

herts minds⁺

Proud to be part of
#TeamWestHerts

Shining bright through
the COVID-19 pandemic

winter 2020/2021



Thank you for the role you played in #TeamWestHerts during the COVID-19 pandemic in 2020.

We are truly proud of each and every member of West Herts Hospitals NHS Trust for working together to provide the very best care for our patients, every day.

You are an inspiration to our community and your selfless work during the pandemic will, quite definitely, have saved many lives.

#WeValueYou

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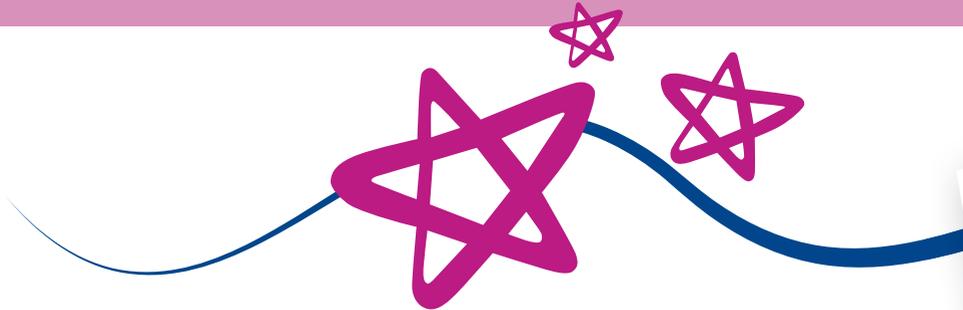
story to share?

If you've got a story to tell, we want to hear it. Whether it's a good news story or an event you want to share with other staff, don't miss the opportunity to be featured in our next edition.

✉ westherts.communications@nhs.net

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Welcome

A message from our chief executive and chairman

It's hard to believe that this time last year, we'd just scooped the prestigious Nursing Times Best UK Employer award and our choir were preparing for our sensational Gareth Malone Christmas special on the BBC! No one could have prepared us for the scale of what was coming next.

We don't think that anyone working outside of health and social care will ever fully understand the impact the pandemic has had on our staff.

During the high points we've experienced incredible kindness and support. Simply breath-taking moments of gratitude. From Watford FC opening their stadium to look after us when we needed it most, to the community coming together to provide food, drinks and anything else we needed. Our community has clapped for us, local children have painted pictures for us, and our families and loved ones have supported us in any way they can.

But the lows have been really hard for our staff. It will take time for many of us to process the full extent of what has happened this year.

We want staff to know that, whilst we won't ever hear every individual story, we are aware of so many of the personal sacrifices, selfless acts and the traumatic situations that staff have endured. And we want to **acknowledge** them. We want people outside of our hospitals to fully understand just how brave #TeamWestHerts has been during the darkest moments of the pandemic.

We have colleagues who did not see their own children for months so that they could focus on treating our sickest patients. We have colleagues who remained strong whilst dealing with multiple deaths, shift after shift. We have colleagues who, despite being frightened themselves, reassured our patients and

treated them with the utmost compassion. The list is endless.

As we prepare for what we know will be a challenging winter, we ask that staff acknowledge and recognise the difficult year we've all had. Many colleagues are grieving for family members and friends. And, with the growing economic impact of the pandemic, many are dealing with difficult situations at home. We are aware that, particularly with the added implications of this second national lockdown, many may be struggling with their mental health.

We therefore urge all staff to reach out to others and take up the wellbeing support offered (see intranet for further information). Let's be kind to each other and kind to ourselves. Please remember that **we are here for you** and **we value you**.

This issue of Herts and Minds takes a look back at some of the uplifting moments, innovation and team spirit that we've seen

across our hospitals. We realise this is only the tip of the iceberg but wanted to ensure these moments are captured in some way.

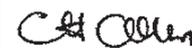
We hope that when you look back at 2020 in years to come, you will feel an incredible sense of pride of how we came together as **one strong team**. A team that saved many lives during the pandemic.

We, quite definitely, are extremely **proud to be part of #TeamWestHerts**.

Thank you for being there for our patients and each other.

Best wishes

Christine and Phil



Christine Allen
Chief Executive



Phil Townsend
Chairman



Protecting our staff and patients

The safety of our staff and patients is our key priority and making sure staff had the appropriate PPE (personal protective equipment) was paramount.

