

# Welcome

- Lines are automatically muted on entry to the webinar
- Please use the Q/A function throughout the webinar to ask questions and provide comments/input. No one else will see what you have written and we will take some time at different points of the webinar to respond.
- We are unlikely to be able to answer all questions, but your responses will help us tailor future webinars to suit your needs.
- This webinar will be recorded and we will share the recording, with the slides after the webinar to those who signed up for this webinar through Eventbrite.
- This is intended as an educational webinar and is not a substitute for a mental health or psychological intervention. If you feel like you need more immediate support or feel that you need **urgent** help for your mood, are having thoughts of suicide, are harming yourself or have thought about self-harm, it's important to tell someone. Don't struggle by yourself. The Samaritans are here to listen at any time of day or night. You can talk to them about anything that's troubling you, no matter how difficult. Call free on **116 123**.
- More information about getting further support is at the end of this webinar.
- This webinar is being **recorded** and will be available for you along with the slides on the thrive.ldn website





**Healthy London  
Partnership**

# **Keeping Well for Health and Care Workers: *Coping with Burnout and Stress***

Emily Gardner, Cognitive Behavioural Therapist, East London Foundation NHS Trust

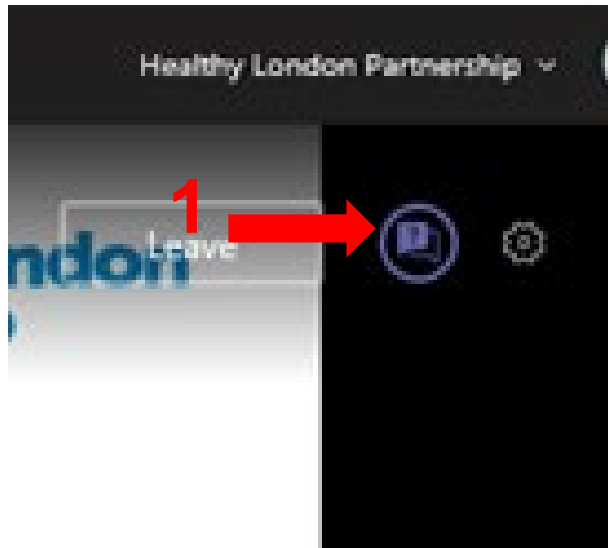
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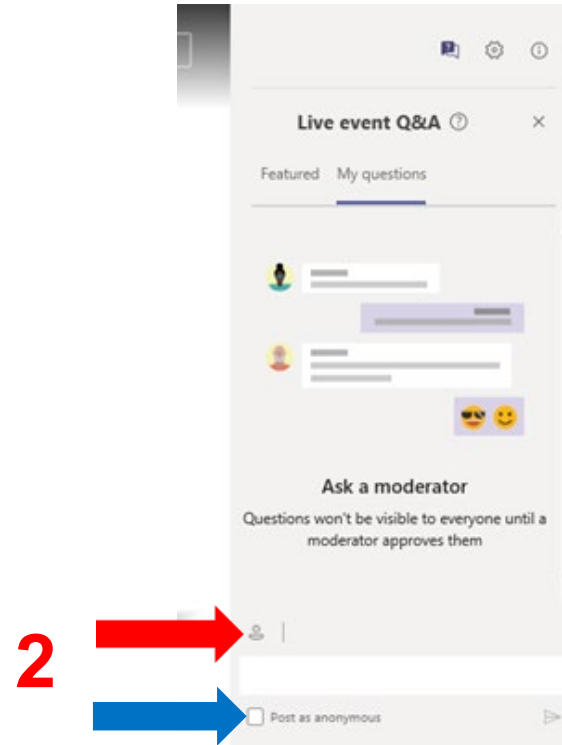
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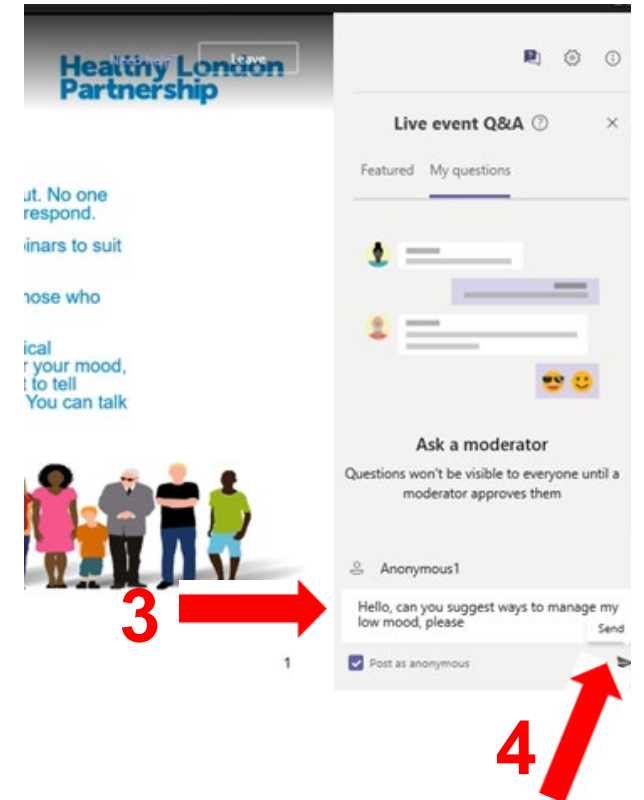
# How to use Q/A during webinar



