

## **Confidentiality and information sharing**

The service has been set up specifically to enhance staff wellbeing during the COVID-19 outbreak. Although delivered by inpatient psychology staff, it will be connected to the GGC Occupational Health department structures in order to document contact with the service and enable follow-up.

We will discuss confidentiality with you during every call. Information discussed will be held in confidence between clinicians providing the service and the Occupational Health department. There are a few instances where information sharing would be necessary, such as risk to self or risk to other people. In these instances, information would be shared with the appropriate agencies/ professionals in order to maintain the safety of the staff member, patients and others. Wherever possible, you would be made aware of the intent to share information.

For each appointment provided, the clinician delivering the appointment

will complete a record containing your name and workplace and brief details of the content of the discussion. This information will be stored in a folder on the shared drive accessible only to clinicians providing the service and the specified members of the Occupational Health department. You can request a copy of your information from the psychologist you speak to.

### **Further information**

Please feel free to contact the Older People's Clinical Psychology Service for any further details

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## **Coronavirus Older People's Mental Health Inpatient Wards Staff Support Service**

Your Clinical Psychology colleagues want to support staff as best as possible over the coronavirus outbreak. In addition to support as usual a staff support service via telephone or "Attend Anywhere" (video call) is available to support Older Peoples Mental Health inpatient staff, both clinical and non-clinical, cope with the unique challenges they may face caring for people with mental health difficulties over this time.

Appointments can be requested by emailing:  
[opmhwadsupport@ggc.scot.nhs.uk](mailto:opmhwadsupport@ggc.scot.nhs.uk)

Appointments will be available between 7am and 10pm Monday to Friday with some weekend availability also.

### **Who is the service available for?**

The OPMH inpatient Staff Support Service is available for all staff working within older peoples mental health wards across NHS GGC during the Covid-19 outbreak (including healthcare assistants, nursing staff, AHPs, doctors, psychiatrists, management, administration, estates and facilities staff).

This service has been developed because we recognise that it is very normal to feel increased stress at a time like this. You do not need to be experiencing a particular mental health difficulty to access this service. Our aim is to support you with the range of emotions you may feel due to the Covid-19 outbreak.

### **What to expect from the OPMH staff support service?**

After requesting an appointment by email, we will offer you a choice of a 30-minute telephone or 'Attend Anywhere' (video) based session (accessible via most smart phones, tablets and computers with a webcam

& mic). These appointments will be delivered by Clinical Psychology staff who are familiar with mental health inpatient settings across NHS GG&C.

These appointments will provide support to help you manage the current circumstances and events during the outbreak. Depending on your needs, this will look different for different people but might involve providing information on coping strategies, supporting you for immediate or practical needs, or simply providing comfort.

We are committed to providing evidence-based, ethical and safe practice in the delivery of psychological services. Because of this, this service will not provide individualised counselling, therapy, or debriefing as this is **not** recommended for the first line of support. It is however completely fine if you want to call up more than once, or even several times. Just to be aware, you may be speaking to different psychologists on these different occasions.

### **Signposting or further support**

On occasion, the OPMH staff support service may not be the most appropriate source of support for you depending on your current circumstances. If you and/or the psychologist feel that a different service will be more suitable, we will discuss this and provide advice about further support if necessary.

### **How can the service be accessed?**

Sessions can be requested by emailing [opmhwardsupport@ggc.scot.nhs.uk](mailto:opmhwardsupport@ggc.scot.nhs.uk)

Please include your name, how best to contact you, the site you work on and your role. We will reply to you and aim to provide an appointment as soon as possible, and at a time that is convenient for you. Sessions can be offered between the hours of 7am – 10pm weekdays and there will be some availability for weekend sessions.



# COVID-19 APPROVED GUIDANCE

## OFFICIAL SENSITIVE

***Note: This guidance has been fast-tracked for approval for use within NHSGGC***

### **Covid-19 Older Peoples Mental Health Inpatient Wards Staff Support Service**

This guidance is intended to assist healthcare professionals in the choice of disease-specific treatments.

Clinical judgement should be exercised on the applicability of any guidance, influenced by individual patient characteristics. Clinicians should be mindful of the potential for harmful polypharmacy and increased susceptibility to adverse drug reactions in patients with multiple morbidities or frailty.

If, after discussion with the patient or carer, there are good reasons for not following guidance, it is good practice to record these and communicate them to others involved in the care of the patient.

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#### **Important Note:**

The version of this document on the Clinical Guideline Directory is the only version that is maintained. Any printed copies should therefore be viewed as 'Uncontrolled' and as such, may not necessarily contain the latest updates and amendments.