Face mask 'fit testing' was rapidly carried out for all frontline staff to ensure that masks fitted correctly and provided adequate protection.

Staff caring for patients with suspected or confirmed cases of COVID-19 had to quickly adapt to wearing enhanced PPE. This sometimes meant changing into theatre scrubs, full length coveralls, an apron, two pairs of gloves, a visor, a mask, a hair net and overshoes. This would have been an ordeal at the best of times, but during one of the hottest years on record it really put our staff to the test and showed their true resilience.

Our stores teams worked incredibly hard managing the frequent deliveries of PPE and our estates teams were quick off the mark

to create the much needed 'donning' and 'doffing' stations to allow staff to change in and out of PPE as they entered and left isolation areas.

Social distancing became the norm and any form of contact, such as handshakes or hugs, became a much missed thing of the past.

By mid June, all staff had to wear face masks on our hospital sites and patients had to wear face coverings, with only a few exceptions.



CASE STUDY

Face behind the mask

Our #FaceBehindTheMask campaign provided reassurance to patients by letting them see the faces of the staff looking after them, which are often hidden behind face masks, goggles and visors. It's a simple gesture that makes a real difference to patients being treated in our COVID-19 isolation unit.

The initiative came from matron Emma Pope, who said: "I wanted to create a friendly way to show the wonderful faces of our staff who are providing compassionate care to patients at such a challenging time. This is also a great way for staff to recognise their colleagues who can't be seen under their PPE."

Drive-through testing facility at Watford General Hospital



Testing, testing...

As news spread globally of the COVID-19 pandemic, it became clear that testing would be a critical factor in slowing the spread of the virus.

Our emergency planning team were quick to set up 'coronavirus assessment pods' which were designated units for patients with suspected COVID-19 to wait in and be triaged by the NHS 111 service. The patient would then be tested, if necessary.

As the number of cases increased, so did our testing capacity. It was of utmost importance that our staff, as well as patients, had access to testing.

A team of our leading respiratory consultants and nursing staff came together to develop a COVID-19 care pathway for staff. This included an on-site **drive-through testing** facility at Watford General, to ensure that our staff received, and continue to receive, the care they need and deserve.

With a large number of frontline staff having to self-isolate, either because they were showing symptoms of COVID-19 or because they lived with a symptomatic household member, we were keen to put in place a range of support options for staff to make sure they received the very best care if affected by COVID-19.

Our dedicated team staffed the drive-through facility through rain and shine, testing many people a day during the peak.

In addition to the diagnostic (PCR) swab test, we also offered staff a free COVID-19 antibody test. This quick blood test could tell if staff had previously been infected with the virus



Diagnostic (PCR) test

Incident Control Centre

In response to the fast moving pandemic situation, early in March we established a COVID-19 incident control centre (ICC) which was used for tactical command and control purposes. The ICC was an integral part of our emergency planning procedure, based in the former operations centre in Shrodells building at Watford General.

Our emergency planning, resilience and response (EPRR) team worked around the clock to make sure we stayed well prepared to deal with the virus.

COVID-19 staff hub

Our HR team set up a dedicated 'COVID-19 staff hub' to manage the numerous queries from staff. The hub was available every day for staff to contact with their questions. These mostly related to testing, isolation and shielding but the team also helped with a variety of other things such as redeployment, emergency accommodation and wellbeing support.



Sample testing in the pathology labs



The family liaison team contacted the loved ones of our patients in isolation



Keeping patients and loved ones connected during COVID-19

When the pandemic hit, strict restrictions were imposed and no visitors were allowed on any of our hospital sites. This was heart-breaking for many patients and their families at what was an already stressful time. It was vital that we did all we could to keep patients in contact with their loved ones.

A family liaison call back service was promptly set up to support families and provide daily updates on the health and welfare of their loved one. The team consisted of staff from clinical and non-clinical backgrounds and continues to run seven days a week.