1. Click on the box with the question mark for Q&A



2. Enter your name, or click on the small box by the blue arrow if you want to remain anonymous



3. Enter your question.  
4. Click on the arrow to send.



**Where do you work and what is your role?**

# What are we offering?

- A series of webinars to help you cope with the impact caused by the Coronavirus.
- The theme will be different each week
- Focus on the different ways your wellbeing may be impacted.
- Understanding why you feel the way you feel.
- Strategies and techniques to help manage the way you feel.





**What do you hope to get out of the Webinar?**

**Use Q/A to answer this question....**



**What do you hope to get out of this Webinar?**

# What to expect



- Toolkit of **evidence-based resources, ideas and tools.**
- The content of these webinars is based on Cognitive Behavioural Therapy (CBT).
- CBT focusses on making changes to our thoughts and behaviour to improve our mood.



## Objective of this webinar

- Understanding excessive worry, and how worry and rumination can be maintained.
- Knowledge of several techniques which can be used to help reduce your anxiety and worry.

**Let's look at your responses...**



**What do you hope to get out of the Webinar?**

# It's OK to not feel OK



**It's OK to not feel OK**

## If you need urgent support right now...

Don't struggle by yourself.

The Samaritans are here to listen at any time of day or night. You can talk to them about anything that's troubling you, no matter how difficult. Call free on **116 123**.

Samaritans and NHS, are working in partnership offering a wellbeing support line for NHS and social workers, available 7am-11pm , 7 days a week to help them look after themselves, so they can continue to help look after others. Call free **0300 131 7000**

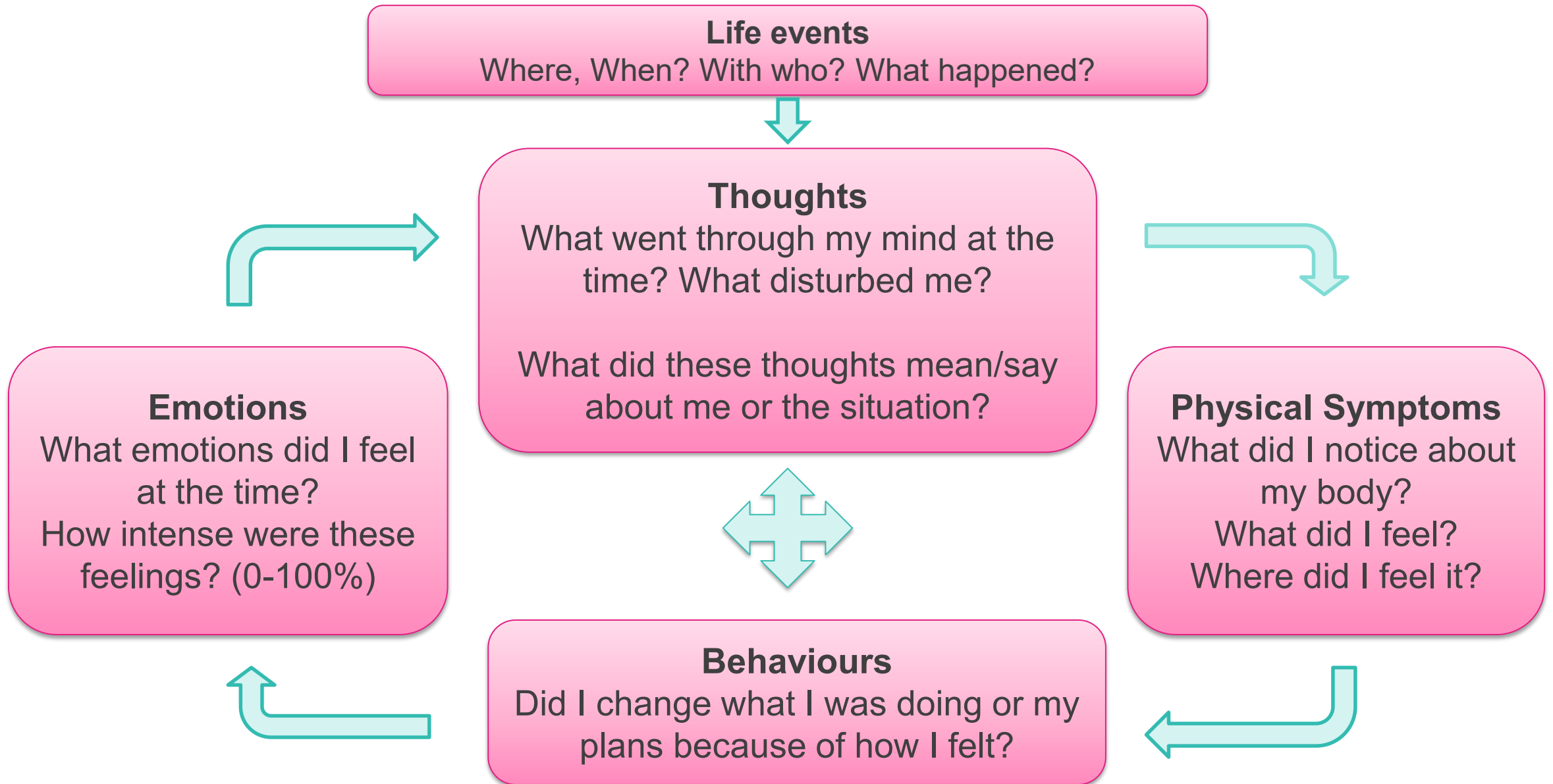
- **Fight or Flight response**
- **Adrenaline**
- **It is automatic and normal**



