

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**.
- You will find more information about getting further support at the end of this webinar.





**Healthy London
Partnership**

Keeping Well for Health and Care Workers: *Preventing Burnout*

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

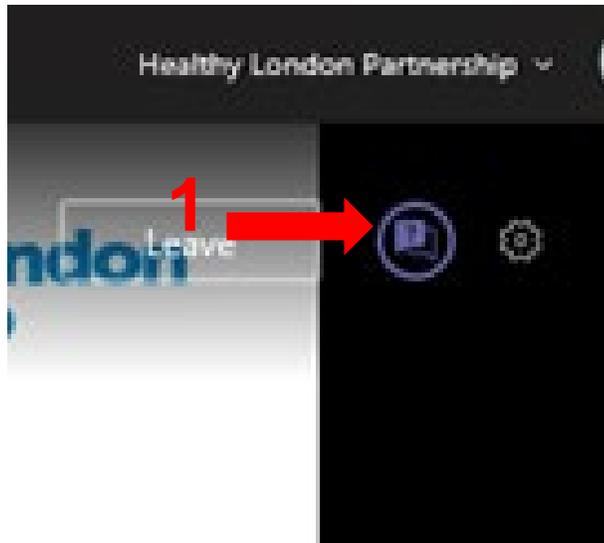
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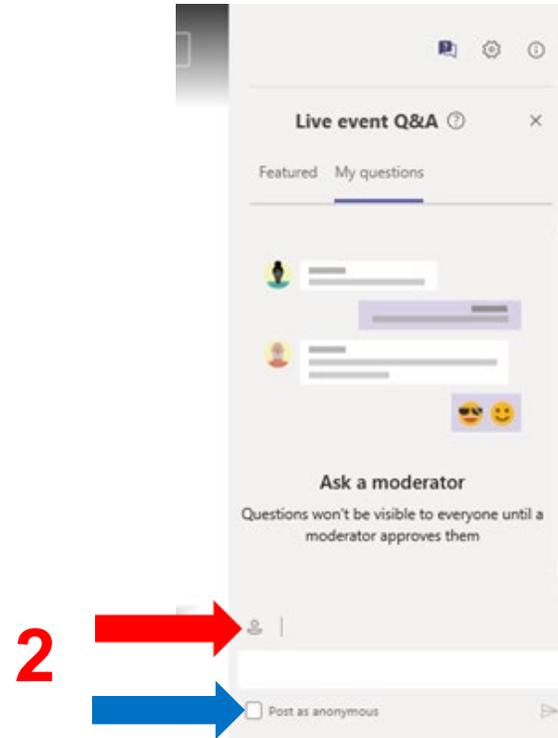
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London's NHS organisations include all of London's CCGs, NHS England and Health Education England

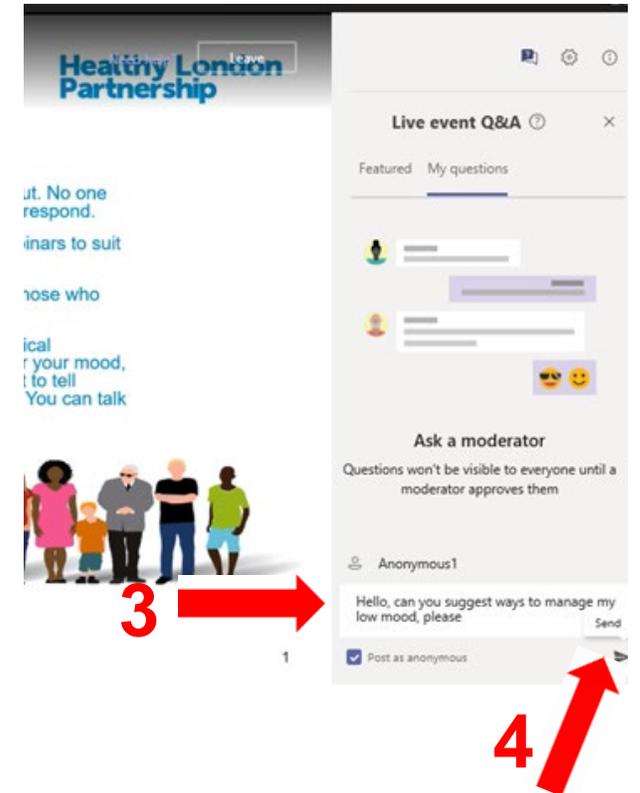
How to use Q/A during webinar



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.





