

POLICY DOCUMENT

COVID-19 Well Being Response Policy

Name of Policy	Date Effective	Review Date	Signature
Wellbeing Policy (COVID-19)	March 2020	As required according to guidance	

Supporting the wellbeing and mental health of our learners

The effects of the Coronavirus pandemic are far-reaching. The social distancing rules, disruption to family routine, financial insecurity, and health fears have put a huge strain on most people's ability to cope in stressful situations. Whatever your situation, it is important to look at what you can do to limit the toll on your mental health and wellbeing.

FW Solutions are committed to supporting the wellbeing of our learners so that they can continue to achieve their learning objectives during this difficult and uncertain time. Our Teaching and Learning Co-ordinators are continuing to deliver high quality education, training and support to their learners using secure communication platforms. In addition to the remote one to one support and guidance provided to individuals, learners are also encouraged to visit the websites on our IAG (Information, Advice and Guidance) page where they can access resources to help to them look after their mental health and wellbeing.

Our Teaching and Learning Co-ordinators are always on hand to answer any questions from their learners relating to their learning programme and also to discuss any issues that relate to the current lock down and isolation rules imposed by the Government. The safety and wellbeing of our learners remain our top priority. Please see the Safeguarding Response Policy for more information.

During this difficult and challenging time, we are providing the following support to our learners:

- Teaching and Learning Co-ordinators call their learners outside of teaching and assessment for a weekly 'catch up'.
- Learners are reminded to be mindful of internet safety practices
- Learners are encouraged to exercise, eat healthily and get plenty of sleep
- Secure virtual classrooms have been introduced to allow learners to interact with other learners
- FW Solutions' social media campaign on wellbeing includes tips on how to manage stress and anxiety and practise relaxation techniques
- Whilst Social Media is important for keeping in touch, overuse can be detrimental to mental health. TLCs are discussing Social Media limiting and occasional 'digital detox' with their learners
- TLCs are discussing alcohol intake with learners to ensure alcohol does not become a crutch for dealing with this difficult time
- Learners can discuss family situations with TLCs at any time and we are giving IAG appropriately
- A list of useful web links is available on our website where learners can access resources to help them look after their mental health and wellbeing.

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Supporting the wellbeing and mental health of our staff

Ensuring the health and wellbeing of all our staff during this uncertain time is of paramount importance to everyone at FW Solutions. We recognise that having to adapt to new ways of working, on top of the enduring disruption to family life as a result of the Coronavirus pandemic, could have a detrimental effect on people's wellbeing. To help our staff look after their mental health and wellbeing we have introduced the following initiatives:

Remote team meetings

We believe that maintaining regular communication is key to ensuring that employees are aware of any relevant updates, and that no staff member would feel isolated from the rest of the team.

Scheduled video team meetings take place via Teams four times a week, whereby work-related matters are discussed followed by a general chat amongst team members.

Flexible working for home schooling or caring

FW Solutions' core value is flexibility and flexible working is at the heart of our ethos. However, staff who are home schooling, have young children at home or are caring for family and friends during lockdown are being supported to flexibly manage their hours whilst also looking after their work/life balance and ensuring they have time to care for themselves.

Confidential telephone calls to vulnerable team members

Our Mental Health First Aider is always available for a telephone or video call to any member of the team who needs it.

Wellbeing newsletter

Our team receives wellbeing newsletters that contains useful tips and advice on healthy eating, exercise, anxiety and stress management, and web links to access to resources on how to look after your mental and physical health and wellbeing during this difficult time. In addition, our wellbeing team also sends out video links to encourage the team to practise relaxation techniques such as guided mindfulness meditation which can help to calm their mind when experiencing anxiety.

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COVID-19 Well Being Response Policy

Useful links



Practical advice for staying at home, taking care of your mental health and wellbeing, support for work, benefits and housing

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>



If you are struggling with self-isolation, coronavirus, and the impact it has on your mental health

<https://youngminds.org.uk/find-help/looking-after-yourself/coronavirus-and-mental-health/>

Also support for parents

<https://youngminds.org.uk/find-help/for-parents/supporting-your-child--coronavirus-pandemic/>

How to look after your mental health using exercise

<https://www.mentalhealth.org.uk/publications/how-to-using-exercise>

[exercise](https://www.mentalhealth.org.uk/publications/how-to-using-exercise)



The BDA has provided answers to questions from the public about nutrition and dietary issues related to the COVID 19/Coronavirus pandemic

<https://www.bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html>



If your worry feels overwhelming and takes over your day, setting specific "worry time" to go through your concerns each day can help you to focus on other things. Watch the video for more advice.

<https://www.nhs.uk/oneyou/every-mind-matters/anxiety/>