# Modern Anxiety

- Anxiety is a healthy bodily response to threat
- It makes sense when there is a clear threat
- You may find that modern day threats are different
- You may find the fight and flight response kicks in when there is no obvious threat

# The Five Areas Model



# Signs and Symptoms of Burnout

## Life events

Increased workload/responsibility, Limited resources (PPE), distressing scenes, living away from family, Working in a new unfamiliar team

## Thoughts

What if I catch the virus from someone at work? What if I pass the virus onto a vulnerable family member? Why did I make that choice? I should have done things differently. What If I had made a different choice...

## Emotions

Anxious  
Guilty  
Detached  
Frustrated

## Physical Symptoms

Tired and drained  
Breathless  
Muscle pain  
Loss of appetite  
Poor sleep  
Loss of motivation

## Behaviours

**\*Worrying\*** or **\*\*Rumination\*\***  
Withdrawing, avoidance, procrastinating, drinking more alcohol or comfort eating





**What are some of the things that you are worrying or ruminating about?**

## Things that you might be Worrying or Ruminating about

Increased workload

Limited health care resources e.g. PPE

Pressure to make difficult decisions

Exposure to distressing scenes

Living away from family/community

Working in a new unfamiliar team

**Let's look at some of your responses....**



**What are some of the things that you are worrying or ruminating about?**

## What is worry?

- Worry is a mental process which is future focused. We can worry to problem solve, think about possible obstacles, ways around it and plan solutions.
- This process can be adaptive and helpful when there's an actual problem we're trying to solve.

# Worry Vs. Rumination

## Worry

- Future focused – danger and our own inability to cope
- Leads to: anxiety, stress, fear
- What if?
- Imagining the worst will happen

## Rumination

- Past focused – loss and personal failings
- Leads to: depression, sadness, shame
- If only...
- Regret. I should have....., I shouldn't have...



# Record your worries

Day and Time	Situation (Where are you? What's happening? Are you with anyone?)	Worrisome Thought	Anxiety Rating (out of 10)	Practical or Hypothetical?
e.g. Tuesday 8am	Eating breakfast with my family	What if I lose my pin and can't work anymore?	8/10	Hypothetical

## Practical Worries

Worries about current problems or difficulties, which require some kind of action

Examples:

I have a cough, this could be the coronavirus?

I'm struggling to cope at work

A family member is struggling financially

My childminder is unwell and unable to look after my children

How do I manage living and working in the same space?

We are short staffed at work

## Hypothetical Worries

Worries about potential problems or future circumstances where there is no current or possibly even prospective solution.

Examples:

What if I catch the virus?

What if I die?

What if my vulnerable family member gets the virus?

What if we run out of PPE?

What if my manager won't let me continue working from home?

I shouldn't have gone into work unwell, what if I had it and passed it onto my colleagues or patients?

