to soothing music, are very beneficial.

Helpful suggestions on coping with bereavement

Allow yourself time to grieve. Remember that special times, such as anniversaries, birthdays or Christmas can intensify feelings of grief after a person has died. You may benefit from extra support at these times.

If you feel like crying, don't prevent yourself from doing so. This is a normal way to release your feelings and is not a sign of weakness.

It may be helpful not to rush into decisions about your loved one's possessions and personal effects.

It can be useful to delay big decisions, such as moving house, so that you do not commit to making a change that you may not have had enough time or space to consider.

Try to stick to a healthy diet and engage in some form of exercise. Avoid unhealthy practices and dependencies such as: fast food, alcohol, medicine, drugs etc. which negatively impact on overall health and wellbeing.

As time passes, you will be reassured that any worries you had about forgetting your loved one are unfounded and that they will always be an important part of your life and memories. Keepsakes, such as photographs or other possessions, may be painful to look at early on, but can provide much comfort in the future.

If the intensity of your feelings adversely affects your daily life, do not hesitate to contact your GP.

Supporting someone who is grieving

People frequently worry about saying the wrong thing to someone who has experienced a loss and can avoid mentioning the death or making any reference to the person who has died. This often shows that a person is trying to be considerate, but it is important to remember that the bereaved person may be feeling lonely and your concern may help them to feel cared for. It is sometimes the case that simply listening can be the most helpful thing to do.

Acknowledging the death, for example, by sending a card or letter, or by conveying your condolences in person. This is particularly significant for losses during the pandemic. The normal visits to the home, attendance at funerals cannot happen, so it is important to ensure that you acknowledge the loss in different ways. We can worry about 'bothering' people, but often, it is the lack of acknowledgement that can cause the most hurt.

Spending time with the person who is grieving can provide comfort, although remember to check with them if they need some time alone. The support that you may give can be emotional, for example, listening to any worries they may have or memories/stories of the person who has died. Practical help could also be offered, such as doing shopping or cooking and serving a meal. This will be more difficult during current circumstances, so you may need to consider phoning or using social media to connect more frequently.

Understanding that if the person is expressing strong feelings, such as anger or irritability, they may not be intending to hurt your feelings.

Respecting that people may have particular cultural or religious beliefs and traditions that differ from those you hold.

Remembering significant events, such as birthdays or wedding anniversaries, may be comforting to the person who has been bereaved. Your thoughtfulness may be needed long after the funeral. Be mindful of how the person may wish to remember the event as special dates can be extremely difficult for them.

Following through with any offer of support, however, be aware that the support needed and your capacity to provide it, may change over time.

Being mindful about the impact that the bereavement may have had on you. Remember that it is okay to recognise and take care of your own needs.

4. Local services related to bereavement

<u>Service</u>	<u>Details</u>	<u>Information</u>
Bradford Bereavement Support Bradford Adult Support 16+	01274 619 522 info@bradfordbereavement.org.uk www.bradfordbereavement.org.uk www.facebook.com/bradford.bereavement	Anyone aged 16 years or above in the Bradford area who is affected by bereavement can contact Bradford Bereavement Support. Our aim is to offer, equal access to our service irrespective of sexual orientation, religion or belief, ethnic background, disability or culture. Services: Individual One to one Bereavement Counselling, Pre-Bereavement Support, Telephone Counselling (in special circumstances), Urdu & Punjabi Speaking Counsellors.
Bradford Counselling Service Bradford/ West Yorkshire For Everyone	01274 733 080 info@bradfordcounsellingservices.org.uk www.bradfordcounsellingservices.org.uk	Bradford Counselling Services is a professional voluntary sector organisation. We offer confidential counselling for people aged 13 and over.

Bradford SANDS – Stillbirth & Neonatal Death Charity

Bradford/ Nationwide
Adult Support

0808 164 3332
07876 664524
07804 694742
Bradfordsands@yahoo.co.uk
Facebook - /BradfordSands

Bradford SANDS are a local support group who can offer emotional support and practical help if your baby has died during pregnancy, at birth or shortly afterwards.

