

CIPD Coronavirus webinar series

Health and Well-being

6 April 2020

Coronavirus webinar: Health and Well-being

Panel chair

Stephen Bevan, Head of HR Research Development, IES

Expert panel

Rachel Suff, Senior Policy Adviser Employment Relations, CIPD

Professor Anne Harriss, President Elect, SOM

Emma Mamo, Head of Workplace Wellbeing, Mind



Coronavirus webinar: Health and Well-being

Introduction

Stephen Bevan

Head of HR Research
Development, Institute for
Employment Studies



- Before lockdown a third of white-collar workers could work from home, but only 15% did regularly.
- This number now vastly increased. But homeworkers may face risks to their physical and emotional well-being. These include:
 - depression/anxiety
 - musculoskeletal strain
 - sedentary working
 - poor diet
 - poor sleep
 - increased alcohol intake
 - financial concerns
 - feelings of isolation.



- It is essential to remember that employers' 'duty of care' to employee well-being remains (Health and Safety at Work Act, 1974).
- This means conducting physical (ergonomic) and psychosocial risk assessment of workplaces – including home offices.
- Very few will be doing this at a time when many home workers will be exposed to elevated risks.



- Working at home is a particular challenge for parents:
 - 7.2m working parents are not 'key workers' and likely to have children at home while working.
 - 5.3m working families (almost a quarter of the total) have children under the age of 11.
 - There may be at least 700,000 lone working parents with children at home.
 - The HSE Management Standards point to 'role conflict' as a significant driver of workplace stress and this a risk to many work-at-home parents now.

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Protecting people's health and well-being

Rachel Suff

Senior Policy Adviser
Employment Relations, CIPD



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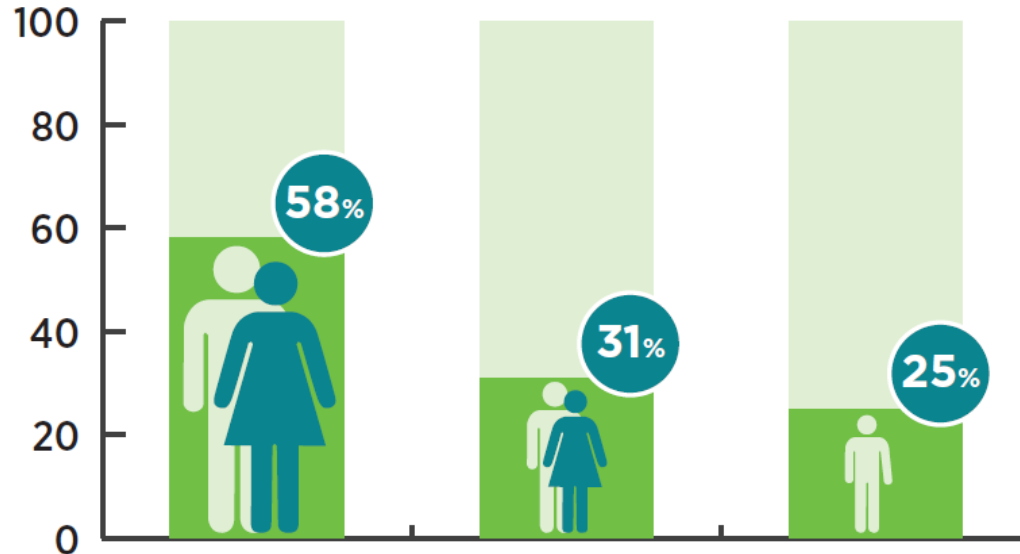


Protect people's physical *and* mental health

- HR professionals' key concern in responding to the pandemic is *'people's fear and anxiety around the situation and supporting people's health and well-being'*
- WHO: a pandemic increases the risk of mental ill health and suicide among the population/workforce
- Before the pandemic, mental ill health was the number one cause of long-term sickness absence among UK workers
- 60% of organisations reported an increase in common mental health conditions among employees in the past 12 months (CIPD/Simplyhealth 2020)



Line managers and well-being



- 58% of people professionals think line managers are bought into the importance of well-being
- 31% think managers can have sensitive discussions and signpost to expert help
- 25% of managers can spot the early warning signs of mental ill health

