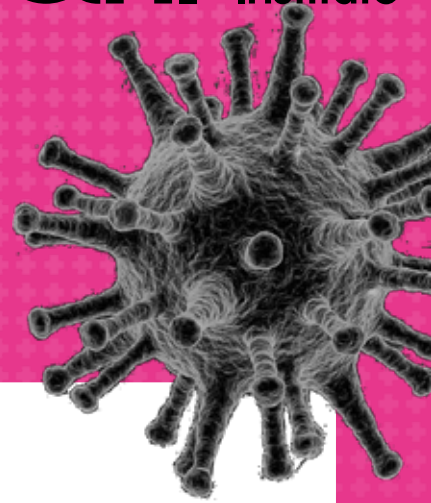
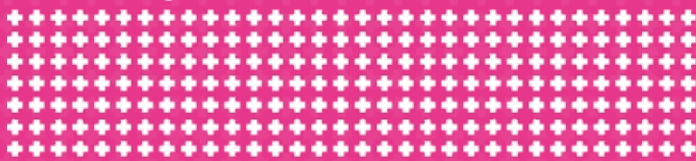


Community Nursing Covid-19 Innovation/Best Practice

CASE STUDY

A Wobble Room and Virtual Wellbeing Tree



1/

Personal details

Name: Krishna Nair

Job title: Quality Improvement Programme Manager

Employer: Local Community Partnership CIC

2/

Please describe your practice innovation.

Covid-19 has significantly changed the way we work and the pressures we feel while adapting to the new changes. We recognised that our colleagues are facing unprecedented demands and they need additional support for maintaining their wellbeing during this period of time. To support colleagues during Covid-19 and the challenges that impacted on wellbeing, a virtual 'wellbeing tree' and a facilitated virtual 'Wobble Room' that runs twice a week were set up, where colleagues can visit if they are feeling overwhelmed and have some timeout to de-stress. Feedback from colleagues has been very positive.

Wobble Room

Use of Skype virtual wobble rooms (1-1 and group) enable our colleagues who are community based across many sites to have access to support in a different way. During Covid-19, our colleagues were feeling more stressed and anxious than usual. The virtual wobble room provided them a safe space to reflect and relax. This ensured all colleagues have space to look after their own mental wellbeing at this difficult time. These sessions (group drop in sessions on Tuesdays and individual session on Thursdays) were facilitated by a colleague who is trained in talking therapies, who provided psychological first aid encouraged attendees to discuss how they are managing and stress on an ongoing basis.

Virtual Wellbeing Tree

The virtual online wellbeing tree allows colleagues to leave positive comments or concerns anonymously – to share and get a positive response back from leaders. This is on our intranet homepage and visible to all colleagues. The wellbeing tree is there for colleagues to offload fear, anxiety and stress before they leave at the end of their day. Similarly we also wanted to share colleagues' positive thoughts. This helps to celebrate what they have achieved each day and build a picture of all the amazing things they all do.

3/

How has this enabled you to treat/support patients /residents/families/carers more effectively and safely?

A survey suggested that almost all nursing staff were feeling overwhelmed and anxious, with a 75% describing their mental health as 'bad' during the pandemic (Nursing Times 2020). Initial feedback suggests that our virtual wobble rooms and wellbeing tree reduce feelings of isolation and confusion by providing a space to acknowledge the emotional impact of work, and they helped colleagues not to neglect their emotional wellbeing. This has a positive impact on the care that colleagues provide for patients and carers.

4/

How has this enabled you to work more effectively with colleagues/partner organisations?

The current kind of Covid-19 situation was unprecedented, resulting in community colleagues feeling isolated while providing virtual consultation when working from home, or seeing high risk patients on their own with very limited support. The virtual wobble rooms and wellbeing tree provide them a sense of belonging and a space for sharing their worries, escaping from loneliness, and verbalising emotions to fellow colleague/s. The wellbeing tree is a powerful visual way of communicating both concerns and positive thoughts. The outcomes we are seeking to achieve are (1) Increased resilience - colleagues are able to build and maintain their own mental resilience to deal with normal stresses and strains, and take the opportunities change brings. (2) A healthy and happy workforce – An inclusive environment where colleagues look after their own wellbeing, so they can be physical well, emotionally balanced and socially connected.