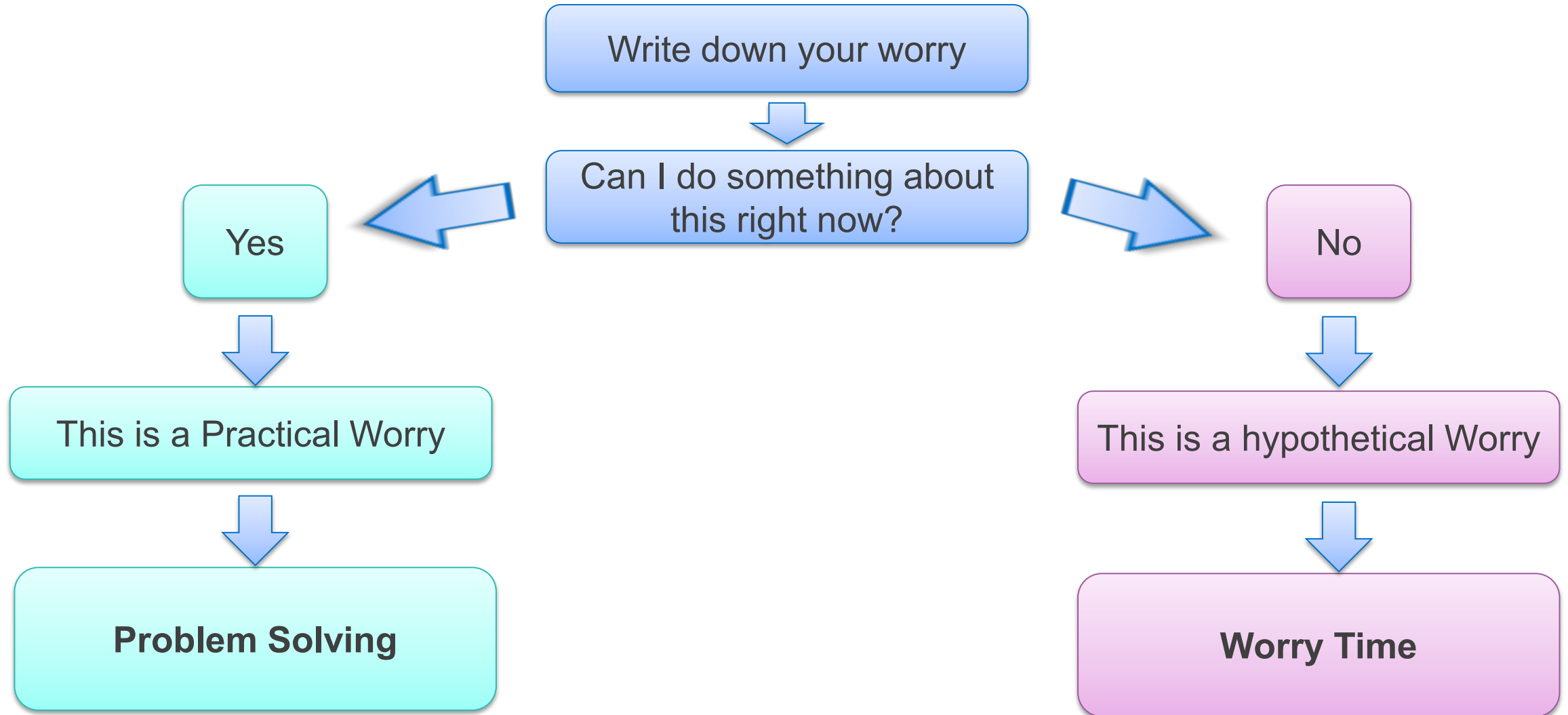


# Write them down

Practical Worries

Hypothetical Worries

# Worry Tree



# Problem Solving

**1. Clearly Identify the problem**

**2. Brainstorm solutions**

**3. Strengths and Weaknesses analysis**

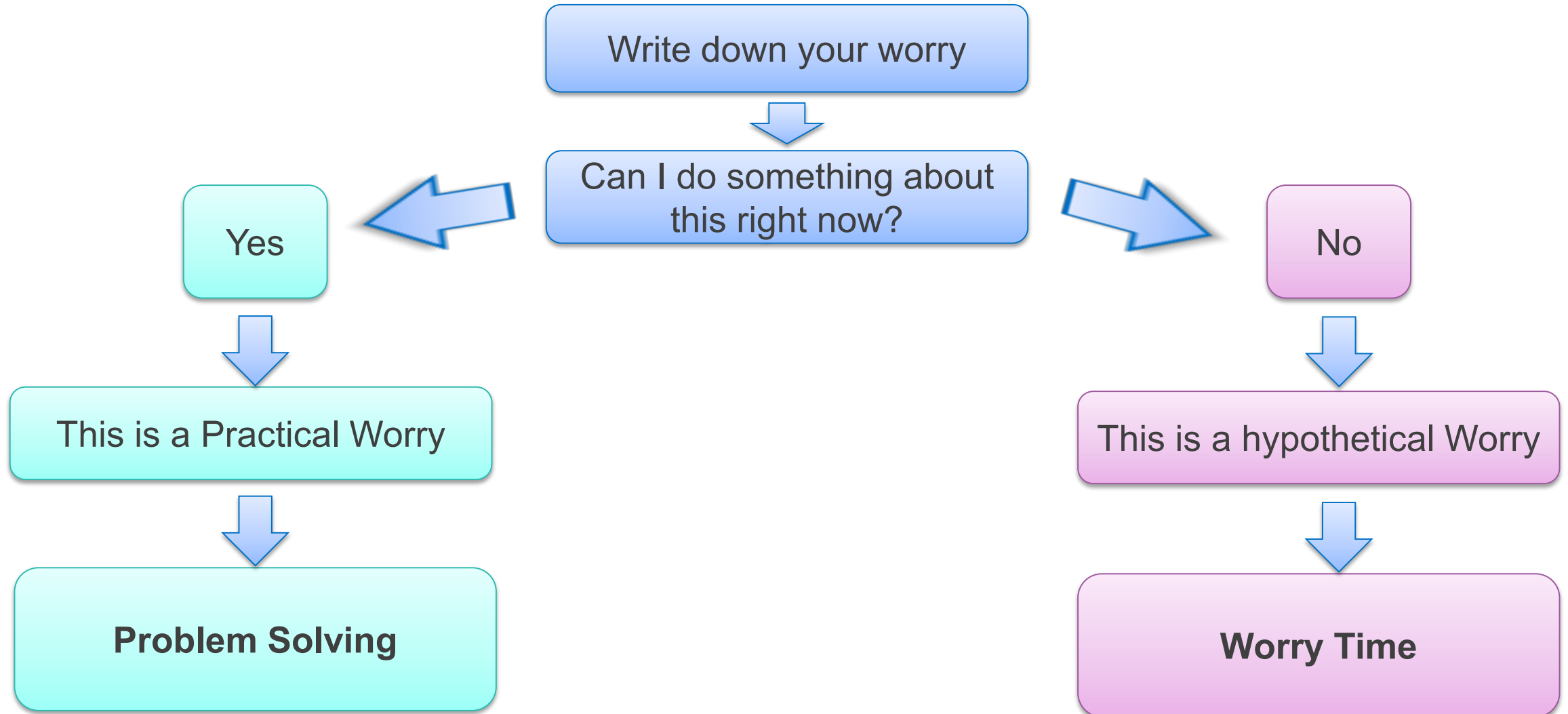
**4. Select a solution**

**5. Plan how to carry out the solution**

**6. Put the plan into action**

**7. Review your progress**

# Worry Tree





Group Experiment:  
For the next few moments,  
**DO NOT** think about a pink elephant.

# Experiment



# Where you able to not think about the pink elephant?

Supressing worries doesn't work

What's the alternative?

For hypothetical worries, a useful technique is using **'worry time'** to **postpone worries rather than just push them away.**

# Worry Time

## Step One:

### Plan your worry time

- 1) Same time every day
- 2) No longer than ½ an hour
- 3) Set a reminder for start and finish time
- 4) Have it in a separate room that you can leave

## Step Two:

Write down your hypothetical worries in the day

## Step Three:

Refocus on the present moment

## Step Four:

### Your scheduled worry time - Now worry!

Has the thing you were worrying about happened?

How did you deal with it if it has?

Were there any worries that when you have come back to them during your worry time are no longer a problem?



# Why worry time?

- **Gain back control**