Where do you work and what is your role?



What do you hope to get out of this webinar?



- 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 a common cycle that can lead to burnout: Boom and Bust Cycle**
- **How to break into this vicious cycle and improve our mood.**



What do you hope to get out of this webinar?



What challenges have you faced since COVID-19?

Challenges for Health and Care Workers

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



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**



What challenges have you faced since COVID-19?

What is Burnout?

- Burnout is a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress.
- It occurs when you feel overwhelmed, emotionally drained, and unable to meet constant demands.
- As the stress continues, you begin to lose the interest and motivation that led you to take on a certain role in the first place.
- Burnout reduces productivity and saps your energy, leaving you feeling increasingly helpless, hopeless, cynical, and resentful.
- Eventually, you may feel like you have nothing more to give.

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

Sense of failure: *'I'm a failure', 'I am letting people down'*. Self-doubt: *'I'm not good enough', 'I can't cope'*. Increasingly cynical and negative outlook: *'What's the point?', 'Things won't change'*.



Physical Symptoms

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



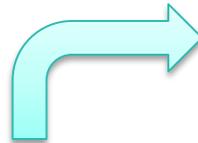
Behaviours

Withdrawing from responsibilities, isolating from others, avoidance, procrastinating, drinking more alcohol or comfort eating



Emotions

Helpless
Trapped
Detached
Frustrated



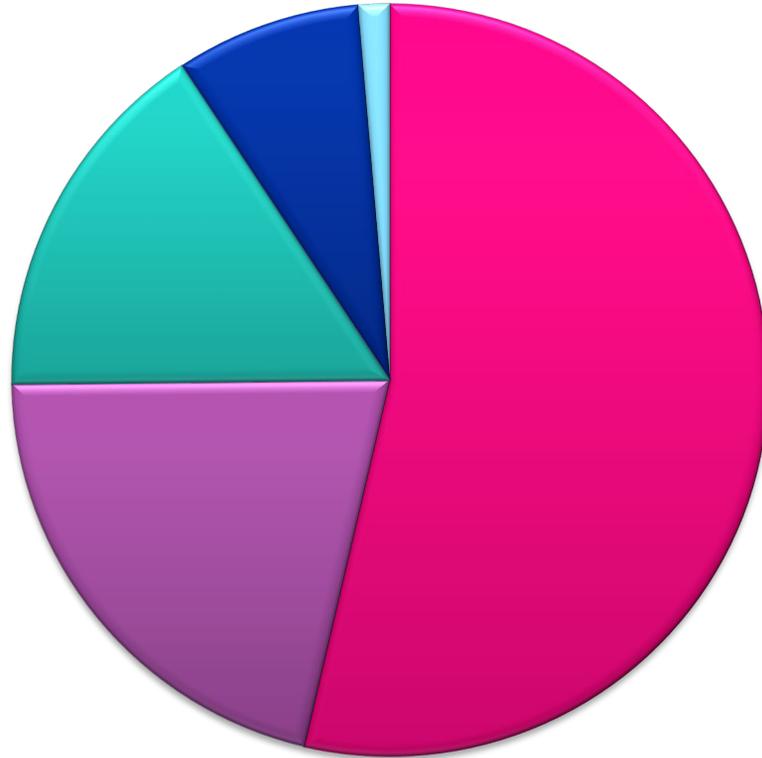
Stress Bucket Analogy



- We can think about our capacity to cope with stress like a bucket.
- This bucket slowly fills up when you experience different stressors.
- The higher the water level, the easier it is for the bucket to overflow.
- When there is no room left even small drops can tip the water over the edge.

