

## Case Study: [NWL Keeping Well service](#)

NWL have developed a comprehensive wellbeing service known as *Keeping Well*, which incorporates the national and NW London staff wellbeing offer. In addition, each Trust and the CCGs have organisational offers in place.

*Keeping Well* offers a fast and **confidential** psychological support service for all NHS staff in NW London as well as in care homes. The service offers a **live chat, helpline and referral service**, and psychological support using NICE recommended treatment, including CBT, EMDR, counselling for depression and brief psychodynamic therapies.

All NHS staff in North West London (including non-clinical staff), all staff in care/residential homes in North West London and all London Ambulance Service staff can access the service. It complements existing provisions from occupational health departments, Employee Assistance Programmes (EAP) and clinical staff embedded into NWL organisations. Both *Keeping Well* and EAP providers are able to refer between each other as necessary.

### Keeping well case example - West London Trust:

Referral for a senior nurse working in one of the local acute Trusts. A number of years ago she was involved in a traumatic event whilst at work. She had taken some time off from work at the time but hadn't had any formal psychological intervention and had returned to work after a few weeks. After this she reported feeling frequently anxious and lost some of her self-confidence but felt that she was coping.

However, during Covid she found it extremely difficult – the pace of work was relentless and she was extremely shocked at the number of patients who died – often very rapidly and unexpectedly. She also spoke about a constant feeling of terror that she would either become infected herself or infect a member of her close family. She was overwhelmed with feelings of guilt and responsibility and was particularly upset when recalled conversations with families to explain they couldn't visit relatives who were dying.

She is now experiencing flashbacks from both her experiences during Covid and also related to the pre-existing traumatic event. These are frequent during the day and she is reporting nightmares almost every night. Sleep disturbance is making her exhausted and increasingly anxious about making a mistake at work. She was assessed, diagnosed with PTSD and has begun trauma-focussed cognitive-behavioural therapy in the Keeping Well service.



### Case Study: [NCL Together in Mind website](#)



The Together in Mind (TiM) website is an accessible digital platform that connects and supports the North Central and North East London health and social care workforce during the Coronavirus outbreak.

The site facilitates direct feedback from the workforce to understand emergent and evolving need in relation to exposure to potentially traumatising experiences; provides tailored original content in response to workforce feedback e.g. **podcasts** from experts across NCL; curates existing resources and tools; and signposts to local, regional and national initiatives. NCL are testing additional functionality on the website such as a **Health Chat platform** to explore options for real-time signposting and onward referral into local services as required.

Alongside the core website offer, NCL are establishing a multi-disciplinary clinical team (drawn from organisations across NCL) who are focused on **proactive outreach** to partner organisations to encourage staff to seek support when required. NHS and social care staff can be reluctant to seek support, and access to this type of support can mirror inequalities in access to other psychology and health services from certain groups, including BAME staff. Culturally sensitive and appropriate, and targeted outreach will be vital to ensure this offer is equitably accessible by all colleagues. Feedback or insights gathered from proactive outreach will be fed back into the website, to better enable the tailoring of materials and resources to meet local needs.