- **Enjoy the present**
- **Contain our worries**
- **Tolerate the uncertainties in life**
- **Gain perspective**
- **'Desensitise' to worries**
- **Get's easier with practise**



## How does it affect us?

We're trying to reduce the distress and overcome problems, but we end up increasing and prolonging our distress, and making the problem bigger.

- Interferes with clear thinking, daily activity, our ability to cope.
- Leads to unhelpful behaviours such as self-harm, drinking, drugs, comfort eating etc
- The more we ruminate, the stronger the habit becomes, and the harder it is to change.

# What can I do?

## What can I do?

- **Notice** that the mind is going down that rumination route
- Tell yourself:
  - **I don't have to think about that right now**. It can wait until I feel stronger.
  - There's nothing I can do about my thoughts – I can't stop them, **but I can choose not to focus on them.**

## Do something that will take up your attention and help you feel better

- What can I do right now, that will help me feel better, and be effective for this situation?
- Right now, what can I do that will take me one step in the right direction?

# Dealing with Guilt

1. How responsible do I currently think I am?

**Give a %**

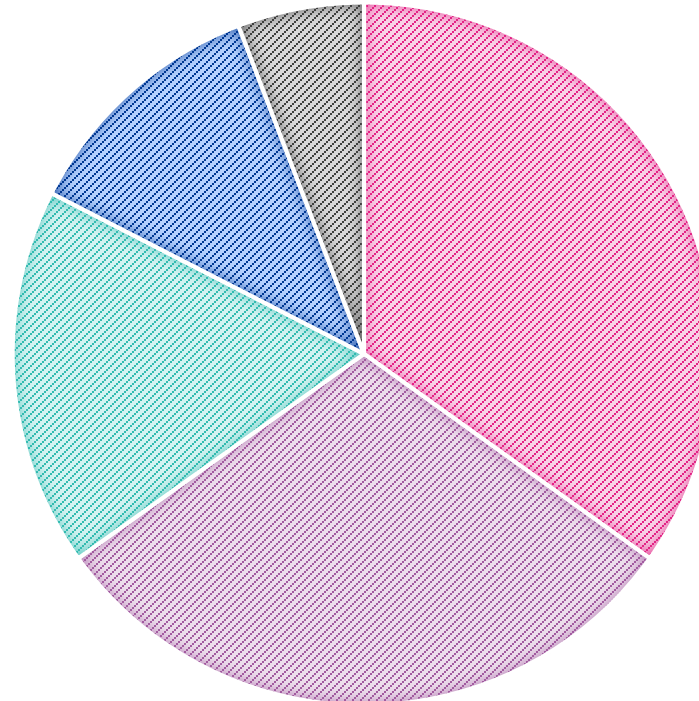
2. Think about **all of the other factors** that may have contributed to this event and **share some responsibility**.