Bradford SANDS meet: 1st Tuesday of the month (7 – 9pm) At: Upstairs meeting room, Eccleshill Library, Bolton road, BD2 4SR

Bradford Teaching Hospitals Foundation Trust Chaplaincy @ St.Lukes

Bradford
In Hospital Support (for everyone)

01274 365 819
chaplaincy@bthft.nhs.uk
www.bradfordhospitals.nhs.uk

Our acclaimed chaplaincy team is made up of qualified representatives from all the major faiths and is on hand to offer spiritual and pastoral care 365 days a year to all visitors and staff throughout Bradford Teaching Hospitals NHS Foundation Trust.

Facilities include:

Christian chapel
Muslim prayer room
Multi-faith quiet room

Cancer Support Yorkshire

Yorkshire District
Support for everyone

01274 776 688
Support@cscopyshire.org.uk
www.cancersupportyorkshire.org.uk
Facebook - /CSYorks

Local Cancer Support Yorkshire provides one to one bereavement support through our counselling service for those affected through loss and bereavement support groups when needed.

Cruse Bereavement Care

Local/Leeds/Craven District
(Skipton and surrounding areas)
Nationwide
Adults 16+

01756 797 799
craven@cruse.org.uk
www.cruse.org.uk

Rectangular Snip

Our trained Bereavement Volunteers provide support and an opportunity to share thoughts and feelings. We aim to help people understand their grief and cope with their loss. Support is provided face to face at venues across the area and we are also able to offer telephone support. The support we provide is free and confidential and available to adults, young people and children five years old.

Family Action

Bradford
Family/Child Support

01274 651 652
brafd@family-action.org.uk
www.family-action.org.uk

We offer therapeutic services for children and their families across the Bradford district. Children and loss service: therapeutic support for children and young people aged 5 – 17 yrs, who have experienced a bereavement (the bereavement must have occurred 6 months prior to referral).

Remember: Its good to talk—
pick up the phone



We are here to listen!

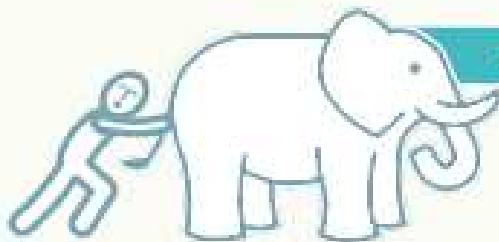
5a. Maintaining well-being

MANAGING YOUR WELLBEING

Striking a balance between the positive factors and resources at work and the negative factors or demands at work isn't always easy. It is normal to have difficult days, but the following can help:

Effective "rollercoaster riding"

Some people describe working in critical care as an emotional rollercoaster, so ways to counter this are important. Remember to take your breaks. Create a few minutes to step away from the unit, take a breath and relax. Outside of work allow enough "down time" where you can switch off.



Acknowledge you are only human

The clinical work can provoke strong emotions. Sometimes when you have other issues outside work, coping with those emotions can feel even harder.

Space to reflect, share and beware using avoidant coping strategies

We see a lot in critical care, and we need space to reflect and make sense of this. Keeping very busy, avoiding discussing things, over-eating, and drinking to excess are all risk factors. Your support networks inside and outside work are good places to discuss the day.



There are times when our psychological wellbeing is so challenged that self-care is not enough. If you are finding things difficult, consider talking to your line manager or someone you trust about the impact of your work.

You may want a referral to your local employee wellbeing service.



intensive care society | 50 YEARS
proud to be the voice of critical care since 1978

Author: Dr Julie Highfield, Consultant Clinical Psychologist, Cardiff Critical Care

www.ics.ac.uk

Author: Dr Julie Highfield, Consultant Clinical Psychologist, Cardiff Critical Care

5b. Five ways to Well-being

Getting close to nature

Here at The Wildlife Trusts, we believe that everyone should have the opportunity to experience the joy of wildlife in their daily lives. From hearing a burst of birdsong to glimpsing the golden glow of a butterfly, these wild moments work wonders for our wellbeing. By bringing nature into our daily lives, we can celebrate each dose and enjoy the benefits of being wilder.