In addition to the call back service, a visitor helpline was created, staffed by administrative staff redeployed from across the trust. The team provided a vital point of contact for relatives who were unable to visit their loved

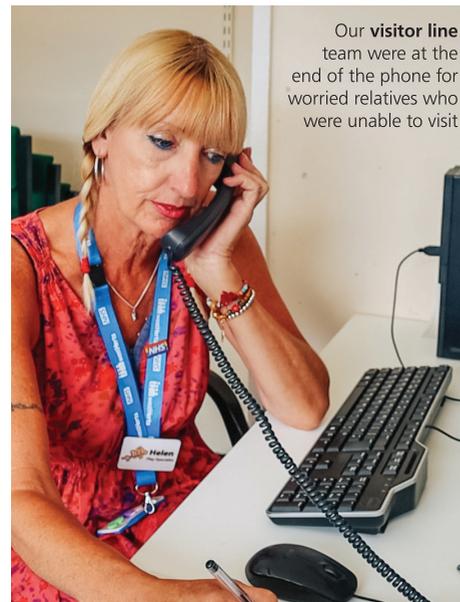
ones whilst in hospital, answering their questions and helping to arrange for them to bring in personal items.

Face-to-face contact between patients and their loved ones is hugely important. The trust provided over 250 iPads for patients, who didn't have their own device, to be able to video call their loved ones. Maintaining a line of visual communication with friends and family during a hospital stay can make a real difference and the trust has received very positive feedback.

A new messaging service was established, allowing friends and family to send 'Letters to a loved one'. Unlimited messages, including photos, could be sent in via email or telephone. They were then printed out and hand delivered to any patient in the trust, by our volunteers.



Our visitor line team were at the end of the phone for worried relatives who were unable to visit



Making a difference

Patient experience lead nurse, Colette Datt said: "Staying in hospital can be a worrying time for patients and their loved ones and the COVID-19 pandemic has added many additional concerns. With the change in visiting restrictions not allowing personal contact with family, it's vital for us to do what we can to ensure our patients feel connected and supported during their hospital stay. We've had some fantastic feedback from patients and relatives and it's wonderful to know the initiatives we've brought in are making a difference."

Two Hearts – for end of life patients

With strict visiting restrictions in place, it was important for us to provide a way to keep end of life patients connected with their loved ones. We were blessed to receive many pairs of hand-knitted hearts from staff and members of the public. One heart was placed in the hand of the patient and one was passed to their loved one to hold, along with this message:

*This little heart is one of two
One is for me, the other is for you,
Made with tender loving care,
Hold your heart and I shall be there.*





Urgent surgery continued

During lockdown the world may have paused for many, but not for patients needing urgent surgery. Through great partnership working with Spire Bushey Hospital, we were able to treat more than 1,500 patients needing potentially life-saving surgery during the height of the pandemic.

As part of the trust's rapid response to COVID-19, surgery at Watford General and St Albans City hospitals was scaled down dramatically. Operating theatres had to be repurposed and many theatre staff were redeployed to other departments to treat the growing number of severely ill COVID-19 inpatients.

But a team of quick thinking staff moved swiftly to ensure that patients who were awaiting potentially life-saving and cancer related surgery were not put at risk by procedures being delayed.

Patients with the highest clinical priority were identified and their time-critical surgery was carried out at Spire Bushey Hospital, away from our main NHS hospital sites.

This partnership working and the process of enabling patients to have their surgery has been replicated across the country by other trusts working with independent sector hospitals.



Jeremy Livingstone, an upper gastrointestinal surgeon at WHHT and Spire Bushey Hospital, is the clinical lead for this partnership. He said: "We've always had a good relationship with Spire Bushey Hospital but this has been transformed to a whole new level. Whilst there are fundamental differences between the funding and running of the NHS and private healthcare – we have the same focus: great patient care.

"This shared goal has been at the heart of our plans and has helped us work at pace to deliver a remarkable result for our patients.

"We understand how stressful it is to be waiting for surgery and we are really pleased that we have been able to reduce this anxiety through our collaboration with Spire Bushey Hospital."



Seamless care

Lisa Trybus, hospital director at Spire Bushey Hospital, said: "I am so proud of the excellent relationship we have with West Herts which meant that we were quickly able to start offering urgent surgery to patients. Patients have been so grateful for the seamless care they have received, despite the change in location."



A virtual hospital

Using technology to care for COVID-19 patients in their own homes

Our virtual hospital has treated more than 1,500 COVID-19 positive patients away from the hospital setting saving valuable NHS bed spaces and allowing patients to remain safe in the comfort of their own homes.

As news was spreading globally of the coronavirus, a team of our leading respiratory consultants were quick to implement an out-of-hospital model of care for patients with COVID-19.

Dr Andy Barlow, respiratory consultant and divisional director for medicine, and Dr Matthew Knight, lead respiratory consultant, met in early March 2020 to discuss how to reduce admissions safely for patients presenting with COVID-19 symptoms.