- **My actions:** How much did my behaviour contribute to the situation (**Me**)?
- **The action of others:** How much did the behaviour of others contribute to the situation (**others**)?
- **Random unpredictable factors:** How much did bad luck or circumstances (e.g. weather, timing, coincidences, lack of knowledge, illness) contribute to the situation (**bad luck**)?

**3.** Attribute a responsibility percentage of the pie chart to each factor

## RESPONSIBILITY

- Management
- Resources available
- Other patient requiring priority treatment
- Policy Maker
- ME



**4.** The part you are left with (if any) is how responsible you **REALLY** might be.

## Take home messages

- Anxiety is inevitable, normal and healthy.
- Record your worries, writing them down can get them out of our heads
- Categories your worries into hypothetical vs. practical
- Problem Solving can give us clarity on our problems and help us work out what our options are
- Use Worry Time postpone worries rather than just push them away.
- Consider if you are as responsible for something as you think you are.

# Choose one idea from the webinar you will action this week

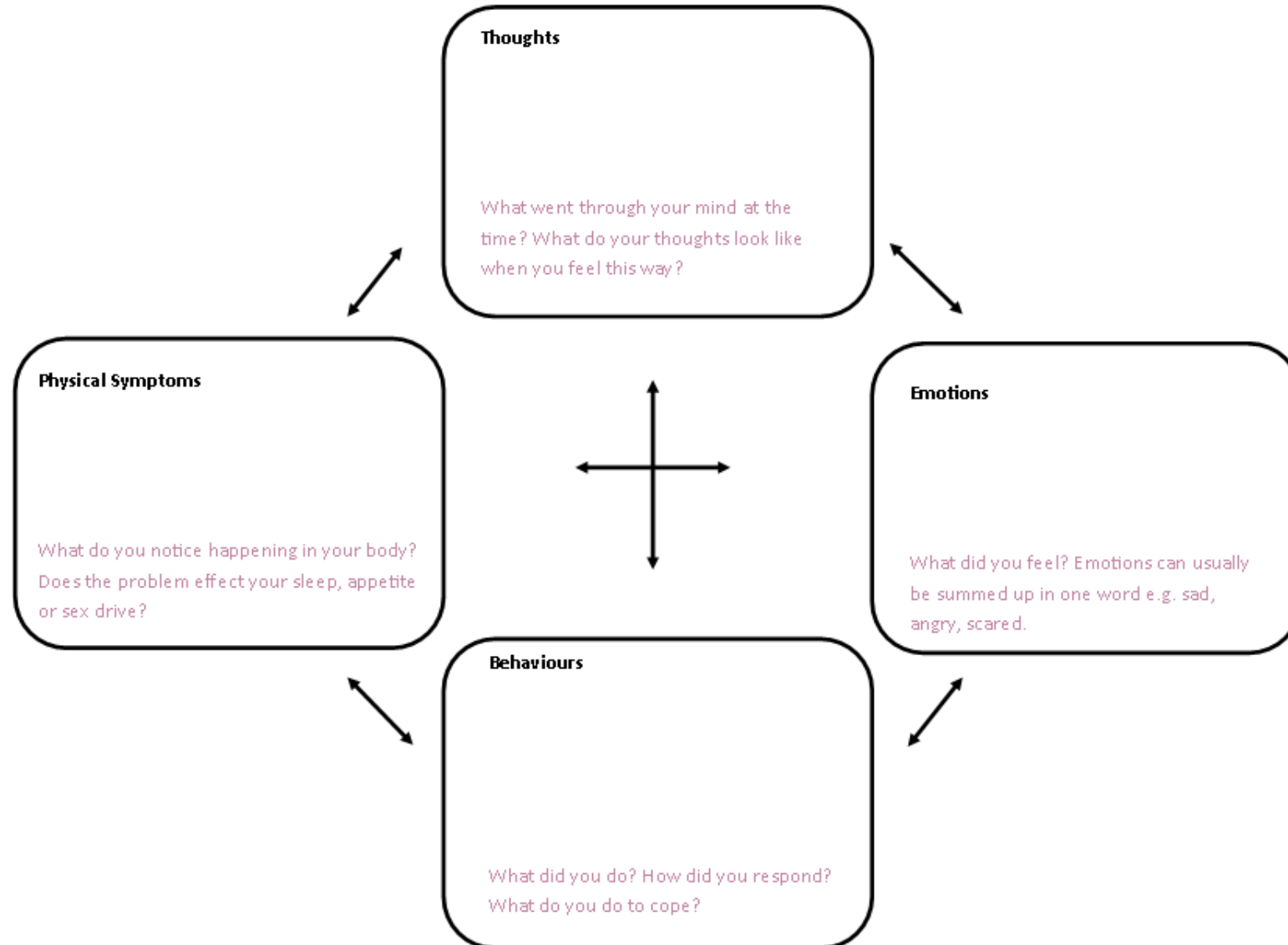
## Poll:

- A. Anxiety is inevitable and healthy
- B. Record your worries
- C. Categories your worries
- D. Problem Solving
- E. Worry Time
- F. Responsibility Pie





# Try it for yourself....



## Problem Solving – Struggling to Cope Example

**1. Clearly Identify the problem** – I'm struggling to cope with the relentless demands at work, with staffing problems and increase workload.

