

# Wellbeing for individual employers, PAs and those supporting them



# Welcome

- This webinar is being recorded for others to watch.
- Attendees are on mute.
- Please do chat, comment and ask questions via the 'Questions' function, this is monitored by facilitators.
- We will be answering some questions sent in prior to the webinar.
- There may be questions that come up during the session which we will check.
- The slides and links to resources will be sent out after the webinar.



# Presenters



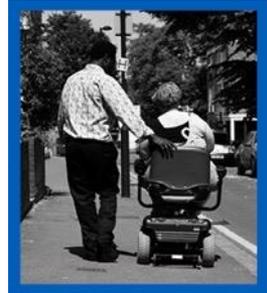
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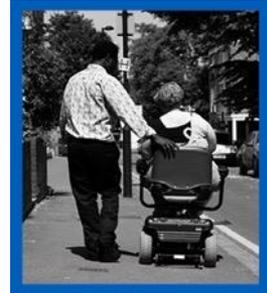
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# What we hope you will take away from this webinar

- An opportunity to learn from others who are going through similar experiences to your own.
- An increased knowledge and confidence to use some simple tools or ways of approaching situations to help you improve your own well-being and recognise when other may need help with their well-being.
- An understanding that you are not alone and there are organisations out there who can help you when you are having a difficult time.



**Wellbeing:**  
**A state of being comfortable,  
healthy or happy**

*Oxford English Dictionary definition*

# Your well-being is important

- This is what employers told us

time  
someone  
plan  
provide  
control  
feeling  
future  
care  
loved  
life  
valued



# Sebastian

- Individual employer
- In this video we hear from Sebastian who employs his own PA.
- Sebastian has kindly shared his experiences of the challenges he has faced since the start of the pandemic.
- This video is about 7.5 mins in length.



# Some of the challenges faced

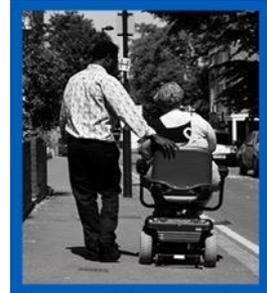
- These are just a few examples from our conversations, there will be others
- Isolation from usual sources of emotional and social support.
- Guilt at not being able to support family members outside of the household.
- Frustration at the lack of clear information from local and central government.
- Worry about the added costs of PPE and additional support.
- Worry about the loss of some services (e.g. day services).



# Supporting your well-being

## ■ Guidance and tools

- Each of you will face different situations and have different ways of dealing with problems.
- We can help individual employers and PAs find help and support to manage their wellbeing.
- This webinar will offer some guidance and tools for you to use in ways that suit your situation.
- Remember you are the experts in your own well-being so choose the tools or approach that best meets your needs.



# Five Ways to Wellbeing

- Widely used and promoted by the NHS and organisations such as Mind.
- The model was developed in 2008 based on research evidence.
- Simple and easy to use way of thinking about our individual wellbeing.
- It can be easily integrated into people's everyday lives.



# Five ways to wellbeing

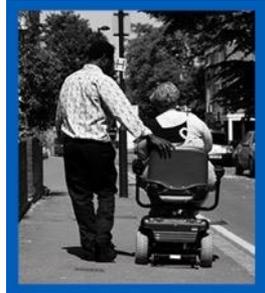
 <p><b>Connect</b></p> <p><b>CONNECT</b> <b>YOU ARE NOT ALONE</b></p> <p>None of us have been here before and we are all a little afraid <b>SEEK HELP</b></p>	 <p><b>Be active</b></p> <p><b>BE ACTIVE</b> <b>LOOK AFTER YOURSELF PHYSICALLY</b></p> <p><b>EAT WELL</b> <b>DRINK WATER</b> <b>MOVE YOUR BODY</b> <b>SLEEP</b></p>	 <p><b>Take notice</b></p> <p><b>TAKE NOTICE</b> <b>YOU ARE STRONGER THAN YOU THINK</b></p> <p><b>STOP, BREATHE &amp; then THINK</b></p> <p>Pause, take a moment to be still Stop, breathe - this too will pass</p>	 <p><b>Keep learning</b></p> <p><b>KEEP LEARNING</b> <b>EMBRACE THE CHALLENGE</b></p> <p>We will all learn new things about ourselves, about each other, about how we work, about how we play, about how we live</p>	 <p><b>Give</b></p> <p><b>GIVE</b> <b>KINDNESS WILL HELP US THROUGH</b></p> <p>Look after each other &amp; Look after yourself</p>
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← TAKE 5 AGAINST COVID #CompassionateCare #InItTogether →

# Connect



- Things you can do to keep connected
- Make a list of those people who are important to you and set up regular phone or video call.
- Use social media to stay in contact with and grow your wider network (taking care to do this safely)
- Use activities such as quizzes and games to enhance the on-line experience and stop it getting 'stale'.
- Take every opportunity, however small, to connect with another person.



