

COVID-19 in Europe: Free IHI Call Series

22 April 2020: Psychological well-being of staff during and after COVID-19

Susan Hannah: Hello everyone, very much looking forward to this time together today.

Craig White: Hello Susan, me too :-)

Debbie Morgan: Hi Susan, really looking forward to today's discussion.

Abigail Pearson: Hello all, happy to be able to participate in today's discussion

Heather Shearer: Hi everyone, really looking forward to today's discussion

Jed Jerwood: Hello everyone, looking forward to the discussion

Fay Cook: Hello everyone, I will echo the sentiments above too

Angela Zambeaux (IHI): As a reminder if you need to reconnect to audio please click on Communicate at the top and choose Audio Connection. That will give you the option to choose Phone or Audio Broadcast for your audio.

Barbara Balik: Hello Hilary - marvelous to 'see' you & your colleagues! Thanks for sharing your learnings

Kay Cordiner to all attendees: Hi all, really looking forward to this discussion :)

Caroline Cochrane: Hi everyone

Shelly Jeffcott: Good afternoon from a sunny Glasgow

Matteo Migliorini: Hi to all! Matteo from Italy :)

Gaby Parker: Hello all - Gaby in Hertfordshire, UK :)

Lucy Hedges: Hello to all - echoing all of the above :)

Craig White: Hello everyone, Craig here - like Shelly am in a unusually sunny Glasgow :-)

Ansie Prinlsoo: Hello all, Ansie from Cape Town, so grateful for the opportunity to learn

Emma Binley: Good afternoon everyone, calling in from Surrey and Borders, looking forward to the call.

Andreia Cavaco: Hello from Madrid :)

Catherine Nunn: Good afternoon. really excited to be listening in from east midlands

Kathryn Bamforth: Hi Everyone, Kathryn from South Devon. Looking forward to this session.

Kris vanhaecht: Great to see all of you. Greetings from Leuven University, Belgium,

Barbara Lindsay: Bonjour from The Dordogne, France

Chesley Rappleye: Hello from Rhode Island, USA

Corinna Parisi: Hello all from Massachusetts USA!

Jed Jerwood: is there an event hashtag?

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Jennifer Rodgers: Another hello from Glasgow, Its always sunny in Govan :-) ...great to be connected to this Global team, Jen

Darryl Thompson: Greetings from a bizarrely warm and sunny Yorkshire in northern England

Angela Zambeaux (IHI): Welcome, everyone. As a reminder if you need to reconnect to audio please click on Communicate at the top and choose Audio Connection. That will give you the option to choose Phone or Audio Broadcast for your audio.

Pedro Delgado: all, feel free to ask questions via the chat

Angela Zambeaux (IHI): Hi Everyone! As a reminder please select All Participants from the drop down menu right above the chat box so your questions and comments go to everyone on the call.

Julie wilson: Will getting an emotional temperature of the team at the end of a shift be good practice, hence we can pick up issues early. I think MH teams have got most of it covered, the general nurses and district nurses not so much...

Angela Zambeaux (IHI): BAME stands for black, Asian, and minority ethnic

Susan Hannah: just in time 'nip it in the bud' support seems hugely valuable and I wonder what others are doing or planning currently to provide this support?

Angela Zambeaux (IHI): Question from Kate Hilton: I have heard from staff who are feeling cognitive overload. I'm wondering how to help staff with that when working to generate reflective space? Appreciate any examples of what you would say to support staff. (i.e. conversation guide)

Susan Hannah: I have heard of teams establishing 'time- out' relaxation spaces for staff who need 'in time' support when they are recognised as needing some help.....

Pedro Delgado: <https://www.ncbi.nlm.nih.gov/pubmed/29031935> The study Neil highlighted

Angela Zambeaux (IHI): Yes, this is being recorded and slides and materials will be shared after the call.

Susan Hannah: thank you for this great content - so much transferrable to any context where people are working with people affected by COVID. Great reflections Neil, thanks you...

Olivia Butkowski: Thank you Amanda, Hilary, Neil for great presentations and reflections and to our hosts!! Take care everyone and hope to speak with you next week!