**2. Brainstorm solutions** – Speak to manager, quit, get sign off from work, go on annual leave, do nothing/say nothing, research and try out time management strategies, delegate some of my responsibilities to others, avoid talking to everyone, try out the 'Eisenhower Matrix' to help me prioritise.

**3. Strengths and Weaknesses analysis** – I weighed up the pros and cons of my top three solutions: speaking to manager, do/say nothing and try out some time management strategies

## Problem Solving - Finance Example Cont.

**4. Select a solution** – I have decided to research and try out some time management strategies.

**5. Plan how to carry out the solution** – After researching some time management strategies (see next slide) I decided to try out ranking prioritise, identifying prime time and '5 minute rule' for two weeks and then review how my stress levels are at work and whether or not they have reduced.

**6. Put the plan into action** – carry out the steps in your plan and keep a note of how each step goes.

### **7. Review your progress**

I tried a number of time management strategies for two weeks, I still feel overwhelmed, so after reviewing I am going to speak to my manager to discuss what the options are.

# Some Time Management Strategies

- 1) **Know your goals in life:** As we initially looked at in the course identifying goals is an important place to start. These goals are the map by which you give direction to your life and schedule your time. These large overall goals can be broken down into smaller manageable tasks to accomplish.
- 2) **Rank Priorities:** Activities can be ranked in terms of what is important and what is less important. It can also be helpful to rank them in terms of difficulty; we want to be kind to ourselves so starting with the hardest goal may be setting ourselves up to fail.
- 3) **Plan and write down:** There is a misconception that planning adds time to a task. Minutes spent in planning will be saved many times over. Using a diary such as that we looked at last week can help us realistically plan for our week.
- 4) **Identify prime time:** If we are scheduling ahead we can identify when we work best and plan that time for our most demanding tasks. Similarly, we can then allocate undemanding tasks to times when our energy levels may be low.
- 5) **5) Keep a balance:** Remember our scaffolding from last week. We find having a balance across activities and varying our activities can help us cope if one area in our life takes a knock. A good place to start is planning in breaks during the day, take some time to relax and plan for future pleasurable activities.

- 6) **Leave slack in your timetable:** Where possible often leaving small spaces in our diaries can be helpful to allow for slack. Then if something unexpected appears or a task takes slightly longer than anticipated we know we have a back-up plan to
- 7) **Work out a system:** Muddle makes unnecessary work, wastes time and creates frustration. Initially it may be helpful to schedule time to organise your environment, this may be spending time filing our documents, de-cluttering our work station or re-organising our cupboards. This should then be invested time in helping reduce the time spent searching or short term tidying. help us avoid this situation causing more stress.
- 8) **Practice saying 'no':** Often a lot of water entering our stress bucket comes from demands from others. It is not possible to completely turn this tap off, however we can reduce its flow by learning to say no sometimes. This may feel difficult to start with if we have been used to always saying yes, and others have come to expect that. Maybe start by practicing saying no to a small task, to build up our confidence.
- 9) **5 minute rule:** Sometimes just getting started with an activity can feel hard. We may know it will help with our stress and we have it scheduled in, but committing to starting can still feel daunting. We recommend trying using a 5 minute rule to get around this; this means setting yourself the goal of doing the activity for just 5 minutes. If after 5 minutes you feel worse, you have permission to stop. However if you feel no different or even more positive about doing it, then continue for a further 10 minutes. Then review again and so on. Often just the act of getting started without the pressure of having to finish will enable you to make positive changes.
- 10) **Identify perfectionism:** Perfectionism involves putting pressure on ourselves to meet high standards which then powerfully influences the way we think about ourselves. Researchers have shown that parts of perfectionism are helpful, and parts are unhelpful. To start with it can be helpful to identify any perfectionist traits you feel you may have and start to consider when these are helpful or unhelpful.

# Eisenhower Urgent and Important Matrix

An Urgent Important Analysis helps you to rapidly identify the activities that you should focus on, along with the ones you should ignore. It challenges the role of habitual activities and allows you to regain control of your environment and external demands, rather than allow them to control you. By filtering out “busy” activities that provide minimal value to long term goals, you free up time for things that matter.

