

# **hello** my name is...



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# What is Counselling?

Counselling and psychotherapy are umbrella terms that cover a range of talking therapies. They are delivered by trained practitioners who work with people over a short or long term to help them bring about effective change and/or enhance their wellbeing

British Association of Counselling & Psychotherapy (2017)

# What is workplace counselling?

- Brief psychological therapy for employees of an organisation, which is paid for by the employer (McLeod & Henderson, 2018)
- Work-related and personal issues that affect working life
- Internal or external providers
- 75% of medium and large organisations in Britain and North America make such available their staff (Carroll & Walton, 1999)



# Amica Staff Counselling

- Established in 1989
- Serves a number of public sector organisations within Leicestershire and Rutland
- A Leicester, Leicestershire and Rutland Staff Mental Health Wellbeing Hub collaboration member

# What Amica Does

- 24/7 support line
- Video, telephone and (eventually again) face-to-face counselling
- Wellbeing training
- Group support
- Trauma support
- Mediation support
- Supervision for individuals and teams
- Bespoke work and consultancy



# How we responded during pandemic

- Rapid move to video counselling to replace face-to-face-work
- Rapid introduction of online wellbeing resources
- Emotional resilience presentations at wellbeing events
- Provided drop-in session for staff in the adult ICUs and Emergency Department
- Recruited new staff to ensure low wait times

# Some observations about last year

- Staff felt overwhelmed with the pace of change and the volume of work
- Staff anxiety arose from a variety of concerns & sources
- They might be judged to have made incorrect decisions
- They would need to continue to work at higher pace
- Returning to normal service with a backlog of work
- Not being able to stop work

# Further observations

- Diminished capacity for self care
- Few resources available in lockdown
- Diminished contact with loved ones and colleagues
- Normal close relationships acted as a source of anxiety

# Our organisational approach

- Provided management training in the affect of trauma
- Introduced sense importance of compassion and soothing, meaning making, relationship building
- Resilience through connection and cohesion
- Encouraging active recovery work

# Emerging themes

- Compassion fatigue
- New normal is not universal
- Relational losses
- Rebuilding and recovery v further change
- Practitioner impacts

Thank you