This booklet is designed for those who want to help people with additional needs and vulnerabilities connect with nature. Alzheimer's Society has helped us adapt the activities in here for those living with dementia, but the activities within this booklet can be used by anyone. It's really important that people who are affected by dementia or are otherwise vulnerable know that ideas and activities like this are available to improve health and happiness.

We've filled this booklet with ideas to get started, but the beauty of nature is that anyone can go wild and create activities of their own! To see what others are getting up to, just search for #30DaysWild on social media. You can find even more activity ideas and downloadable resources at wildlifetrusts.org/30DaysWild



The healing power of nature
Have you ever noticed the little surge of happiness after spotting a butterfly fluttering by, or seeing a meadow ablaze with bright and beautiful wildflowers? We've always known that nature has healing powers, and we now have the data to prove it! Evidence shows that spending time in the natural environment improves our mental health and feelings of wellbeing. It can reduce stress, fatigue, anxiety and depression while combatting loneliness and binding communities together. Connecting with nature also has its health benefits helping to boost immune systems, encouraging physical activity and it can reduce the risk of chronic diseases such as asthma. Whether you head out into nature or bring the outdoors in, we promise you'll feel better if you make each day a bit wild!

Five Ways to Wellbeing

Connecting with nature can really help people feel happier and healthier. Recognised by the NHS and multiple health organisations, the 'Five Ways to Wellbeing' can greatly enrich your life.

1. GIVE
Small acts that give nature a helping hand remind us what we are capable of. We have so much to give to nature — and to each other — through sharing our experiences.

2. BE ACTIVE
Even taking gentle exercises just outside the front door, or with the window open, can work wonders for physical and mental health.

3. TAKE NOTICE
Noticing the good things in everyday nature raises the spirits and reminds us that there's so much to be seen and experienced, no matter where we are.

4. CONNECT
Making time for nature is a great way to feel connected to the outdoors. Sharing with other people on the phone or online strengthens this connection.

5. LEARN
Education doesn't have an age limit! We can all challenge ourselves to learn new things everyday, even if our school days are far behind us!



Activities

Inhale a wild scent
Whether it's a wildflower or the air after a storm, a scent can really stir the emotions. That's because the scent centre of our brain is close to our emotional and learning centres, so we associate a scent with what we were doing and how we felt the first time we smelt it. This can be done outside or by bringing scented items indoors.



Feed the birds
Local birds will appreciate a free meal at any time of year so it's a good idea to set up some bird feeders, and when feathered friends arrive they can provide great entertainment. If getting outside isn't possible, set up a feeder within view of a window or buy one that sticks to the outside of your window if there's no garden available. Seeing which birds turn up is the best bit!



Create a wild corner
Create a dedicated indoor wild space for any houseplants and outdoor treasures to provide a retreat within the home. If there's a garden, nature can be invited in by setting aside a mini wildlife refuge. Letting the grass grow a little longer and allowing bushes and flowers to spread will mean wildlife will start to move in in no time — tidiness is the enemy of nature!



Wild meditation
The simplest acts of wildness can also be the most effective. Taking a little time in nature can work wonders: closing your eyes and simply taking a moment by the window to listen to the birdsong and leaves rustling can really reduce feelings of stress. If getting outdoors is possible, add going barefoot and feeling the grass to this routine.

Breakfast and birdsong
An al fresco breakfast is the wild way to start the day. For a picnic feel blankets can be laid down while the birds provide the background music. If there's no outdoor space available, breakfast can be enjoyed with a window open and the radio off — bliss!

Watch a wild webcam
It's not always possible to head outside but with wildlife webcams it's possible to tune into a wild soap opera from anywhere! Setting up a computer, tablet or smart phone to peek into an osprey nest, barn owl box or bat roost has never been easier; visit wildlifetrusts.org/webcams

Show off a nature table
A nature table showcases natural objects new and interesting wild treasures that can come from a wild treasure hunt. For someone who isn't able to go outdoors, objects could be brought in to them — the different textures make for a great sensory experience. Categories can include things like 'twigs', 'rocks' and 'leaves'.