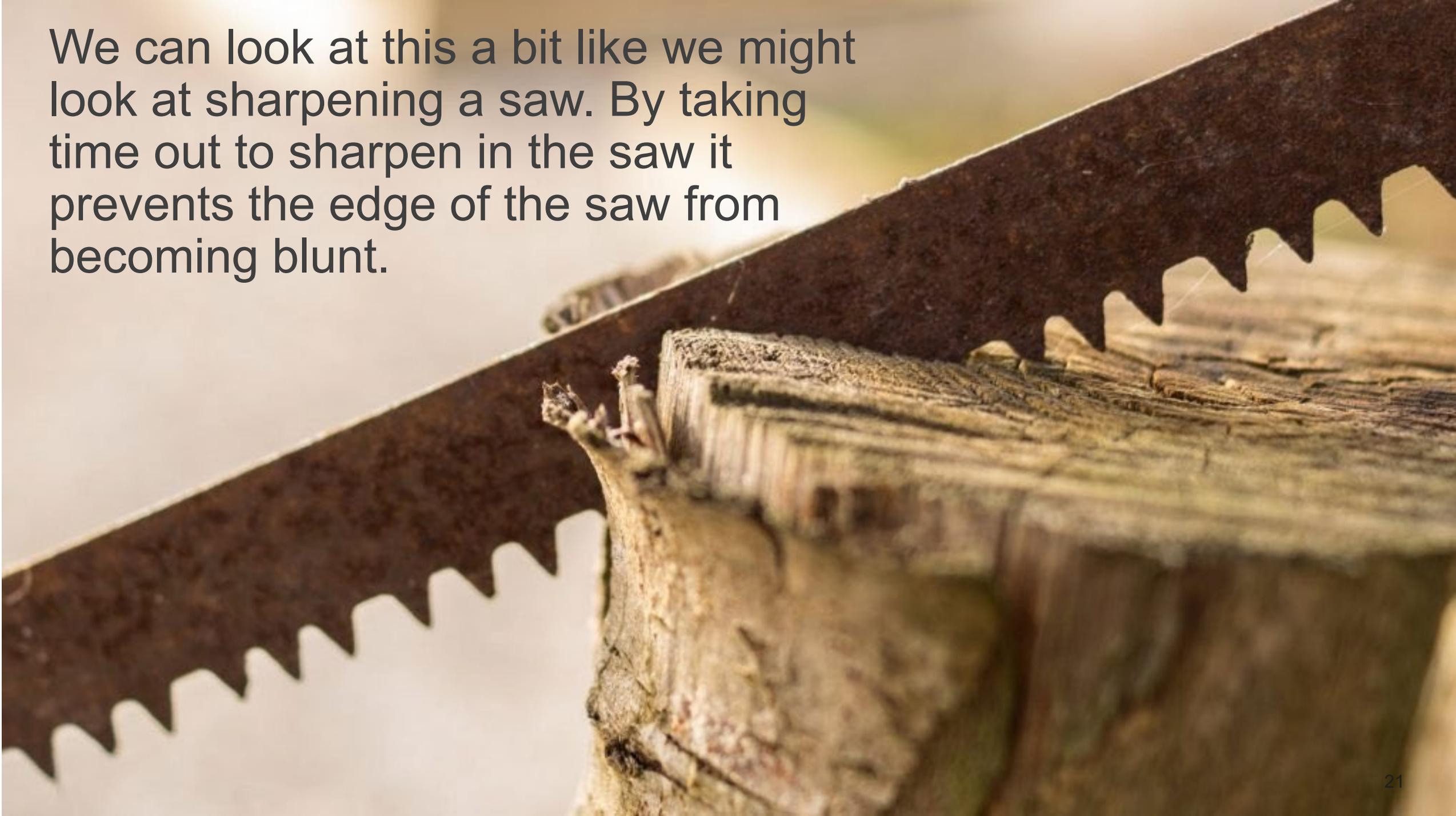


When you put yourself in last



■ Work ■ Parental Responsibilities ■ Housework ■ Bills/paperwork ■ Time left for me

We can look at this a bit like we might look at sharpening a saw. By taking time out to sharpen in the saw it prevents the edge of the saw from becoming blunt.