# Be active

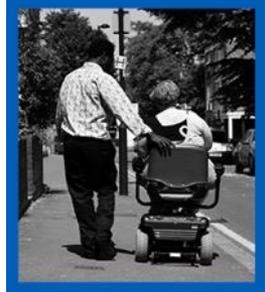


- Tips on finding the time and motivation for exercise
- Build physical activity into your everyday routine, do a little bit several times a day.
- Set yourself achievable goals every day, start small and build up your level of activity .
- If you have access to outside space, a garden or a park, use it if you can.
- Make use of on-line fitness and exercise videos.
- Don't make it a competition, make it fun.
- Get everyone in your household involved.



# Take notice

- It can make you feel better
- Being aware enhances wellbeing.
- Savouring 'the moment' helps to reaffirm life priorities.
- Be curious and take the time to notice what is happening around you. Pay attention to details, be aware of all your senses.
- Where you can vary your routines or places you visit so you see something different.
- Paying attention to an external stimulus can help de-clutter your mind.
- Practice mindfulness.



# Keep learning



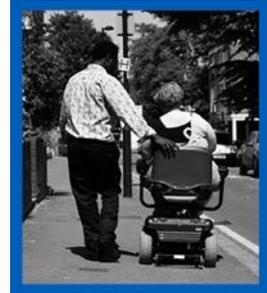
- Embrace the challenge
- Learning and discovery are core human needs, and we all learn throughout our life.
- Gaining knowledge or a new skill can help build self-esteem and give you more confidence to tackle life's problems.
- Try signing up for free on-line course, immerse yourself in learning for a few minutes a day and you will soon feel the benefit.
- Learning a physical activity such as knitting, painting or playing an instrument has the additional benefit of relaxing the mind and body



# Give



- Things you could consider
  - Volunteering to offer on-line or telephone support to others in your community, this could be just a weekly call to someone who lives on their own.
  - Share your knowledge or skill with others, offer advice and support. You could support an older person to learn how to use video calls.
  - Checking on neighbours who may be self-isolating or struggling to get to the shop etc.
  - There are many small ways to help someone in your community, you just need to reach out.



# Dealing with immediate demands and pressure

- Sometimes demands on you are constant and build up over time, giving you time to develop coping strategies. Sometimes things just happen with no warning and you just have to react.
- Its these unexpected demands that can cause someone to respond in an emotional way, and sometimes these emotional responses can make the situation worse.
- Skills for Care has developed our ‘**Supporting self**’ model to help people respond in these difficult situations.



# Supporting self

- **PERSON:**  
to help manage your own emotions
- **CARE:**  
de-escalating in challenging situations

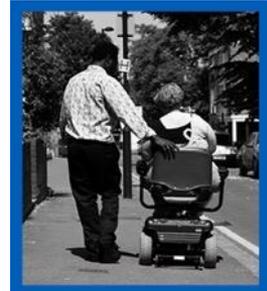
**A PERSON** can choose how they respond and react:

**P**ause  
**E**scape  
**R**eflect  
**S**ense check  
**O**ppportunity for change  
**N**ext steps



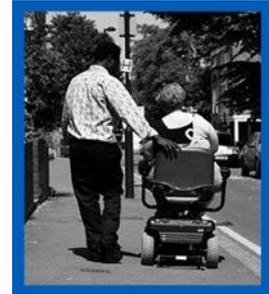
In a challenging situation, take **CARE** using this de-escalation technique:

**C**hoose to listen before responding  
**A**cknowledge their concern, don't judge  
**R**eflect back to check your understanding  
**E**xplain what you will do next and thank them



# PERSON

- helping you manage your reaction to a difficult situation
- **Pause:** Take a few minutes to think about how you will react. Take a deep breath and take time before responding
- **Escape or exit:** Move away to give yourself time to think and compose yourself
- **Reflect:** Think about the choices you have and the possible outcome of your reaction
- **Sense check:** What is really going on here? Is there something I'm missing? Is this battle worth fighting?
- **Opportunity for Change:** how can you change the situation to get a positive outcome?
- **Next steps:** When you have decided on the best response act.



