

Case study: Manchester Working Well

The PCMIS system allows alerts to be put on to ask staff to consider if there is a clinical need to read notes before reading them. The Manchester resilience hub has a policy that staff within the hub don't provide support to staff from boroughs they have worked in. There is also an option for bespoke alerts to be created if clinicians realise they know clients. They also try and ensure there is no cross over (where possible) between systems work and clinical work – e.g. if a person is supporting a manager as part of a system they would not work with them clinically.

The Manchester resilience hub have also developed a Greater Manchester information sharing guidance in conjunction with the information governance team that helps the organisation understand supports the developed to help your organisation share personal information safely and securely.

Case Study: NWL Keeping Well confidentiality processes and procedure

Free, fast and confidential psychological support. By care professionals for care professionals

Central and North West London NHS Foundation Trust and West London NHS Trust are working together to provide personalised wellbeing and psychological support to all NHS staff in North West London, the London Ambulance service, and those providing care to others in the community, including staff in care and residential homes.

Your organisation may have support in place but we can provide a choice over where your treatment is provided so you do not have to be seen in the Trust you work in or in your local borough.

We accept referrals from anyone (including healthcare professionals). All support is free and confidential using NICE recommended treatments. The treatment is delivered by trained professionals with a wealth of experience working with common mental health problems.

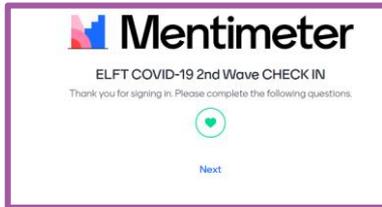
All appointments are held over the telephone or using video consultation. It's quick and easy to start a conversation with our team.

[Use our live chat](#) to start speaking to one of our trained Psychological Wellbeing Practitioners (available Monday to Friday from 9am to 5pm). Chat works best on Google Chrome and from a mobile or tablet. It will not work on Internet Explorer 7 - If you are unable to use or see the chat button then please [download and use Google Chrome](#).

Email or call us Monday to Friday 9am to 5pm. You can also request a call back at a convenient time. We're here to help. Our appointments are flexible to work around shift patterns.

DN potentially other case studies to follow: confidential telephone support from SWL STG and St. Georges

Staff self-check in and self-help examples



The ELFT check-in is an anonymous, twice-weekly response to 5 questions. It is open to all ELFT staff groups but entirely voluntary. The results are summarised and reported to Gold Command. The word clouds on what is working well/not well are also published on ELFT comms. It is a helpful snapshot of how staff are feeling.



SLAM have produced coronavirus support and mental health web page that shares information, practical tips and important topics relating to Covid-19 and mental health and well-being. All resources are open to all and free to use and are shared in various formats such as podcasts, blogs, videos, webinars and digital learning courses. Access site [here](#).



The NWL Keeping well service contains self-help digital tools, including wellbeing apps, wellbeing sites, guidance on the intranet and helplines. Resources are available to all and free to use. Access the site [here](#).



The NCL Together in Mind website collates podcasts, existing resources and tools, signposting to initiatives. Access the site [here](#).



Thrive LDN have recently developed a new resource for supporting Londoners after sudden bereavement during the COVID-19 pandemic. The resource is now published and available to download via our website [here](#).