A 'virtual hospital' was set up to enable patients to have direct consultations with doctors via smartphone apps and video calls. This meant that patients could be monitored and receive specialist care at home from a multi-disciplinary team.

Finding alternatives to face-to-face consultations and hospital admissions saved the time of doctors and other healthcare staff when they needed it most for patients needing critical care.

A second phase of the initiative was the introduction of an app called 'Medopad'. Patients used the app to enter data on their symptoms, including temperature, heart rate, respiratory rate and the level of oxygen in the blood via an oximeter (a small device which is easy and painless to use).



Look who got MBEs...!

Chief nurse Tracey Carter and consultant respiratory physician Dr Matthew Knight have both been appointed a Member of the Order of the British Empire (MBE) in the Queen's Birthday 2020 Honours List.

A nurse for over 30 years, chief nurse Tracey Carter joined West Herts in 2014, and is highly regarded from ward to board by her peers and the wider nursing community for her leadership, empathy and passion for the job.

Tracey is very active in helping to identify and support the development of new roles to widen and transform the trust's nursing workforce. She has championed the introduction of the role of nursing associates which enables healthcare support workers to gain a nursing qualification.

She understands what makes frontline staff tick and drives pride within the organisation, looking for opportunities to recognise people's efforts and to celebrate them. A champion of diversity, she is committed to improving opportunities for everybody and helped to instigate Black History Month celebrations within the trust.

Respiratory consultant Dr Matthew Knight who conceived, designed, and delivered a 'virtual hospital' to look after patients infected with COVID-19.



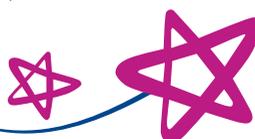
Dr Knight led a frontline team of doctors, nurses, physiotherapists and admin staff, some of whom were shielding, to safely prevent and reduce hospital admissions through the virtual monitoring of patients' symptoms. Patients were given a pulse oximeter to monitor their oxygen levels and heart rate at home and were reviewed virtually or on the phone.

Trust chief executive Christine Allen said: "I couldn't be prouder as a CEO to see Tracey Carter and Matthew Knight recognised in the Queen's Birthday Honours. They are the embodiment of our trust values of care, quality and commitment helping our teams to deliver exceptional standards of care to our patients. They are an inspiration to everyone who knows them."



Dr Knight said: "COVID-19 has forced us all to adjust and create different ways of working and keeping in touch. We want to use these advances to keep our patients safe whilst reducing their need to come to hospital and saving the valuable time of NHS staff."

He added: "Feedback from patients has been overwhelmingly positive. We know that hospitals are busy places and this can make it hard to rest well if you are an inpatient. Our patients know we can keep them safe and bring them in at a moments' notice if needed."





The #TeamWestHerts Sanctuary

Watford FC pitched in to support hospital staff

Most of the country’s football clubs shut up shop during the pandemic but Watford FC opened their doors, and their hearts, and looked after us when we needed it the most.

What began as a request for meeting rooms quickly became a full-blown wellbeing facility, and all for free. The kindness and generosity of Watford FC is something that we will never forget.

All staff, including nurses, doctors, managers, cleaners, porters – anyone who needed a change of scene – were able to swap busy wards and offices for spacious conference facilities and the serenity of an empty terrace overlooking the pitch at ‘TeamWestHerts Sanctuary’.

The club provided over 1,000 **free meals** for our staff every day cooked by Watford FC’s leading chefs. These provided our staff with the energy they needed to fight the pandemic. Being able to escape the intense demands of the hospital and take a break in the open air of the terrace was a very welcome change of scene.

And it didn’t stop there. The club provided **overnight accommodation** for on-call staff, seating areas where staff could relax after a tough shift and quiet places to reflect and be alone or sit in a socially distanced space and chat with colleagues.

Corporate boxes were transformed into **counselling rooms** for staff who wanted help with the emotional trauma that came from

working during such a difficult time and a **memorial room** was created for staff to remember loved ones who died during the outbreak.

Nothing was too much for WFC. Staff were able to use the club’s **showers** to freshen up before heading home to families. They even washed our **scrubs** (around 40,000 sets!).

And it’s not just hospital staff who benefitted from the use of the stadium. Our maternity service was able to run newborn hearing screening and antenatal clinics from the club’s sensory room following the loss of their usual community settings at GP surgeries.