## **Important but Not Urgent (Plans)**

*These are the activities that help you achieve your long and mid-term goals and objectives. Because they aren't necessarily pressing for attention, we often put them off to deal with “urgent” issues.*

## **Urgent and Important (Crises)**

*Important and Urgent activities are either emergencies that you couldn't predict or those that you've left until the last minute and have reached crisis point. These are things we have to manage right now and have a relatively short-term focus.*

## **Not Urgent and Not Important (Distractions)**

*These activities are neither important for achieving your long-term goals nor urgent. They are essentially distracting you from doing things that matter.*

## **Urgent but Not Important (Interruptions)**

*Urgent but Not Important activities are things that sap your time and energy without contributing to longer term benefits. They keep you busy but have no real value*

# Eisenhower Urgent and Important Matrix - Examples

## Important but Not Urgent (Plans)

- Longer term planning
- Work that directly contributes towards goals and objectives
- Risk analysis
- Relationship and team building
- Education and training
- Proactive maintenance
- Creating a budget and savings plan

**Invest more of your time in this quadrant to help prevent and eliminate many of the urgent activities in Q2 and balance the demands in Q4.**

## Urgent and Important (Crises)

- Fire-fighting & pressing problems
- deadlines
- Equipment breakdowns
- Client complaints
- Items from Q1 that weren't dealt with

**By spending more time in Q1, developing systems and plans, you can make many of these tasks more efficient or even eliminate them outright.**

## Not Urgent and Not Important (Distractions)

- Excessive or irrelevant email
- Personal phone calls
- Social media usage
- Unimportant or unproductive meetings
- Anything that causes you to procrastinate on, or delay, Q1 tasks

**Reduce, or completely avoid spending time, effort, and resources on activities in this quadrant if where possible.**

## Urgent but Not Important (Interruptions)

- Regular meetings and reports
- Phone calls and text messages
- Most emails (although some emails could be urgent and important)
- Requests from others that don't directly contribute to your objectives
- Tasks that "We've always done this way" that are ineffective

**Renegotiate deadlines, delegate where possible, and challenge the status quo of "regular" activities that don't necessarily add value, e.g., reports that no one reads or actions.**

## Coming up...

The next sessions in this webinar series are:

- Thursday 16<sup>th</sup> July - *Sleeping Better*

*You can register for these webinars here:*




<https://thriveidn.co.uk/resources/coping-well-during-covid/>




## Are you experiencing Post Traumatic Stress Disorder (PTSD)?

- You may have witnessed or experienced some distressing scenes over the past few months. These may still be impacting you now.
- **You may notice that you are having flashbacks or nightmares, it may feel like you are right back reliving it all over again. You may find that you are having uncontrollable thoughts about the event.**
- This is a normal reaction to a traumatic experience and these symptoms can last a few weeks.
- However, if it has been a few months since the event and you are still experiencing these symptoms it will be important for you to seek support.
- These symptoms are easily treated with the right help.


## Getting more help and information


-  IAPT Psychological Therapy Services are available and free if you need more help.
-  IAPT stands for Improving Access to Psychological Therapies. These NHS funded national services offer free access to evidence based therapies for low mood, anxiety and depression across England. They offer treatment over the telephone, via online platforms and video links. If you think that you or someone you know needs support for low mood, sleep problems depression or anxiety you can self refer to your local IAPT Service.
-  Local IAPT services are listed on the NHS website and you can search with your postcode here: [https://www.nhs.uk/service-search/other-services/Psychological%20therapies%20\(IAPT\)/LocationSearch/10008](https://www.nhs.uk/service-search/other-services/Psychological%20therapies%20(IAPT)/LocationSearch/10008)

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 Shout offers confidential 24/7 crisis text support for times when you need immediate assistance. Text "**SHOUT**" to **85258**

 NHS urgent support guidance - <https://www.nhs.uk/oneyou/every-mind-matters/urgent-support/>

# Other useful resources and links

-  NHS England and NHS Improvement is offering NHS staff free access to psychological and practical support. <https://people.nhs.uk/> This includes:
-  A free wellbeing support helpline 0300 131 7000 available from 7am – 11pm seven days a week, providing confidential listening from trained professionals and specialist advice, including coaching, bereavement care, mental health and financial help.
-  A 24/7 text alternative to the above helpline - simply text FRONTLINE to 85258.
-  An [online portal](https://people.nhs.uk/help/) with peer-to-peer, team and personal resilience support: <https://people.nhs.uk/help/>
-  A bereavement and loss support line 0300 303 4434 available from 7am -11pm
-  **Headspace** is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep. (Free access is available to all NHS staff with an NHS email address until 31 December 2020 and is active now). <https://www.headspace.com/nhs>
-  NHS Every Mind Matters - [https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc\\_id=Brand&gclid=EAlaIQobChMIkcjMo-Di6QIVnIBQBh01HQQFEAYASAAEgKXUfD\\_BwE](https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc_id=Brand&gclid=EAlaIQobChMIkcjMo-Di6QIVnIBQBh01HQQFEAYASAAEgKXUfD_BwE)
-  Mental Health Helplines - <https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>
-  CALM have lots of advice and information about mental health - <https://www.thecalmzone.net/>
-  Mind are a mental health charity with a wide range of information about mental health - <https://www.mind.org.uk/>



We really value your feedback and would love to hear your thoughts about the webinar today. Please use this link below:

<https://www.smartsurvey.co.uk/s/SLAEZJ/>

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partners moves us closer towards  
our goal to make London the  
healthiest global city.**

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