

Recommendations for Managers and Decision Makers in Supporting Care Home Workers during COVID-19

1 Supporting basic needs

Do help staff to stay well - food, rest, sleep, safety (including PPE), and regular breaks.

Do try to maintain income for those on sick leave or unable to work.

Do stagger shifts where possible and control working hours.

2 Fostering self-care and social support

Do role model self-care and allow time for staff to share experiences, acknowledge difficulties, and celebrate good practice.

Limit social media and do access news from trustworthy sources.

Do connect with family and friends if helpful. Disconnect and take time out when needed.

Do allow time for staff to support each-other and foster team spirit and connectedness.

3 Promoting psychological wellbeing

Do set up regular feedback mechanisms, listen to staff, and ensure feedback is acted on.

Do encourage staff to use appropriate online resources, helplines and wellbeing apps.

Do provide positive feedback, recognise, and appreciate staff work.

Be understanding when things go wrong under pressure.

Do normalise but don't minimise distress.

4 Good, clear, timely communication and information

Be clear and consistent about staff duties and responsibilities.

Do provide open, honest, regular communication. Do highlight key points.

Do support staff training on any new skills including care for those with COVID-19 and PPE use.

Do provide training on reducing infection and spread.

Do buddy less-experienced with more-experienced colleagues.

5 Developing clear and systematic protocols

Do advise staff how to communicate with relatives about a resident's death in the COVID-19 context

Do provide training on PPE.

Do have plans for resident isolation with confirmed or suspected COVID-19.

6 Providing grief and bereavement training and support

Do let all staff know of a residents' death and provide training and information.

Do encourage staff to reminisce about residents after they have died.

Do make information clearly visible and available for staff, residents, families. Include helplines and online information sources.