Christine Allen, chief executive, said: “It’s hard to put into words the difference the Sanctuary made to our staff. Having this

amazing facility on our doorstep was such a boost and the fact that the club made it happen when we needed it most is a testament to them. It was great to see staff able to relax and to rest. Hundreds, if not thousands of them will remember the kindness for the rest of their lives.”

Clap for the club
 On Friday 29 May, #TeamWestHerts staff filled the Rookery stand at the Vicarage Road stadium to say thank you to our amazing neighbours. We will be forever grateful to all the staff and volunteers at Watford FC for everything they have done for us.



A ray of light in a time of darkness

How an army of volunteers came to help us when we needed it most

It became clear in the early days of the pandemic that we wouldn't be able to fight the virus alone. Whilst most of the population was adjusting to a slower pace of life due to schools, colleges and businesses closing, our staff were working harder than ever.

It was vital that we found a way to take the strain off our frontline services. And quickly.

We put out a plea for healthy and fit 'response volunteers' to support our hospitals, staff and community through the COVID-19 pandemic and we were overwhelmed by the positive response.

A dedicated hub was set up to coordinate the volunteers and all incoming requests and the volunteers, aged between 18 and

69, were trained to carry out their roles safely and efficiently.

They helped in so many ways. They distributed food and drinks to our hungry and exhausted staff. They helped patients by delivering messages from their loved ones because they were unable to visit, and they moved personal protective equipment (PPE) to different areas.

The initiative was introduced by voluntary services lead, Ruth Paterson, who said: "The community spirit has been a ray of light in this time of darkness. I'm absolutely overwhelmed by the support of our volunteers. They have been so kind, so positive and generous. They truly have made a huge difference to our trust."





Remembering those we lost



A huge number of lives were lost to COVID-19 during the pandemic and, heartbreakingly, this included some of our wonderful friends and colleagues from #TeamWestHerts.

The news of the deaths rocked our team during the height of the peak, or the depth of the darkness as it may have felt for many. Not only were our staff doing all they could to care for our very poorly patients, many were terrified and grieving at the same time.

The memory of the colleagues we lost will stay in our hearts forever and our thoughts and prayers are with their families.

A minute's silence

At 11am on Tuesday 28 April 2020, staff at all our hospital sites fell silent to remember, honour and pay tribute to colleagues who sadly died during the coronavirus pandemic.

A poignant memorial service, held at Watford Football Club's Vicarage Road stadium, saw around 500 staff pay their respects to friends and colleagues who have lost their lives to COVID-19. The service included a minute's silence which was followed by an emotional minute of applause as staff celebrated the lives of colleagues, whose names and photos were projected on large screens around the stadium.

A peaceful memorial room was set up at the Sanctuary at Watford FC in April. This provided a calm space for staff to take a moment away from the wards to commemorate colleagues. There was also a book of remembrance in the room for staff to leave messages.

Where flowers bloom, so does hope...

We now have a beautiful memorial garden at Watford General Hospital dedicated to the memory of the staff we sadly lost during the pandemic. The garden is a tranquil place of reflection and remembrance of difficult times and forms the perfect tribute to our wonderful staff.

The garden has come to life through the efforts of volunteers at Watford Football Club, backed by the fantastic money raising efforts of the Watford Grammar School for Girls. The garden contains two striking cherry blossom trees with messages of hope and kindness attached to them. There are also two memorial benches facing towards the flower beds which have been planted with a variety of flowers to last all seasons. The volunteers have also hung their hand-painted artwork in the garden, with the addition of a rainbow, reading 'Where flowers bloom, so does hope'.

Space to reflect

The newly designed Seacole memorial room is located in the admin block at Watford General, just inside from the memorial garden. It is a small and quiet space where staff can take time to reflect and pay tribute to colleagues they have lost.



John Alagos was a healthcare assistant and was just 23 when he died. John worked for us for two years and was very popular. His death has had a big impact on his colleagues.



Sharad Bhatt joined the two-week wait booking team in 2017. He was funny and always willing to help and ready for a challenge. He was committed to his position and well-liked by all the team.



Wilma Banaag was a staff nurse on Croxley ward and had been with us since 2001. Wilma was a kind, caring person, always there to help others. She is remembered fondly for being a gentle, softly spoken nurse with an infectious smile.



Momodou Dibba worked as a housekeeper on Letchmore ward, and more recently Langley ward. He joined the trust in 2013. Anyone who knew Mo would know how kind, caring and considerate he was to patients and staff.