# CARE

- de-escalation when you feel under attack
- **Choose to listen:** Focus on what the person is really saying. Take a moment to think, use the PERSON model.
- **Acknowledge their concern, don't judge:** Show understanding and empathy
- **Reflect back to check understanding:** This gives the person the opportunity to clarify any misunderstanding and clarify their concerns
- **Explain** what you'll do next and thank them for giving you the opportunity to resolve the problem

**Make sure you follow-up, this is your opportunity to resolve the problem before it escalates.**

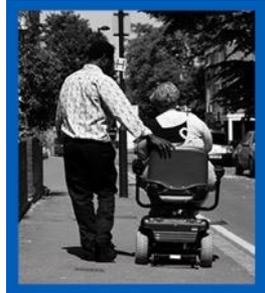


# Feeling out of control?

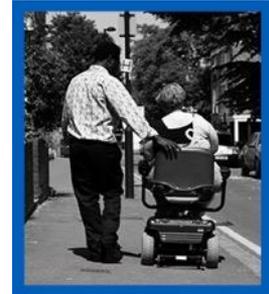
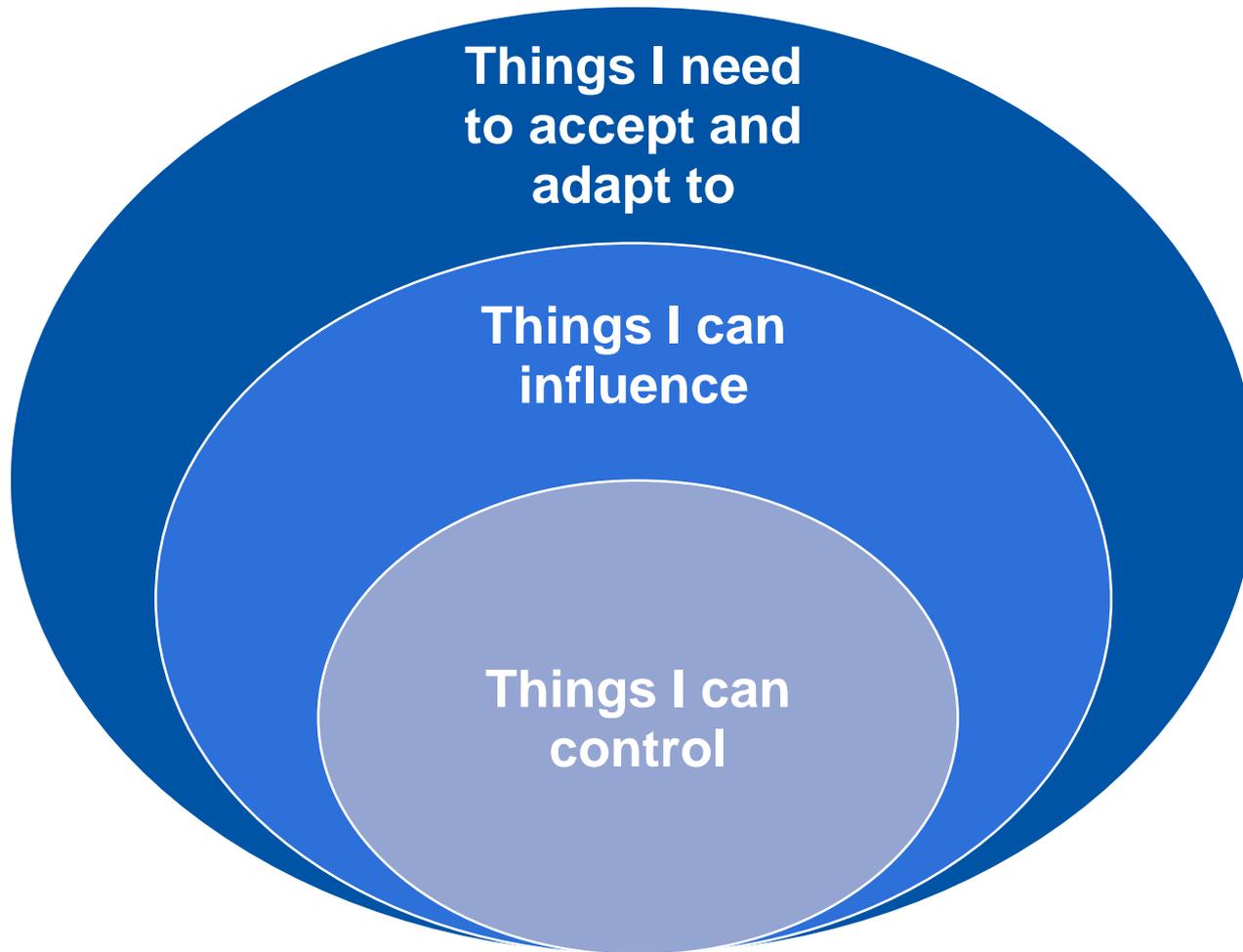
- Managing feelings and taking control of our responses