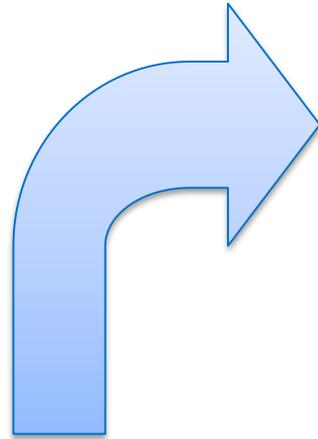
A woman with long, dark, curly hair is shown from the waist up, wearing a white, short-sleeved dress with lace detailing. She has her arms outstretched to the sides and her head tilted back, smiling joyfully. The background is a soft, hazy mix of yellow and light blue, suggesting a bright, sunny day. The overall mood is one of happiness and freedom.

YOU ARE YOUR BEST ASSET!!

Here are some of your ideas from last weeks webinar....

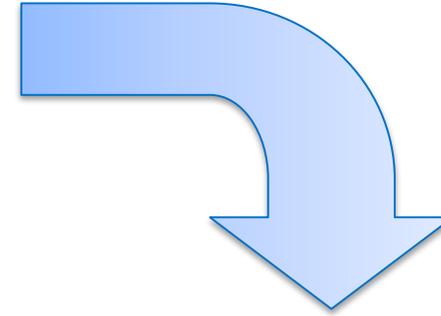
- Swimming
- A glass of wine
- I love to swim outdoors
- Meeting my family and friends
- Pampering myself and having a girly night in
- Go for a drive
- Go for a cycle ride
- Going for regular walks at least 4x a week and Mindfulness
- Having a back massage by my partner
- I go for a walk in my local Park early each morning feed the swans I miss the swimming If I miss the walk it makes a huge difference and the work day is more stressful
- Bath with essential oils and hot tub
- Walking & running with my dog
- Going for regular walks at least 4x a week and Mindfulness
- Yoga