Unleash the inner artist
A view from a window can provide great inspiration for drawing or a wild object (like a feather) that has come from outdoors for a go at still life. The exquisite detail and texture of nature is perfect for sketching. Creating from scratch can be overwhelming so starting with some

simple shapes and one item at a time may be easier, or colouring in a pre-drawn outline of something wild like a wildflower or a frog.

Share wild stories
Sharing memories of times spent in nature, like visiting a special place or spotting a rare species, with friends or family over the phone can be a very therapeutic act. Alternatively, having a book about the natural world or a novel based in the wild read aloud over the phone can be relaxing and bring back these memories.



Spot wildlife in the dark
Some of the most spell-binding wild moments happen after the sun has set. Searching for constellations or looking for the flitting shadows of bats out the window is a good way of having a night-time dose of the outdoors for someone without a garden.



6. Telephone helpline for care home staff



When the going gets tough – pick up the phone




Bradford District Care
and Protection Unit

COVID –19 Confidential Psychological Helpline
for
Care Home Staff

Remember: Its good to talk—
pick up the phone



We are here to listen!

We are available Monday—Friday
8 am—6 pm
Please call
01274 251909

This is a phone line run by very experienced
psychological therapists who will keep your phone call
completely confidential.

All your information will remain anonymous.



7. Bradford Counselling Collaborative Confidential counselling service

This service is confidential and will not go on people's records. They are very quick at picking up, often the same day. Staff on the BDCT COVID-19 Confidential Psychological Helpline for Care Home staff can also refer to Bradford Counselling Collective or make a fast track referral to BDCFT's **My Wellbeing College** which has a number of tools and resources including online courses which can be accessed from the comfort of

your own home, group courses, phone advice and one-to-one 'talking therapies via the helpline