Khalid Jamil was a healthcare assistant on Bluebell ward. He joined the trust in 2006 and colleagues remember him as a kind, gentle man who was unassuming and respectful to all his colleagues and always helpful to others.



The greater the storm the brighter the rainbow...

As the numbers of patients with COVID-19 increased, so did the amount of support we received from our local community.

In the darkest moments of the pandemic, it was impossible not to be touched by the rainbow of support for NHS staff and all key workers. Almost every household had a thank you note of some sort displayed in their windows and there were many banners, often homemade, draped from balconies and railings. Simple messages of support that warmed our hearts.

Local children, most of whom were now being home-schooled, sent in pictures for our staff which were displayed in corridors and staff rooms. The pictures were fantastic and the message was clear. The younger generation were not only grateful, but inspired by the dedication of our wonderful NHS staff.

And it didn't stop there. Every Thursday at 8pm, for 10 weeks, the deserted streets of west Herts came alive with people standing on their doorsteps clapping for key workers. Saucepans became drums, pounded by wooden spoons, and cheers could be heard clearly from the hospital wards, reminding staff that their heroic efforts were valued.

A huge banner, provided by the Watford and West Herts Chamber of Commerce, now graces the side of the Womens and Children's building at Watford General to celebrate the NHS and keyworkers to let them know just how much they are appreciated. And a vibrant flower wall provides a burst of colour as staff and patients enter the hospital.

Colourful messages of support for our amazing staff working at Hemel Hempstead, St Albans City and Watford General hospitals are emblazoned on the entry roads to our hospitals. We were even fortunate to have a fly over by a WW2 Spitfire, with a 'Thank you NHS' message painted across the underside for our courageous staff.

The community support was truly heart-warming and something that we will never forget.

The Harry Potter shuttle bus from the Warner Bros. Studios Leavesden was transformed into our very own Hogwarts Express providing #TeamWestHerts with a free hourly service between our three hospital sites.

The bus, which usually carries Harry Potter fans and sightseers, was available for all our staff to use. A BIG thank you to Warner Bros. Studios Leavesden and Golden Tours for their incredible generosity.

Thanks also to Barnetts Coaches who carried on transporting our staff between sites, once the Harry Potter bus was returned to the wizards!





Raise - rising through the pandemic

From the start of the pandemic, Raise - the charity which supports our hospitals - was flooded with kind offers of gifts and services to support our amazing NHS staff and patients in the fight against COVID-19. The public were desperate to help, in any way they could. Emotion was raw and the response was simply awe-inspiring.

With many shops rapidly selling out of food, local restaurants and suppliers were quick to donate hot food, fruit, drinks and water to help give our wonderful staff the energy they needed to battle the pandemic. And it kept on coming. There was ice cream during heatwaves, eye masks to help colleagues get some much needed sleep and toiletries to help our staff freshen up after long shifts and take care of skin that was sore from wearing enhanced PPE – the list was endless!

A staggering £134,000 was donated through our Just Giving page and many people came up with creative and fun

ways to raise money, even by telling jokes to help lighten the lockdown low.

John Lewis were quick to donate iPads that meant that our isolated patients could be in contact with their loved-ones virtually. And of course we couldn't forget our wonderful neighbours at Watford FC, who not only provided us with over 40,000 free hot meals, as well as much needed space for meetings, storage and memorial, they also created The Sanctuary – a retreat and oasis for our hardworking staff. Something we will never forget.

Raise has been bowled over with the unprecedented kindness and generosity of our local community. The fight against COVID-19 still goes on, but so too does the compassion and care of the thousands that have given their support to West Herts.

To donate or see more details of all our amazing donors, please visit:

www.raisewestherts.org.uk



Watford Scaffolding kept us cool by donating ice-creams during the heatwave



Djef Maternal Care Awareness provided free hot meals to our staff



Jaspers Food donated healthy fruit to keep #TeamWestHerts going



Charity Sewa Day gave (quite literally) a ton of healthy dates



Asda Watford and Oshwal UK donated and delivered hundreds of bottles of water.



Mr Cunningham, a local headmaster, brought a car full of food for NHS staff



Dozens of suppliers, big and small, provided toiletries for patients in hospital and for busy staff



Raise was also gifted two paintings of the amazing Captain Tom by local artist Mike Dawson and MP Dean Russell, which we auctioned to raise funds.