Boom & Bust Cycle

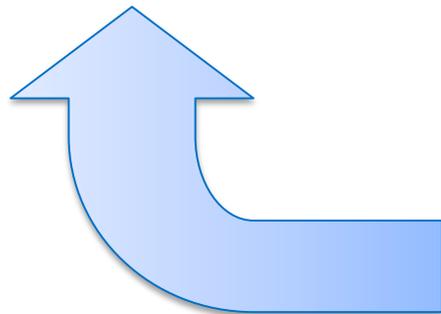


Feel exhausted or
don't meet targets

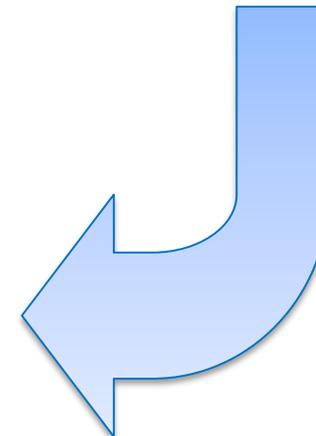
BUST
Low Mood:
Reduced Activity

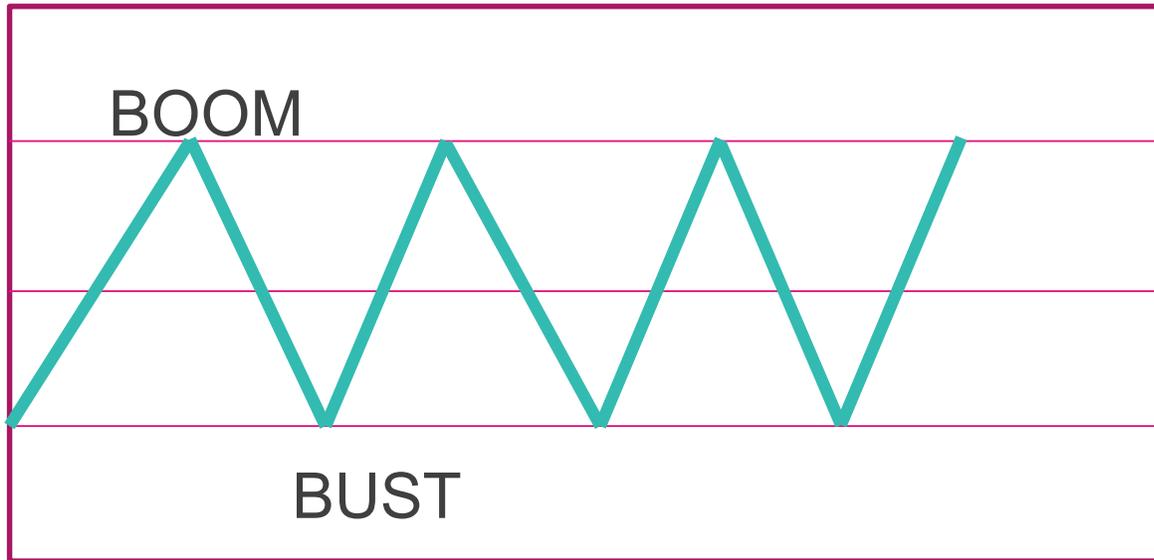


Feel guilty, pressures
building, want to get
better/back to
normal right now

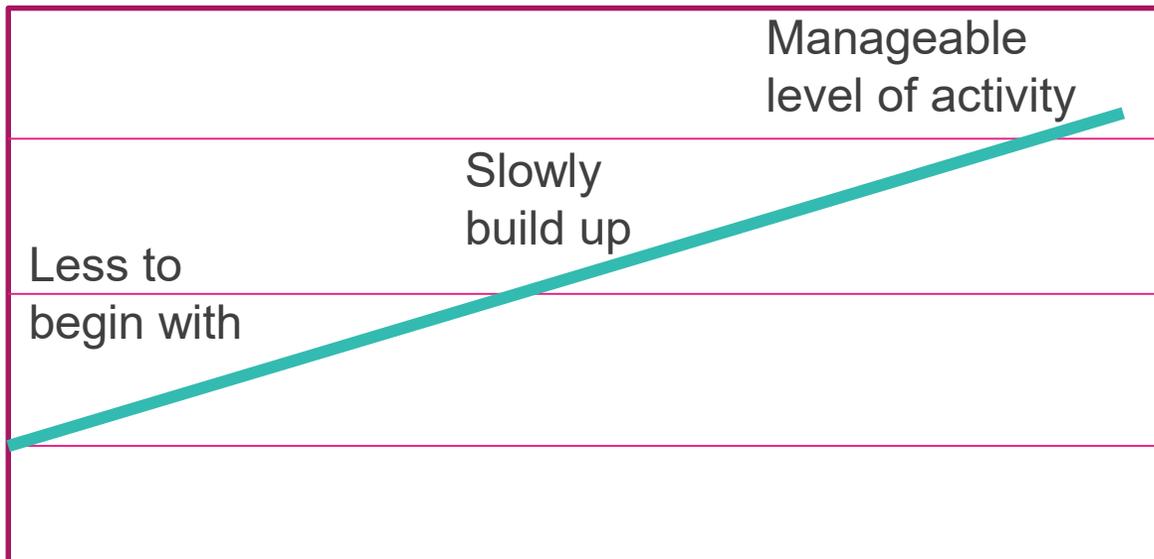


BOOM
Set high targets
– do too much





When in a boom and bust cycle, our activity levels can start to look something like this



When it comes to breaking the cycle, we may need to do less overall to being with, to be able to gradually build up to a more manageable level of activity

Behavioural Activation

What is Behavioural Activation: Slowly build in structured activities. Scheduling different types of activities **following the plan and not our mood**, so that we complete the activities and break the cycle which can maintain low mood.

Why do we use it?

- a) A lot of research has shown it to be effective.

- b) It does not require you to concentrate for long periods of time or think too much.

Step 1 – List activities



Routine: These are activities you used to do regularly.

