



## Issue 7 | March 2021 | Support Worker Newsletter

### Welcome to the NMAHP Support Worker Newsletter

We hope you enjoy our newsletter which is aimed at Nursing, Midwifery and Allied Health Professions (NMAHP) Support Workers across health and care. We plan to publish this newsletter quarterly, look out for the next issue late Spring 2021.



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### This newsletter includes:

- **Health, wellbeing and supporting each other**
- **Face masks and communicating during the pandemic**
- **Learning matters and future events and webinars**
- **Top tips for effective use of MS Teams**

### Health and wellbeing



As the pandemic continues staff are affected in different ways. Remember we all need to look after ourselves first to ensure we are then able to take care of other people.

**“We need to create a climate of kindness, trust and compassion...to get through to the other side of this; stronger, better, wiser”**

Professor Michael West, The Kings Fund (2020)

Professor West 's words are more important than ever. We need to look after ourselves, our families and friends, but also support our colleagues at work.

There are a variety of useful resources to support your wellbeing and resilience, we highlight a few that you might like to explore:



**1. Webinar programme** for health and social care staff with focus on wellbeing and resilience. Find out more about the sessions available on the [National Wellbeing Hub](#).

**2. Range of free wellbeing apps** and online programmes for NHS staff on the [National Wellbeing Hub](#)

**3. Good practice tips** for staying resilient during the pandemic. Visit [Clear Your Head](#)

## Supporting each other

Checking in with the people you work with is important. Here are some ideas to help you:

- Have a daily or weekly 'check in' with your team. It could be a 'huddle' in the ward or a virtual call if you are working remotely
- Share your challenges or pressure points with colleagues so everyone is aware of what is going on day-to-day or week-to-week and you can support each other
- If you are working remotely, set aside time for virtual coffee with colleagues to help you stay connected and give you space to chat and look out for each other

You will find useful resources on Turas Learn including:

- [Questions to support each other to get through the day](#) leaflet
- The [Going home checklist](#) proving practical tips to ensure staff are able to switch off and leave work at work

Browse the resources and why not try them out with your colleagues.

If you find yourself working from home during the pandemic, take a look at the helpful guide which was produced to support staff adapt from office based, face-to-face client work to providing telephone-based support from home. The guide can be access on [Turas Learn](#).

## Communicating during the pandemic

We all know that communicating during the pandemic brings its own set of challenges, not least when wearing a face mask.

We give thanks to our colleagues from speech and language therapy team in NHS Dumfries and Galloway for sharing their simple yet effective leaflet.

Why not take a look for yourself and share with your colleagues? You can access the leaflet on [Support Worker Central](#)



## Learning matters

We recognise that the last 12 months have been incredibly busy with priorities and focus changed to managing the impact of the pandemic. Formal learning and development may have been suspended or opportunities reduced but remember, learning is not just about attending courses, it's so much more than that. Ask yourself these questions:



1. What new things have I had to do or do differently within my role?
2. What did I learn in order to undertake tasks, activities or work in a different way?
3. How has this affected the way I work and how I communicate with colleagues and the people that I provide care for?

You might have been asked to take on more responsibility or work more independently for example. If you stopped for 5-10 minutes and jotted down the answers to these questions, you will probably find that you have learned a lot more 'on the job' than you think over the last year.

You can reflect on and use this learning as part of the 'looking back' phase for the upcoming **personal development and review discussions** with your line manager and record the learning in Turas Appraisal.

Why not register for a **Turas portfolio account**? There is a learning portfolio specifically for healthcare support workers. You can record evidence and reflections from your learning. Find out more about the portfolio on [Support Worker Central](#).

## Future events and webinars

We are working away on planning future webinars and events. We are conscious of stakeholder feedback around timing of these and so we have decided to wait until late Spring before we resume some of the virtual sessions. The first will be a webinar focussing on the HCSW Learning Framework, the four pillars of practice and how this is used in practice to support learning and development. Look out for future updates.

## Just a reminder ...

You will find resources for Support Workers on Turas Learn COVID-19 site including keeping a record of care, recognising and responding when a person is deteriorating, delegation, team working in rapidly changing environments and communicating with and supporting people. Visit the [Support Worker COVID-19 page on Turas Learn](#).



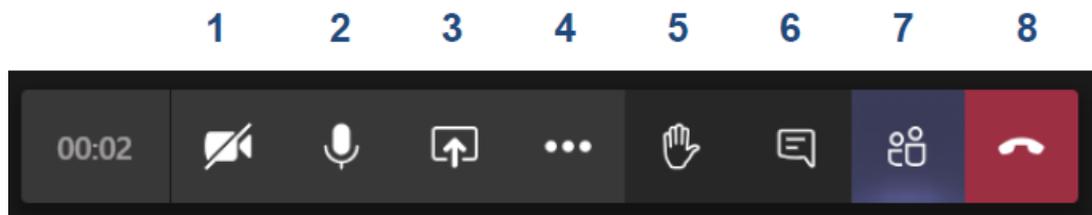
## Top tips for effective use of MS Teams



We recognise that more and more of our interactions are happening online and the national rollout of MS Teams across the NHS has, for some, meant a steep learning curve.

The phrase “you are on mute” is one many of us have heard over the last year. Whether you are joining teams calls or working collaboratively in team sites, we have pulled together top tips for effective use of MS Teams.

### MS Teams meeting toolbar explained



- |  |   |
|--|---|
| <b>1.</b> Toggle your camera on and off  | <b>5.</b> Raise your hand if you want to ask a question                       |
| <b>2.</b> Mute / unmute your microphone  | <b>6.</b> Open and close the chat panel which is where you will see text chat |
| <b>3.</b> Share your desktop, a window or a presentation                           | <b>7.</b> Open and close the participants panel list                          |
| <b>4.</b> Access more in-meeting options e.g. custom background and record meeting | <b>8.</b> Leave the meeting   |

## Helpful hints and tips

### 1. Blur your background when in meetings

Click on the ellipse (three dots) on the menu bar and choose Show background effects. To activate Background Blur during meetings, just click on the more actions (three dots) on the call menu and select 'Background effects'.

### 2. Set your status

Let people know if you are busy elsewhere or available at that time. Click on your profile picture on the top right of your screen and select from the drop-down menu.

### 3. Use of @ mention to get attention in team/channel discussions

Just type the @ symbol anywhere in your message and then start typing a person's name, channel name or team name. Select from the suggestions list to mention them in your message.

#### 4. Bookmark a message to make it easier to find later

Click on the ellipse (three dots) in the top left corner of the message and select 'save this message'. When you need to find your bookmarked messages, use the /saved command from the search bar.

#### 5. Pin a team or channel

You might want to make a team or a channel you use regularly easier to find. Go to that team or channel and click on the ellipse (three dots) on the menu then select Pin. This will then appear at the top of the list of your teams/channels.

You can download the NHSScotland Teams Etiquette Guide for more helpful hints and tips from [Support Worker Central](#)

**In the next edition we will explore:**

**Resources to support HCSW learning and development and forthcoming events and webinars.**



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