Think of your situation in terms of:

- things you can control
- things you can influence
- things you can accept and adapt to.

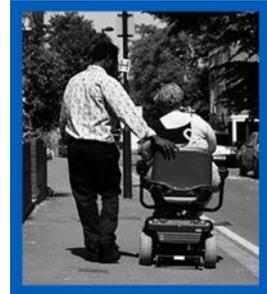


# Control, Influence, Accept



# Conversation with 'Anna'

- Putting these approaches into action
- 'Anna' employs as small team of PAs to care for her daughter, main carer for her parents and was shielding herself.
- Felt let down by services, agencies and even her PAs.
- Had contact with a small group of friends.
- Made lists and felt she had to be organised about every aspect of her life.
- Anna felt guilty about not being able to spend time with her daughter and parents and was emotionally drained.



# Sally

- Individual employer
- In this video we hear from Sally who is an individual employer.
- Sally has kindly shared her experiences of the challenges she has faced since the start of the COVID-19.
- This video is about 7.5 mins in length





**Thank you for taking  
part in this webinar**

**Any questions?**

# Five ways to wellbeing

- Find out more



- **NHS:**

[www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/](http://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/)

- **MIND:**

[www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/five-ways-to-wellbeing/](http://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-yourself/five-ways-to-wellbeing/)

- **Greater Manchester Mental Health**

[www.gmmh.nhs.uk/5-ways-to-wellbeing/](http://www.gmmh.nhs.uk/5-ways-to-wellbeing/)



# Where to find help

Look after your mental health:

- [www.mentalhealthatwork.org.uk/ourfrontline/](http://www.mentalhealthatwork.org.uk/ourfrontline/)
- [www.mentalhealth.org.uk/your-mental-health/looking-after-your-mental-health](http://www.mentalhealth.org.uk/your-mental-health/looking-after-your-mental-health)
- [www.nhs.uk/oneyou/every-mind-matters/](http://www.nhs.uk/oneyou/every-mind-matters/)

Learn more about mindfulness

- [www.e-lfh.org.uk/programmes/introduction-to-mindfulness/](http://www.e-lfh.org.uk/programmes/introduction-to-mindfulness/)

Help with sleep

- [www.Sleepio.com](http://www.Sleepio.com)

Manage stress, anxiety and depression

- <https://www.silvercloudhealth.com/>



# General advice and links

## CARE

- Download the free Care Workforce app or <https://workforce.adultsocialcare.uk/login>
- Download the 'Daylight' app from your app store, search: Daylight- Worry less
- COVID-19 guidance for the public on mental health and wellbeing  
[www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing](http://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing)



# Information hub for individual employers and PAs

The information hub has links to practical advice, guidance and resources for:

- individual employers
- personal assistants (PAs)
- people who support individual employers and PAs.

[www.skillsforcare.org.uk/iepahub](http://www.skillsforcare.org.uk/iepahub)



# Quarterly newsletter

Subscribe to our newsletter and to keep up to date, simply:

- create an account on the Skills for Care website
- select the '**Newsletter for individual employers and those who support them**' option under the 'Contact preferences' section.



[www.skillsforcare.org.uk/Employing-your-own-care-and-support/Sign-up-to-our-newsletter/Sign-up-to-our-newsletter.aspx](http://www.skillsforcare.org.uk/Employing-your-own-care-and-support/Sign-up-to-our-newsletter/Sign-up-to-our-newsletter.aspx)



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August 2020



**Find out more**

[www.skillsforcare.org.uk/iepahub](http://www.skillsforcare.org.uk/iepahub)