Necessary: These are activities that are often very important and for which there is a consequence if they are not done

Pleasurable: These are things you used to enjoy before your low mood or could be new things that you think you would enjoy and like to try.

These are very much down to individual choice

Example

Routine: Eating 3 meals a day, sleeping in a routine, taking out the bins, having a shower, cooking healthy meals, making the kids lunch, food shopping.

Pleasurable: Swimming outdoors, meeting family and friends, pampering myself, going for a drive, go for a cycle ride, back massage from my partner, bath with essential oils, yoga, walking my dog

Necessary: Going to work, paying the bills, changing my phone tariff, opening letters, getting the MOT booked, fixing the kitchen sink.

Step 2: Create a hierarchy

- Rate the activities from easiest to most difficult.
- It's important to think about how difficult it would be for you NOW not before or if you were feeling better

Hard: Pampering myself, meeting up with family and friends, opening and sorting letters, Paying the bills, cooking and eating 3 healthy meals, back massage from partner

Medium: Reading the newspaper, cutting out naps, going to yoga, booking MOT, going for a run, meeting a friend for lunch

Easy: go for a cycle or drive, eating breakfast, calling a friend for a chat, showering before work, watching a TV show, taking the kids to the park, walking my dog, bath with essential oils.

Step 3: Schedule the activities

Start with the **easiest** activities first. As you go through the weeks, gradually include activities from the **medium** and **difficult** categories.

If there is a **necessary** activity which needs to be completed within a certain time, we need to schedule this activity even if it is in the medium or difficult category of your hierarchy. We may need to break this task down into stages.

Activities should be appropriately detailed, for example: '**A walk with the dog in the morning at 10am**'.

Step 4: Do the activities

Step 4: **Do the activities!** So make sure **to follow the plan and not the mood!**

Step 5: Really important - **Review**. Identify the activities you managed to include during the week.

- How did completing these activities impact your mood?
- What other activities could you schedule in for the next week?
- If it was difficult to complete some activities, were the activities too difficult?
- What could you do to make the activity more achievable?
- Could you get a friend or partner to help remind you?

- You might not be able to do the things you used to enjoy
- It might feel like there is no point.
- Don't give in to this feeling,
- Do the opposite

- Find ways of doing the things you used to do that make you happy.
- Be creative.



It might be hard to feel joyful right away, start small



Does anyone have any creative ideas about how to still do some of the things you enjoy?

Before lockdown	What I enjoyed about this activity	Adaptation to restrictions
Going to an art class	Painting and expressing myself creatively	Buy some watercolour paints and paper and go somewhere inspiring to paint.
Meeting up with friends	Being able to connect with friends	Send a letter, postcard or gift to a friend to let them know you are thinking of them.
Going to an exercise class	Opportunity to exercise/stretch	Go for a brisk walk with some stretching at the beginning and the end.







Does anyone have any creative ideas about how to still do some of the things you enjoy?

- Exercise is one of the best things we can do for our mental health.
- Exercise helps condition our body to handle stress better.
- Exercise increases the amount of Serotonin our body produces.
- Going on walks is a fantastic start.
- If you can't get going then try the '5-minute Rule'.
- If you are not sure you can find time then include exercise as part of your routine



Put it into practise...

Now plan 2-3 smaller activities to do over the next week which will help create more of a balance.



Monitoring first week activities

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6.00 Wake up Get ready	6.00 Wake up Get ready	Asleep	Asleep	6.00 Wake up Get ready	6.00 Wake up Get ready	Asleep
7.00 Shift Starts	7.00 Shift Starts	8.30 Drop Kids off at School	8.30 Drop Kids off at School	7.00 Shift Starts	7.00 Shift Starts	8.30 Housework & Food Shopping
		9.15 Back to Bed/browsing on phone in bed	9.15 Dozing on the sofa/browsing the internet			
		Put a wash on/wash up	Arrange for dishwasher to be fixed			
		15:00 Collected girls from school	15.00 Collected girls from school			Sunday Lunch with Family
		Homework with girls	Homework with girls			
		5.30 Prepare & Eat Dinner	5.30 Prepare & Eat Dinner			
7.30 Shift ends	7.30 Shift ends	7.30 Girls bedtime routine	7.30 Girls Bedtime Routine	7.30 Shift ends	7.30 Shift ends	7.30 Girls Bedtime Routine
Grabbed some food	Grab some quick Food/leftovers	Fall asleep on the sofa	Tidy house, put away washing	Takeaway	Paperwork whilst watching TV	Watched TV
Watched TV	Paperwork	9.00 went to bed	Sit on the sofa browsing phone	Housework		Dozing on the sofa
				Online Banking/bills		