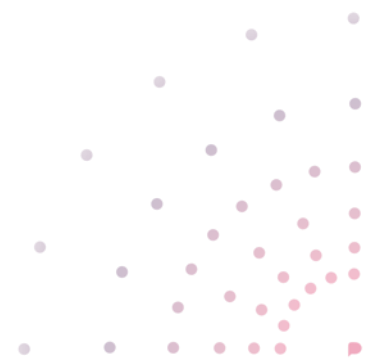




Responding to the coronavirus

As measures to stem the spread of COVID-19 take on increasing priority, the CIPD will collate and publish updated resources to support your response

cipd.co.uk/coronavirus



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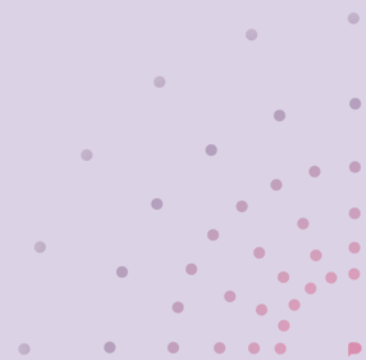
Occupational health and safety

Professor Anne Harriss
President Elect of the Society of
Occupational Medicine
(with thanks to Dr Robin Cordell)



Legal obligations on employers

- **Duty of care:** Health and Safety at Work Act 1974, s 2.
- Management of Health and Safety at Work Regulations, reg 3.
- Control of Substances Hazardous to Health Regulations (COSHH), reg 6 – requires risk assessment



Useful links

- Government [guidance on coronavirus](#)
- [NHS guidance](#)
- NHS England [guidance for healthcare professionals](#)
- [NHS Employers advice](#) for employers of NHS staff
- Royal College of Obstetricians and Gynaecologists [guidance on pregnant employees and their employers](#)

STAY AT HOME  **PROTECT THE NHS**  **save lives**

 **GOV.UK**

[Home](#)

Coronavirus (COVID-19): what you need to do

Stay at home

- Only go outside for food, health reasons or work (but only if you cannot work from home)
- If you go out, stay 2 metres (6ft) away from other people at all times
- Wash your hands as soon as you get home

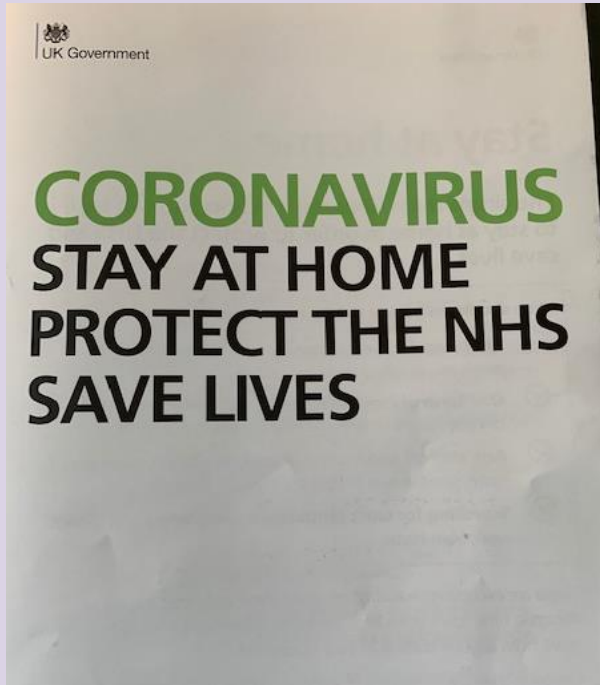
Do not meet others, even friends or family.

You can spread the virus even if you don't have symptoms.



[Read more about what you can and cannot do](#)

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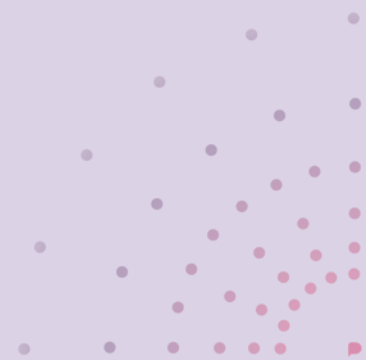


DAY	PERSON A	PERSON B	PERSON C	PERSON D	
01	Develops symptoms, triggering 7-day isolation for herself and 14 days for her household				
02					
03			Develops symptoms and starts 7-day count		
04					
05					
06					
07					
08	Isolation ends if symptoms have stopped				
09		Isolation ends if symptoms have stopped			
10					
11					
12					
13					
14				Develops symptoms and starts 7-day count	
15			No symptoms isolation ends		
16					
17					
18					
19					
20				Isolation ends if symptoms have stopped	

5

Protecting those who need to attend workplaces – key workers

- Healthcare staff
- Postal workers
- Food suppliers
- Waste management
- News



Health and safety for remote working

- DSE work stations – risk assess the ergonomics
- Workload – work related stress – see [HSE website](#)
- More than one person in the household homeworking
- Childcare – normal arrangements have gone out of the window – workers now trying to continue work and be productive with a child/children around. Managers must appreciate the difficulties.

