

Professional Support Unit

Health Education and Improvement Wales (HEIW), Tŷ Dysgu

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Team Support (1)

5 levels of care

As managers, from time to time, you may notice increased anxiety in staff members, and you may be concerned about how to support staff around work based distress, loss and broader coping.

This document is part of a series of resources for managers, put together by the PSU, offering tips and tools to support you to support your colleagues. Some of these may also be useful for you to think about yourself too – **your wellbeing is paramount as you care for others.**



We've got this – we're making a difference

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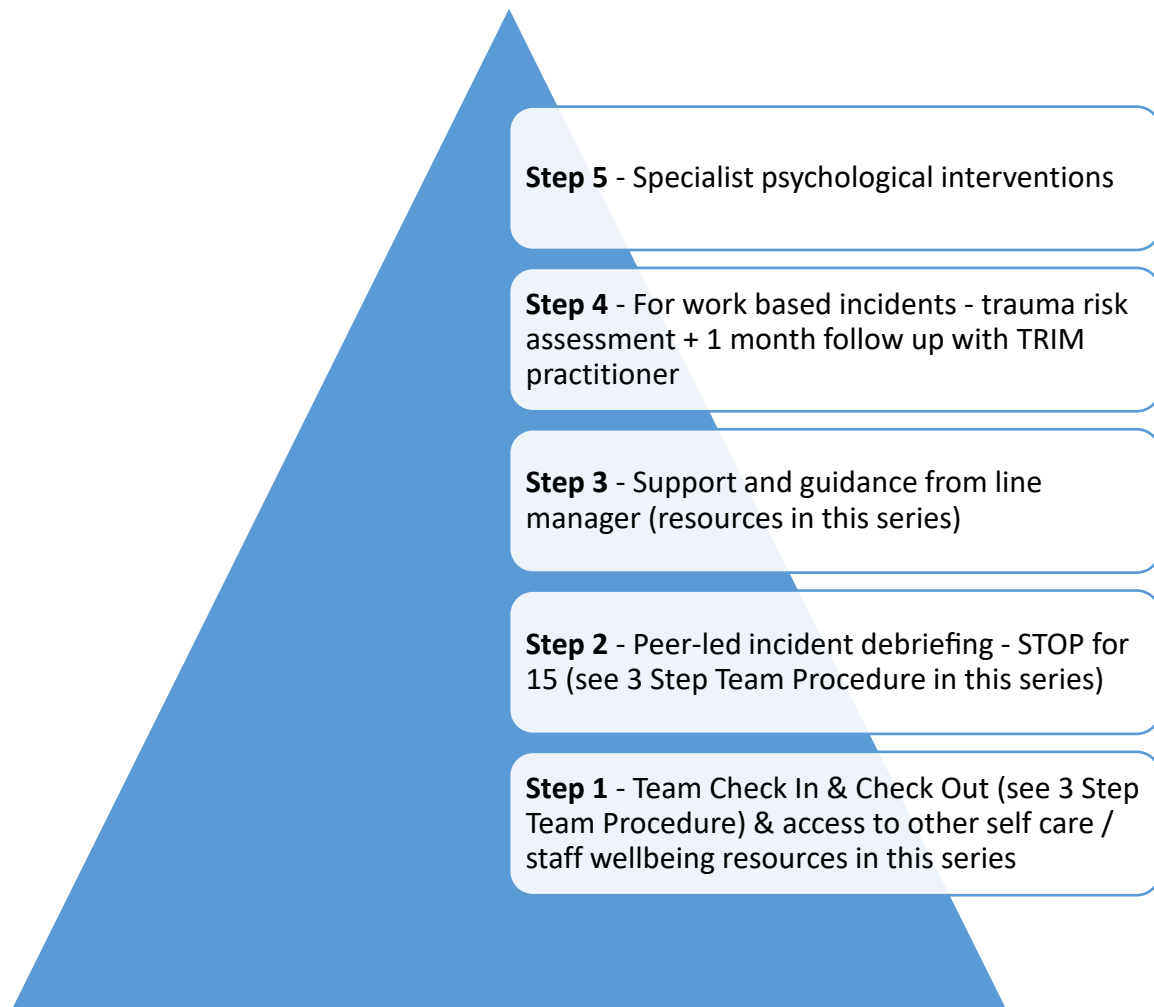
Supporting Staff – 5 Levels of Care

The support your colleagues may need can range from the everyday challenges to possible trauma and grief responses. We know that initial responses will be best managed effectively and compassionately by working closely with them, particularly line managers as well as other team members.

Human beings are remarkably resourceful. Many individuals will adjust well even in the face of difficult situations but this is particularly where there is a strong support network in place underpinned by psychological safety and compassion.

With these factors in mind a stepped care pathway for support and response, is recommended, starting with the bottom level and moving upwards as needed.

By ensuring the following levels of support are in place, and investing time in activities at the lower levels of the pyramid, we can reduce the likelihood that challenging circumstances will result in an acute response.



Your own wellbeing as a manager

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It is really important to remember that '**it is ok not to be ok**'.

It's common to focus on the wellbeing of others first but as managers we must look after ourselves and each other as best we can, so that you can be well resourced to support others. As the saying goes 'We need to put our own oxygen masks on before helping others'.

Support and resources available to all (including you as a manager):

A selection of open access, supportive, resources and tools, including playlists, resources and tools available for download here:

<https://psu.walesdeanery.org/support-services/resource-locator>

Wellbeing Resources from Health Boards and Trusts across NHS Wales:

<https://leadershipportal.heiw.wales/go/cp92la> -

Health for Healthcare Professionals: <https://www.hhpwales.co.uk/> or call **0800 058 2738**
or email - Monday to Friday 9am to 5pm

BMA Doctors-for-Doctors: <http://bma.org.uk/practical-support-at-work/doctors-well-being/about-doctors-for-doctors> or call **08459 200 169 (landline: 01455 254 189)** - 24 hours a day, 7 days a week.

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The resources in this series:

1: Supporting staff: 5 levels of care

2: Psychological safety: How managers can help foster this key area

3: Psychological first aid: How to respond to distress in your colleagues

4: How to support staff with acute anxiety or panic – a brief grounding exercise

5: 3 Step team procedure (including STOP for 15)

6: Team / peer to peer psychological debriefing

7: Other tips for supporting your team