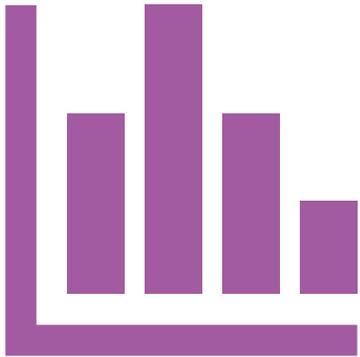
Scheduling first week

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6.00 Wake up Get ready	6.00 Wake up Get ready	7.00 Wake up 7.30 Exercise	7.00 wake up 7.30 Exercise	6.00 Wake up Get ready	6.00 Wake up Get ready	7.00 wake up 7.30 Exercise
7.00 Shift Starts	7.00 Shift Starts	8.15 Housework 10.00 Shower	8.15 Housework 10.00 Shower	7.00 Shift Starts	7.00 Shift Starts	8.15 Housework 10.00 Shower
		10.30 Creative time	10.30 Paperwork			10.30 Paperwork
12.00 Lunch	12.00 Lunch	12.00 Lunch	12.00 Lunch	12.00 Lunch	12.00 Lunch	12.00 Lunch
Shift	Shift	13.00 Online Foodshop/Bills	13.00 Creative Time/Reading	Shift	Shift	Gardening with Family
		15:00 Collect Kids from school	15.00 Collect kids from school			
16.00 Break	16.00 Break	Family Time	Family Time	16.00 Break	16.00 Break	
Shift	Shift	5.30 Prepare & Eat Dinner	5.30 Prepare & Eat Dinner	Shift	Shift	5.30 Prepare & Eat Dinner
7.30 Shift ends	7.30 Shift ends	7.30 Kids Bedtime Routine	7.30 Kids Bedtime Routine	7.30 Shift ends	7.30 Shift ends	7.30 Kids Bedtime Routine
8.00 Prepare & Eat Dinner	8.00 Prepare & Eat Dinner	8.30 Relaxation/TV time	8.30 Relaxation/TV time	8.00 Takeaway & Date Night	8.00 Prepare & Eat Dinner	8.30 Relaxation/TV time
9.00 Yoga & Relaxation	9.00 Reading	10.00 Reading	10.00 Bath & Music		9.00 Reading	10.00 Reading

Take home messages

- **Release** some stress from your bucket to lighten the load
- Put **yourself** into your life **first**
- Identify if you are in a **boom and bust cycle**
- **Schedule** a balance of activities: routine, necessary and pleasurable
- Find creative ways to rejuvenate and **'sharpen'** yourself.
- **Exercise** is just as effective as medication for improving mood.