5/

Do you see this new way of working as a temporary adaptation to current conditions, or a permanent/evolving change?

Capturing and sharing personal feedback and stories is very powerful and a useful tool in engaging people with improvements. They help to drive change and inspire action. They can bring to life and help give context to issues before they develop further. The organisation considers these innovative ways of engaging colleagues to be part of the reformation and new ways of working.

6/

Please describe any particular challenges you had to overcome.

The initial challenges were integrating the existing technology for the purpose of virtual wobble room and getting our colleagues to buy into this new way of communicating their feelings and emotions. The facilitated sessions by the experienced talking therapist alleviated the initial resistance and it has become very popular now.

7/

Please describe any continuing challenges you would like to address.

Currently we facilitate wobble room sessions on Tuesdays and Thursdays (1-1 sessions). The frequency of these sessions needs to be reviewed according to staff need. We have so far around 46 comments on the wellbeing tree and it is growing. We'll need to find an efficient way of displaying these comments under the tree. The discussion has taken place with our web expert to resolve this issue.

8/

Please list any websites, online platforms or apps that have helped you.

<https://www.nhs.uk/live-well/>
<https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/>

9/

What are the main pieces of IT or other equipment you need (e.g. digital camera, phone, laptop, iPad).

Laptop with camera and phone for Skype calls

10/

Please give any individual examples, quotes or other information.

Feedback from one of the colleagues:
'Thank you so much for setting up these wobble rooms. The wobble room helped me linking with other colleagues who had similar experience and talk through my feelings, and offloading my emotional baggage. At the end, I felt relieved and relaxed. I recommended it to my other colleagues now.'

Director of Workforce and People:
'Thank you for your great work on the wobble room and wellbeing tree – much appreciated.'

Chief Executive:
'Thank you for all your hard work over this time.'

Wellbeing tree

Published: 09/04/2020 Last Updated: 27/05/2020

The Wellbeing Tree is here to offload your fears, anxiety and stress on before you leave at the end of your day. Pop any thoughts you have on our Wellbeing Tree – what matters to you is really important to us. This could be anything from 'Have I done enough today' to 'I'm emotionally drained'. By leaving your worry on the tree we hope you can then leave these at work before you go home. Similarly, we also want to share your positive thoughts too. This is so you can *celebrate what you have achieved each day* – and we can build a picture of all the amazing things you all do each day. What have you done today you are proud of? What have you done today you want to acknowledge?

You can write us your thoughts and concerns to <https://www.smartsurvey.co.uk/s/0A3O11/>

It is clear from some of the questions being posted on the Wellbeing Tree that some of our colleagues are feeling very anxious. Operational Managers and Team Leaders are aware of this, and are really keen to support people as much as possible, to help them through this difficult time. If you are struggling for any reason please speak to someone – whether that be your Team Leader, and Operational Manager, or anyone else who might be able to help.

Please remember that the Wobble Room (Tuesdays and Thursdays) and EIA counselling line are there for the support of all colleagues. Details of how to access these are available on Elsie

It's OK to have a 'wobble' and have some time out to de-stress. Do you want to come and chat and share with others about how you are feeling? Do you want to just come to a safe space and be listened to? Sessions facilitated by someone who is trained in talking therapies
Call 0300 304 5088 (individual support) every Thursday between 2pm and 4pm
Group drop in session on Tuesdays between 2pm-4pm Join by Phone - 03033309000 - Meeting Room ID 4929016

Had a wobble last week and posted about being redeployed and missing my team

Response: We know that things can be difficult for some of our redeployed colleagues, away from their team in challenging times. Wobbles are completely understandable, but it's great that you posted your feelings – this will help others to see, as well as you. Don't forget to use the support available for redeployed colleagues and please discuss with your line manager or operational manager, who will be keen to support you. I am sure your colleagues would love to hear from




“ The wobble room helped me link up with other colleagues who had similar experiences and talk through my feelings, and offloading my emotional baggage. Staff feedback

