

Hospice UK response to Covid-19

- £200m government funding secured to keep local hospices open
- £1m+ items of PPE distributed to local hospices weekly
- Our Frontline:



Are you a frontline worker? Need support with bereavement or trauma?
We can help. We are here 7 days a week, 8am - 8pm

Phone our confidential counselling and trauma helpline

Freephone 0300 303 4434



JUST 'B'

Today

- Covid-19: Challenges for Line Managers
- Supporting Line Managers:
 - Communication
 - Mental wellbeing
 - Bereavement
- Our Frontline support for Line Managers

Covid-19 Challenges for line managers

- Remaining connected as a team
- Supporting the wellbeing of your team remotely
- Understanding individual needs
- Having challenging conversations virtually
- Prioritising work and managing workload of team
- Guiding your team through change when you are also adapting to change
- Understanding new processes and procedures e.g. furlough
- Maintaining engagement and motivation
- Likely increase in future need...

Promoting communication

Support Line Managers to communicate effectively:

- Encourage more regular check-ins (not check-ups!)
- Create opportunities for informal/social communication
- Support Line Managers to communicate changes in a timely manner
- Ensure Line Managers are establishing (and re-establishing!) communication preferences

MIND: Supporting Line Managers' mental health

Managing your own stress

Managing the stress of a team can be difficult at the best of times but is particularly challenging during periods of change. It's important to think about how you are managing your own stress, not just the stress of your team.



Block out protected time: stress often stems from not having enough time to get everything done. Protect time in your diary for concentrated work.

Build a support network: share experiences with other managers and exchange best practice, tips and advice.



Identify your stress triggers: spend time working out what is a source of stress and think of ways you can either avoid these situations or prepare yourself for them.

Talk to your manager: don't forget your manager is there to support you, share your challenges and see how they can help.





Hospice UK's Compassionate Employers

Helping Line Managers manage bereavement

- Be prepared to support when bereavement hits
- Use real examples to challenge your policies and processes
- Equip, but also *support* Line Managers

www.hospiceuk.org/compassionate-employers

Line managers need support too



Online bespoke, expert resources at ourfrontline.org



Text FRONTLINE, BLUELIGHT OR KEYWORKER to 85258 for free, confidential text message support from a trained volunteer, 24/7



Call Samaritans to speak in confidence with a trained listening volunteer

Health and social care workers **call** the dedicated **Samaritans helpline** for support 7am-11pm

A horizontal banner with a dark blue background. On the left is a white telephone handset icon inside a yellow circle. To the right of the icon, the text reads: "Are you a frontline worker? Need support with bereavement or trauma? We can help. We are here 7 days a week, 8am - 8pm. Phone our confidential counselling and trauma helpline. Freephone 0300 303 4434". On the right side of the banner, there are logos for "hospice UK" (with a sun icon), "Dying Matters" (with a speech bubble icon), and "JUST B" (in a green box).

Additional specialist resources for managers



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Ways to make video calls less stressful



Web page 0 0

Video calls can be more stressful than a face-to-face chat. This quick guide from Leapers offers tips and hints on reducing anxiety before and during these calls.

Free

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Leapers