Protecting health and maintaining productivity

- Government [guidance for employers and business](#)
- Government [guidance for specific sectors](#)
- [HSE guidance](#)



Risk assess – reducing likelihood of infection

Hazard and risk

- A **hazard** is anything that may cause harm. These can be hazards to physical or mental health. Hazards may be physical, chemical, biological, psychological or environmental.
- A **risk** is the chance (likelihood), high, [medium] or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be.

www.hse.gov.uk/risk/controlling-risks.htm



Risk assess – reducing likelihood of infection

Risk management

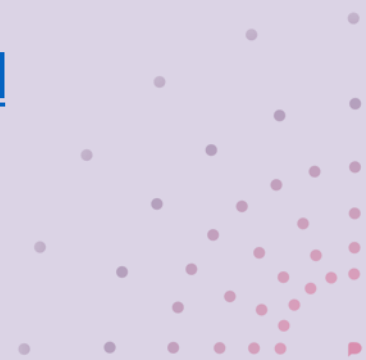
- Identifying what can harm people in your workplace
- Identifying who might be harmed and how
- Evaluating the risks and deciding on the appropriate controls, taking into account controls already in place
- Recording your risk assessment
- Reviewing and updating your assessment



Risk assess – reducing likelihood of infection

Government approach

- [Social distancing](#)
- [Self-isolation guidance](#) for people and households with symptoms
- Guidance on [social distancing and vulnerable people](#)
- Guidance on [protecting the most vulnerable and shielding](#)



A potential framework

Description	Level of risk of severe illness as compared to the general population	Mitigation advised
Those under 70 who may have underlying health conditions, but based on our occupational health assessment do not have conditions that would place them in the more vulnerable group if they become infected with COVID-19. Examples are mild asthma.	STANDARD	Social distancing
Those considered to be more vulnerable; these are people over 70, or those who have an underlying health condition as listed by the Government that places them in the more vulnerable group, or who are pregnant	INCREASED	Social distancing , stringently applied as far as reasonably practicable
Those considered to be highly vulnerable; these are people over 70 with underlying health conditions, or those who have an underlying health condition as listed by the Government that places them in the more vulnerable group, and that is at the more severe end, or who have more than one condition that makes them vulnerable, or who are more than 28 weeks pregnant	HIGH	Social distancing , stringently applied, and further measures as far as reasonably practicable
Those considered to be extremely vulnerable. Examples are those being treated for cancer with chemotherapy or radiotherapy, and people with severe asthma (needing hospital admissions or courses of steroid tablets)	VERY HIGH	Shielding for 12 weeks, or longer as advised by Government

Fit note for those self-isolating

People unable to work for more than 7 days because of coronavirus (COVID-19) can obtain an isolation note through a [new online service](#).



What should we expect both now and in the future

- This crisis is having a huge impact on the current and future mental health of the population in general and your workers in particular.
- Make plans.
- Talk to your occupational health provider.



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Supporting the mental health of staff

Emma Mamo

Head of Workplace Wellbeing,
Mind





We're Mind, the mental health charity

We won't give up until everyone experiencing a mental health problem gets both support and respect

CIPD



[Mind.org.uk/work](https://www.mind.org.uk/work)



Current picture



Context

- **Outbreak cuts across all areas of wellbeing** – physical, mental, social and financial
- **Impact on individuals** – different for everyone (most likely in multiple ways and at different times)
- **Impact on mental health** – health anxiety, uncertainty, isolation, limiting our access to things that keep us well, bereavement, trauma



Key groups

- **Employees who are working from home** – working parents, new to WFH, high risk/extremely vulnerable to COVID-19
- **Employees who are key workers** – includes a wide range of roles and ‘workplaces’
- **Employees who are being furloughed**
- **Employees who are being made redundant**



How to respond



Guiding principles

- **Wellbeing** – needs to be the priority, need to understand people's individual circumstances
- **Clarity** – priorities, policies, processes, focus on simplification
- **Community** – regular updates, two-way dialogue, social connection
- **Reflective** – take stock, 'test and learn', seek feedback



Employees who are WFH

Issue	Solution
'Always on'	Support clear boundaries for the working day
'System overload'	Agree ways of working including systems and platforms to be used
Access to support	Schedule regular check-ins
Burn-out	Clarity about priorities and offer flexibility especially for working parents
Isolation	Encourage social connection and peer support



Key workers

Issue	Solution
Exposure to COVID-19	Ensure adequate safety measures are in place and clearly communicated
Exposure to trauma	Ensure appropriate support is available
Challenging situations	Encourage peer support and debriefing
Impact on resilience	Encourage self-care – before, during and at the end of a shift
Burn-out	Manage staffing levels and have regular check-ins



Questions

Please use the Q&A function to submit your questions



Further information

cipd.co.uk/coronavirus

CIPD community

[Gov.uk/coronavirus](https://gov.uk/coronavirus)

