



Reset, restore and recovery

Staff support

June / 2020

The Academy identified six [Principles for reintroducing healthcare services](#) to be used as an aid to promote safe and effective healthcare as we move into the next phase of the COVID-19 pandemic, that of beginning to recover and restore life in general as well as health and care services. The delivery of care will, undoubtedly, become more difficult. The concentration of medical resources to accommodate COVID-19 cases has moved to a gradual restoration of more complex planned care in an endemic situation with a backlog of people needing interventions and new ways of delivering care becoming more accepted.

The remarkable dedication and efforts of health and care staff throughout the COVID-19 crisis across all staff groups have been publicly recognised but this has been at a cost.

The Academy believes that the best long-term support for staff would be addressing the long-term staffing problems that faced the NHS before the pandemic and remain in place. Specifically, this means an explicit commitment to increasing staffing numbers in health and care and properly valuing people through the flexibilities and facilities it offers its staff.

However, in restoring services there is an immediate need to support and refresh staff who have worked through the acute phase of the COVID-19 pandemic.

With staff wearied and traumatised from coping with COVID-19 and now facing a huge backlog of work, ensuring the well-being of the workforce is crucial. Active support as a national coordinated approach with respect to mental health and well-being is essential for the recovery period if staff are to be retained and remain engaged.

The Academy is calling for:

- Actively ensuring that wellbeing support for staff is maintained or developed in all organisations
- Ensuring that staff have the opportunity to take their annual leave
- Consider and offer opportunities for more flexible ways of working for all staff
- Ensure that those who are retiring are offered opportunities to return to work should they so wish
- Effective use to be made of those staff who volunteered their services at the start of the pandemic to provide assistance to current staff over the coming period
- The correct support and environmental facilities are in place in healthcare workplaces to enable safe delivery of care and services for patients and staff in the context the continuation of COVID-19
- Support for staff self-isolating with symptoms or contacted by Test and Trace
- Support for staff returning to working following infection or shielding



- The effects of a second wave on staff are considered and steps taken to mitigate these as soon as possible
- Training and education are prioritised – time and resources available for trainers and learners and to reflect and to address CPD going forward, recognising that those available in the first wave may be diminished e.g. new graduates (egFiY1s), volunteers.