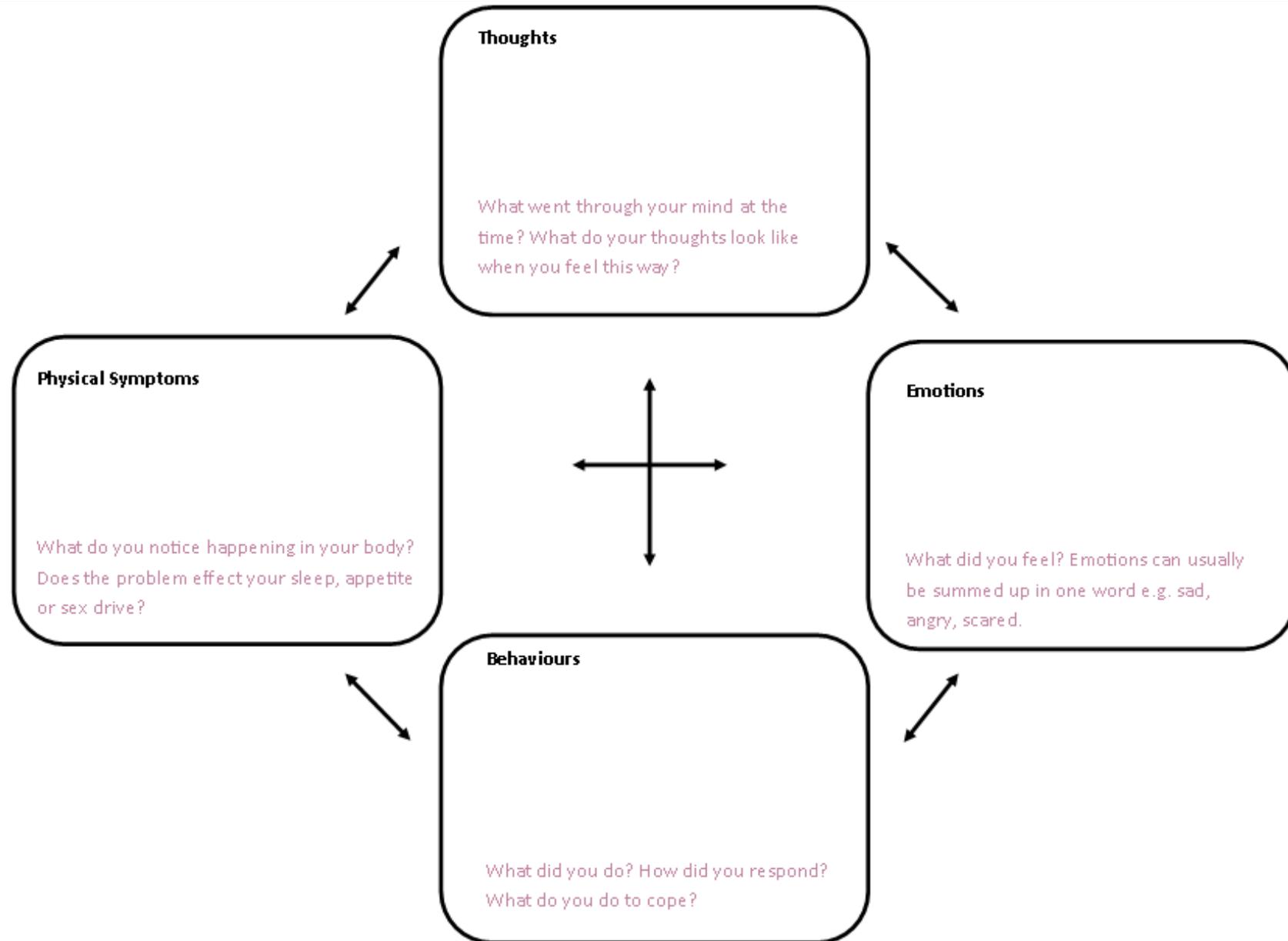
Choose one of the ideas from today's webinar that you will action this week



Poll:

- A. Put **yourself First**
- B. Identify if you are in a **boom and bust cycle**
- C. **Schedule** a balance of activities: routine, necessary and pleasurable
- D. Find creative ways to rejuvenate and **'sharpen'** yourself.
- E. **Exercise** is just as effective as medication for improving mood.
- F. Plan **2-3 Activities** to achieve more of a balance

Try it for yourself....



Coming up...

The next sessions in this webinar series are:

- Thursday 9th July – ***Coping with Burnout and Stress***
- Thursday 16th July - ***Sleeping Better***

You can register for these webinars here:

<https://thrivedn.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)

Getting more help and information

 If 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. Contact your GP if you can. If you cannot wait to see a doctor or feel unable to cope or keep yourself safe, you can contact the organisations below to get support right away.

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 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**

 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
-  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/>

**All the work we do with our
partners moves us closer towards
our goal to make London the
healthiest global city.**

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