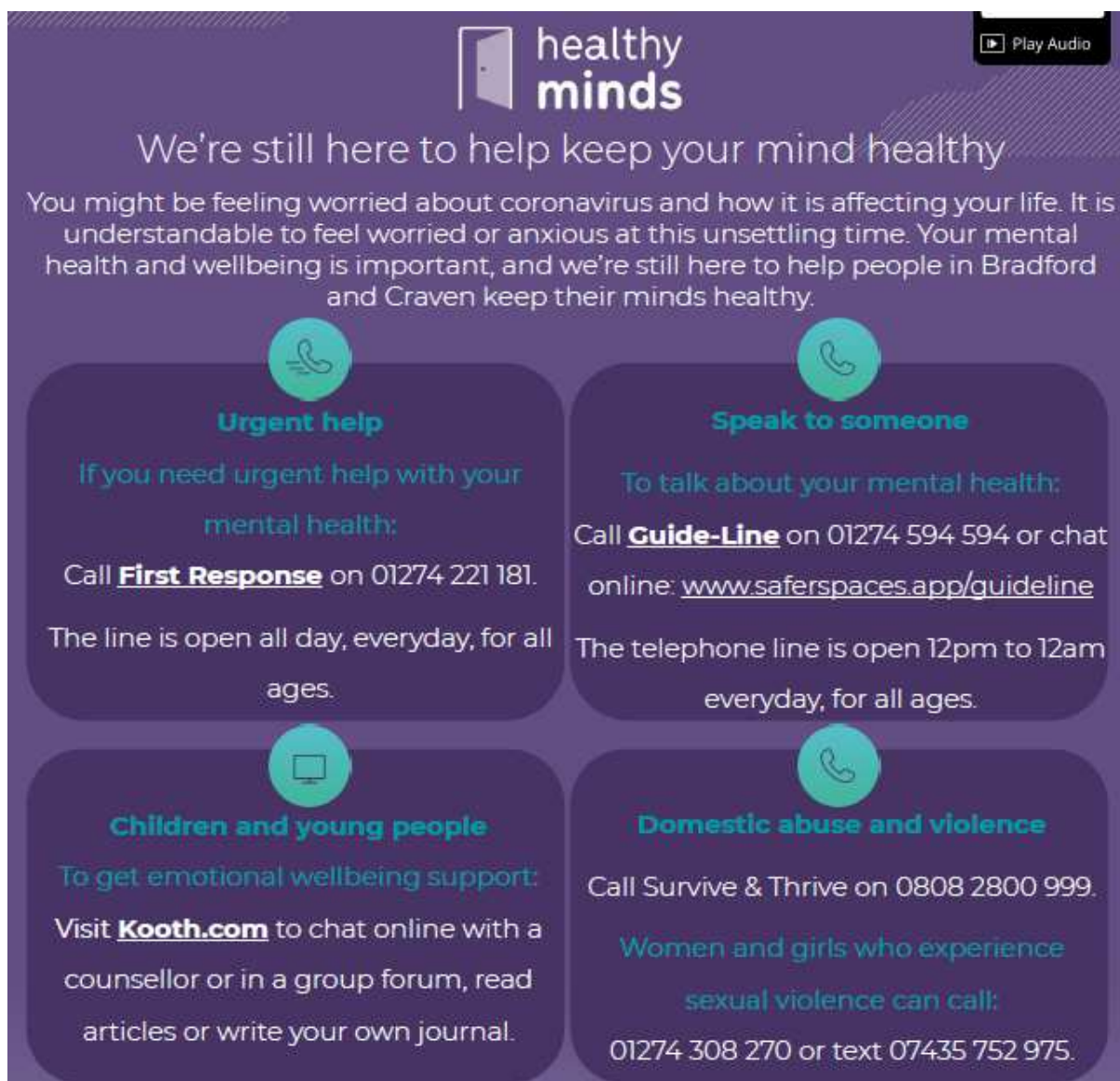
Bradford Counselling Collaborative

Self - refer by contacting Laura Brown (Service Manager)

Tel: 07764818438, 01535 288335

E-mail: laura@awc-counselling.co.uk

8. Healthy Minds



healthy minds ▶ Play Audio

We're still here to help keep your mind healthy

You might be feeling worried about coronavirus and how it is affecting your life. It is understandable to feel worried or anxious at this unsettling time. Your mental health and wellbeing is important, and we're still here to help people in Bradford and Craven keep their minds healthy.

- Urgent help**
If you need urgent help with your mental health:
Call **First Response** on 01274 221 181.
The line is open all day, everyday, for all ages.
- Speak to someone**
To talk about your mental health:
Call **Guide-Line** on 01274 594 594 or chat online: www.saferspaces.app/guideline
The telephone line is open 12pm to 12am everyday, for all ages.
- Children and young people**
To get emotional wellbeing support:
Visit **Kooth.com** to chat online with a counsellor or in a group forum, read articles or write your own journal.
- Domestic abuse and violence**
Call Survive & Thrive on 0808 2800 999.
Women and girls who experience sexual violence can call:
01274 308 270 or text 07435 752 975.

Open the door to local wellbeing services and resources: www.healthyminds.services

9. Supporting care home managers to support staff during Covid-19

Edited from COVID trauma response working group, **Guidance for Managers and Decision Makers in Supporting Care Home Workers during COVID-19**

Care home workers face many of the same challenges as front line NHS staff and previously published guidance will be relevant and applicable to both (www.traumagroup.org). This includes prioritising physical health and safety, providing relevant job-specific training, giving clear and consistent communication, promoting existing coping strategies and supporting team cohesion and peer support. Care home workers also face unique and additional challenges.

