Coaching through Covid, in the words and experiences of frontline health workers in the NHS and in social care

COACHING THROUGH COVID

May 2021: Issue 1 PROGRAMME OVERVIEW

OVERVIEW:

- Pro-bono expert coaching
- Team of carefully selected executive coaches
- 6 coaching sessions
- Confidential
- Impartial & independent
- Over 200 coaches
- Over 500 people coached

Part of your support toolkit

"This seems to be such a vital resource and I hope it can be made available to every member of staff who might need it.
I think this resource could also act in protecting staff in the future"

NHS worker

We are an independent, not-for-profit organisation offering FREE high-quality coaching support for key NHS and care workers directly impacted by Covid-19 *

CtC reaches across many diverse roles in the NHS and care sector from those directly working with patients e.g. doctors, nurses and clinicians, to other auxiliary roles.

Free resources for wellbeing and information for healthcare leaders and workers on www.coachingthroughcovid.org/resources

**all discussions are confidential and we are not part of the NHS.*

What challenge is CtC responding to?

NHS frontline workers were asked what major challenges they were facing. These include but are not limited to:

- Anxiety
- Burnout
- Staff in distress
- Experiencing overwhelm
- Lack of time for self-care
- Refocusing energy on yourself
- Setting boundaries

CtC supports people by being an impartial listening ear for anything that is affecting healthcare workers, due to the enormous work pressures during Covid19 and coping with all the challenges of work during the pandemic and its aftermath.

What's the impact been for people who've been coached?

- Clarity in cognition, behaviour and emotional regulation
- Identifying unhelpful thinking patterns and support to put in place positive ones
- Cultivating mindfulness and being fully present – at work and at home
- Increased well-being and frame of mind
- Building resilience and coping mechanisms
- Improved self care, in order to help them to help others
- Confidence in the ability to speak up
- Confidence and trust in self
- Thinking through problems, problem solving and decision making
- Learning mindfulness and breathing techniques as a way to cope with stressful situations as coping mechanism
- Increased self-awareness
- Time to pause, reflect and then re-engage, at work and home
- A life changing experience

Fresh from the Frontline

By Kate Sherratt - Consultant Anaesthetist

Many coachees describe experiencing psychologically safe spaces within which they are able to vocalise challenges and issues encountered as part of their response to caring for patients during the pandemic.

It's a safe space in which to reflect, to talk freely and air frustrations. You feel listened to and it's a space to process emotions and anxieties as well as enabling me to think about the future.

Kate shares her coaching story here as a video
https://coachingthroughcovid.org/news/

WHAT PEOPLE SAY

The majority of the recipients of CtC coaching have never experienced or had any coaching before enrolling on the programme. Almost all people coached on the programme would recommend it, with the reasons highlighted below

Feedback collected from the coachees after just one coaching session indicates a positive experience regardless of the lack of prior knowledge or experience of coaching.

"The benefits of being able to speak to an impartial coach during difficult periods of pandemic work were huge, on a psychological, emotional and professional level"

"It was a safe space to explore what was upsetting me and find a solution"

"I've found it the most beneficial thing I've done in terms of maximising my output while retaining joy! Also it has been useful for solving specific problems and dealing with awkward people"

"I was able to express my anxiety, regarding my job role within the NHS and family concerns regarding the current pandemic"

"I found the first session of coaching really insightful and helpful"

"Thank you for this experience. I would not have taken the initiative to look into coaching as a way of dealing with things otherwise!"

"My coach was very much in tune with my struggles and was able to help me structure my thoughts so I did not feel so overwhelmed. Thank you"

"This seems to be such a vital resource and I hope it can be made available to every member of staff who might need it."

Our Impact throughout 2020 & 2021

FEEDBACK AFTER RECEIVING COACHING SESSIONS

The coaching has also been timely and relevant, as the most recent data shows (collected after the second wave and during lockdown three).

"When I joined the programme early on, I had a high degree of anxiety and was finding it difficult to manage the uncertainty and the difficult emotions that I was feeling. My coach was very sensitive to my needs and during the first few sessions, was very good at letting me decompress so that I could process my experiences and make sense of it all.

Latterly, she has been focussed on helping me develop a mental framework for making big decisions in my life. Therefore, I am now much more mindful and generally I feel calmer and more able to cope with the frequent changes at work. My relationships at work and at home are also more positive and I feel more able to cope with the uncertainty."

As the Banksy picture here shows, the pressure on our 'superhero' health care workers is immense.

Coaching can give back much-needed time to reflect and recharge.

"It's been really powerful and empowered people to take action …

Being asked questions [such as] what's really important to me now?
What makes me happy?
What actions can I take to safeguard my values? …

What balance do I want and how to go about creating balance especially when there's been little time and inability to plan in the current environment …

Coaching has enabled a space to process changes in mindset … acknowledgement of what we have been through is life changing …

Coaching through Covid has given time back to people to acknowledge what happened:
A period of time to make use of the time and space to reflect …

Resilience is shot to pieces and it will take time to rebuild the system that was supposed to trust to protect …

The quality of coaching from Coaching through Covid means it's reputational …

It's a ripple effect, it's enabled me to process relationships, it's been invaluable. Its value is in its independence from the NHS …"

Anyone can apply as an individual. Talk to your CtC Champion or CtC Focal Point if your hospital or organisation has one, or apply directly through the form on our website www.coachingthroughcovid.org

Email info@coachingthroughcovid.org if you have any questions or for a confidential discussion.