

Safety

Create a sense of safety as far as is possible by attending to basic human needs like food, sleep, hydration, rest, equipment, work-life balance, etc.

Visibility

- Be visible and available if it is safe to do so - simply being physically present in a supportive and calm way helps affected people feel safer and more able to cope.

Practical assistance

- Oftentimes peoples' concerns will be around day-to-day practical issues. Assist with resolving practical issues if you can so that immediate concerns are addressed.

Attending to basic needs

- In order to create a sense of safety and stability, it can be helpful to assist people with attending to their basic needs such as rest, nutrition and hydration both at work and at home.
- Give practical suggestions for people to meet their own basic needs such as advice on sleep, where to get food, shops open in the hospital, etc.
- Promote the importance of meeting these basic needs, for example:
 - “When your work life is about taking care of others, taking extra care of yourself becomes essential, you must keep topping up your inner resources so you can continue to support others.”
 - “Managing your psychological health is as important as your physical health.”
- Refer to the 'It's ok not to be ok' poster.

Information giving

- Information (e.g. from the NHS Trust and the Government) may be difficult for staff to access for various reasons but can help them to feel they know what is going on, which can be reassuring.
- A psychological first aider can be a reliable source of information and communication.
- It will be **unhelpful** to flood staff with information, but helpful to be ready to answer questions and dispel myths.
- Prepare beforehand by getting up to date, factual information & taking any relevant resources with you which might be useful.
- Be honest about what you know, what you don't know and what you can find out.
- Remain within the scope of your expertise and your designated role. It's ok not to know.

If you are not sure about any of the guidance above or wish to ask questions, do discuss it with your fellow Wellbeing Coordinators or contact us in the Medical Psychology Service.