Recommendations for Managers and Decision Makers in Supporting Care Home Workers during COVID-19

Provision of basic needs	<ul style="list-style-type: none">Try to ensure staff have adequate access to food, PPE and take regular breaks to reduce fatigueEven with staff shortages, stagger shifts where possible and make sure working hours are not excessiveConsider staff who are at risk of financial insecurity, try to maintain income for those on sick leave or unable to work
Information about COVID-19	<ul style="list-style-type: none">Provide brief, clear, honest and accessible information. Highlight key pointsInclude information about how to reduce infection and spreadEnsure staff know how to provide specific care for those with COVID-19Provide additional on the job training for staff on new skills they might need
Clear and systematic protocols for dealing with residents and staff who are symptomatic	<ul style="list-style-type: none">Be clear and consistent with staff about their duties and responsibilities, as this helps to reduce stressProvide training in the safe use and management of PPEHave concrete plans for organising the isolation of any resident with confirmed or suspected COVID-19
Effective communication, camaraderie, and social support	<ul style="list-style-type: none">Provide regular, clear and accurate information for staffEncourage informal peer support, buddying and mentoring between senior and junior staff membersFacilitate camaraderie amongst staff and take measures to improve staff connectedness and cohesivenessSet up regular feedback mechanisms and ensure feedback is acted on
Support psychological wellbeing	<ul style="list-style-type: none">Provide compassionate and supportive management – pay attention and listen to staff, recognise and appreciate work with positive feedback, be understanding when things go wrong under pressure, normalise but don't minimise distressKnow what support services are available to staff in your locality. Inform staff about these services and encourage them to access help if neededEnable staff to access appropriate online resources, helplines and wellbeing appsRole model appropriate self-care, share experiences, acknowledge difficulties and celebrate good practice
Grief and bereavement training and support	<ul style="list-style-type: none">Provide training and information for non-specialist staff about grief and bereavementMake information about bereavement clearly visible and available for staff, residents and families – include information leaflets, support lines and online servicesEncourage staff to reminisce about residents after they have died, reassure them of value of end-of-life care providedImplement effective, compassionate ways to notify all staff of a resident's death e.g. bulletin board, email to all staffAdvise staff on how to communicate about a resident's death with relatives in the context of COVID-19 restrictions
Self-care	<ul style="list-style-type: none">Maintain structure and routine outside working hours, prioritise good quality sleep, rest and recoveryContinue to attend to self-care, get daily exercise and engage in enjoyable activitiesConnect with family and friends via technology when helpful. Disconnect and take time out when neededLimit exposure to social media and rely on news from trustworthy sources

10. FAQs - swabbing query from a care home

Q. Our care home received testing kits and all residents and staff were tested. I am under the impression that we should carry out regular testing (every 3 to 4 weeks).

How do I get the testing kits resent and for the courier service to be scheduled as per previous during the testing state?

- A. On 10/6/20, the Coronavirus test centre confirmed that subsequent whole home testing after the first test is not currently available until they have completed all homes that need to be tested.

Further, up to date, information can be obtained from the local authority through emailing the Commissioning Inbox - CommissioningInbox@bradford.gov.uk

11. Reporting technical issues with Immedicare equipment

How to report issues

Technical issues with Immedicare equipment in care homes should be reported to the Immedicare support team through one of these options:

Tel: 0330 088 3312

Email: support@immedicare.co.uk

Desktop: select 4 in the Nurses option or by video calling technical support

Telemedicine in care homes is intended to provide high quality clinical care in the safest possible way during the COVID-19 outbreak. If you do experience a difficulty during the implementation please email the CCG at Immedicare@bradford.nhs.uk. We will work with teams to resolve the issue and continuously improve the service. We would also be glad to hear about your positive experiences at the same address. No patient-identifiable details should be included in these communications.

12. Caring for people recovering from COVID-19

This short video provides Top Tips for caring for people recovering from Covid-19

<https://vimeo.com/423176181/8abd9b5422>

Open forum – Zoom call reminder

If you have questions, issues, challenges or something to share about 'supporting people with frailty during COVID-19 - the Bradford approach, join Dr Sara Humphrey and the Care @ Home work stream on Tuesdays from 12.30pm to 1.30pm in an open forum Zoom call.

You can join the Zoom meeting using this link.

- Meeting ID: 829 3087 9157
- Password: 863891