Looking after you

There is a huge amount of wellbeing support available for #TeamWestHerts staff and we encourage everyone to reach out and use it.

The staff health and wellbeing area on our intranet provides details of support available, such as:

Employee Assistance Programme (EAP)

Psychological support

Spiritual and pastoral support

BAME support

COVID-19 staff hub

Recharge rooms

Wellbeing apps

Staff benefits and offers

Additional support for healthcare professionals

Carers' support network

External support

Bereavement support

You can access the intranet here: <http://wghintra01/wellbeing>

Our wellbeing leaflet also sets out details of our health and wellbeing support for staff.

Alternatively, please contact our wellbeing team at westherts.wellbeing@nhs.net

team westHerts
our health & wellbeing

team westHerts

STAFF

WELLBEING

Looking after you

This year has had a huge effect on us all. We have been working in extremely emotionally demanding situations and are all feeling exhausted both physically and mentally. It is therefore vital that we all take time to rest and recharge.

It is important that you know what services are available and where you can find the right support if and when you need it.

COVID-19 Staff Hub

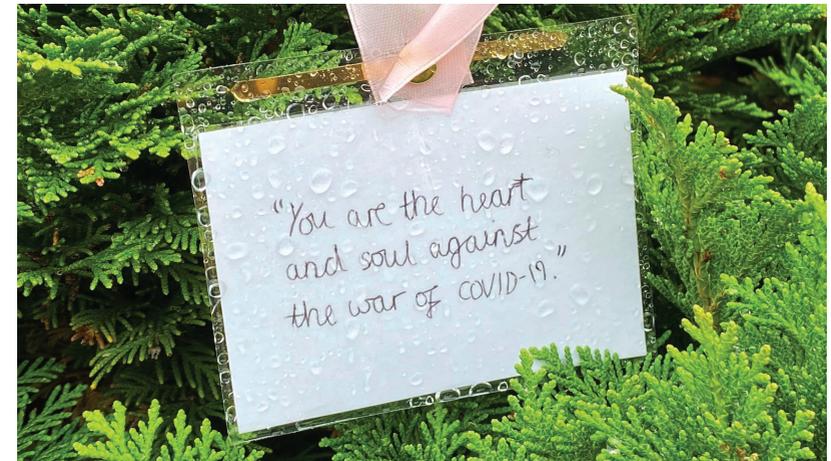
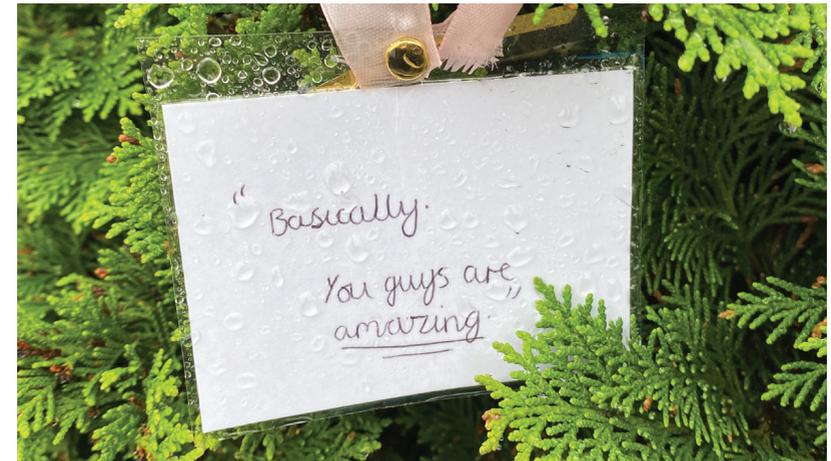
If you have any work-related question COVID-19, we have a team manning telephone lines and emails able to help.

They can provide information on the following:

- what to do if you or a household member are showing symptoms
- staff testing
- absence reporting
- advice for managers on guidance and redeployment
- wellbeing and support
- change in activities and working from home
- on call rooms for clinical staff
- childcare support
- transport support
- emergency accommodation
- pregnancy and vulnerable people

Please spread the word and encourage colleagues to contact our COVID-19 Staff Hub directly rather than calling HR or Occupational Health.

You can reach the COVID-19 Staff Hub on **01923 217342** (7:30am – 5:30pm, every day) or email westherts.covid19@nhs.net





Find us online @WestHertsNHS



www.westhertshospitals.nhs.uk