



**NHS**

Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust

# Psychological Wellness Online Training Programme for Managers and Leaders (includes PFA, Moral Injuries and BAME Inequalities Agendas)



Caring | Discovering | Growing | **Together**

## Equality Act 2010

Protected characteristics and types of discrimination



Age, Race, Religion/Belief, Disability, Sexual Orientation, Sex, Marriage and Civil Partnership, Pregnancy and Maternity, Gender Reassignment (Identity)

## 7 Components of PFA

**Educate**  
about normal responses



**Connect**  
with social support



**Provide**  
information on coping



**Care**  
for immediate needs



**Protect** from risk of infection and any other threats



Taking good care of **yourself**



**Comfort** and console



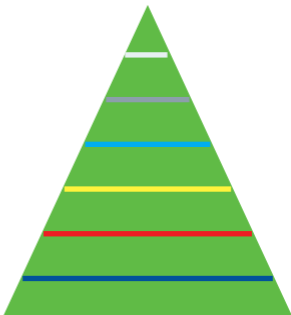
**Support** for practical tasks

## Comfort and consolation

- Quiet place, respect privacy.
- Let them know you are listening.
- Calm and patient.
- Acknowledge how they are feeling.
- Acknowledge their strengths.
- Allow for silence.
- Don't pressure, interrupt, judge.
- Don't tell them someone else's story.
- Don't talk about your own problems.
- Don't give false promises/reassurance.

## Validation (“You get me!” phrase)

- 6 - respectful honesty
- 5 - normalise
- 4 - link to the past
- 3 - read cues
- 2 - accurately reflect
- 1 - mindfully engage



## Making the most of adversity

- Increased care for each other
- More aware of what we need to prioritise
- “Tend and befriend” protects us against fear and despair
- Staff are valued
- Greater appreciation of life
- Sense of collective effectiveness
- Increased sense of community

