



Public Health
England

Protecting and improving the nation's health

Psychological First Aid in emergencies

Webinar: 22nd June 2020

Public Mental Health programme & COVID-19 Mental
Health & Psychosocial Support Reference Cell

Agenda

11:00 – 11:05	Welcome, introductions and housekeeping – (5 mins) <ul style="list-style-type: none">• Jude Stansfield (Chair) – National Adviser: Public Mental Health, PHE.
11:05 – 11:35	Panel members discuss – (10 mins each) <ul style="list-style-type: none">• Dr. Sarah Davidson – Head of Psychosocial and Mental Health, British Red Cross.• Dr. Jane Stephens – General Practitioner and Consultant in International Public Health.• Dr. Neha Shah – Public Health Registrar, PHE.
11:35 – 11:55	Q&A – (20 mins)
11:55– 12:00	Close – (5 mins).

Housekeeping

- Please **stay muted and turn your cameras off** during this webinar.
- Please **use the chat function to ask questions** for the Q&A. For those accessing from a phone you can email questions to publicmentalhealth@phe.gov.uk.
- If you have a question for one of our speakers, please clarify that when writing your questions in the chat box.
- To make this webinar available to those that are unable to join us, **today's webinar will be recorded**. The recording, with both audio and visual will be shared next week.
- We will be circulating a **short survey after this session** to receive your feedback on this webinar.

The chair

Jude Stansfield

Jude is a National Adviser in Public Mental Health at Public Health England and Leeds Beckett University. She is a registered public health specialist and Fellow of the Faculty of Public Health. Jude has worked locally, regionally and nationally on public mental health policy and practice.

Her focus and interest are on improving population mental health and wellbeing, strengthening communities and reducing health inequalities.

Jude has co-ordinated PHE's work on developing the PFA COVID-19 eLearning module as part of the Mental Health & Psycho Social Support Covid-19 Cell work plan.

The speakers

Dr. Sarah Davidson

Sarah is the Head of Psychosocial and Mental Health for the British Red Cross, a role which involves the development and delivery of policy, strategy and resources for integrating psychosocial and mental health support into programmes and staff and volunteer care in the UK and internationally.

Sarah is a consultant clinical psychologist with over 25 years' experience of working in the NHS. She is currently also employed by the Tavistock and Portman NHS Foundation Trust in a UK wide service for children and young people.

The speakers

Dr. Jane Stephens

Jane is a GP in Tower Hamlets and consultant in international public health. She has spent a large portion of the last 25 years working in Nepal and India, specialising in health promotion, participatory planning, gender mainstreaming and health systems change. Within mental health, she has particular interest in mental health legislation and the United Nation's Convention on the Rights of Persons with Disabilities.

She is a Focusing Practitioner which informs her approach to PFA. She has reviewed and designed face-to-face- PFA training for multiple contexts, from local to international settings, including natural disasters and situations of ongoing structural violence for marginalised groups.

The speakers

Dr. Neha Shah

Neha is a Specialty Registrar in Public Health with an interest in improving population mental health. She brings to this clinical experience both as a doctor and as a psychodynamic therapist.

She has previously worked across NHS, academia, local and national government settings.



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Dr. Sarah Davidson

Head of Psychosocial and Mental Health, British
Red Cross, SDavidson@redcross.org.uk

Psychosocial First Aid Resources

Inter-Agency Standing Committee (IASC) (2007)

- Guidelines on Mental Health and Psychosocial Support in Emergency Settings. Action Sheets 4.3, 4.4, 5.2 and 6.1 in particular.

World Health Organisation (WHO) (2011)

- Psychological first aid: Guide for field workers

Sphere Project (2018) Humanitarian Charter and Minimum

- Standards in Disaster Response. Mental Health Standard 2.5, pages 339 and 341 in particular.

International Federation of Red Cross and Red Crescent's (IFRC)

- Psychosocial Reference Centre (2018) A Guide to Psychological First Aid for Red Cross Red Crescent Societies

Psychological First Aid (PFA)

What is it and what are the benefits?

- Is an integral part of an overall emergency response that includes integrated and multi-layered support systems
- Minimises further harm and distress
- Promotes coping and safety through a calm and thoughtful approach
- Helps people to connect to information, services and social supports
- Enables people to help themselves as individuals and communities

CALMER framework for PFA

British Red Cross	WHO
Consider who, where, needs and risks Acknowledge diversity, preferences & resources	Look
Listen with empathy	Listen
Manage promoting dignity & respect Enable facilitating choice and connections Resource through information & liaison Remembering our own needs	Link



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Dr. Jane Stephens

General Practitioner
Consultant in International Public Health,
doctorjane99@hotmail.com

Psychological First Aid training

How to approach face-to-face PFA training

1. Identify core components & the balance you need to deliver for your context.
2. Identify how you want to model the behaviours you are trying to impart. Tailor the balance of look-listen-link to the gaps in your attendees.

Lessons from other contexts

1. Pay close attention to self-care.
2. Provide PFA to management staff.
3. Consider stigma – how to encourage people to attend PFA, how to help people access more intensive support.

Similarities and Differences of COVID-19 with other emergencies

Similarities

1. With any other emergency.
2. With Ebola.

Differences

1. Loss of control.
2. Grounding exercises & the breath.

Recommendations

1. Follow up online training with modelling of skills on video or interactive sessions.
2. Considerations in designing & delivering your own local PFA.
3. Train managers.



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Dr. Neha Shah

Public Health Registrar, PHE

New PFA eLearning course

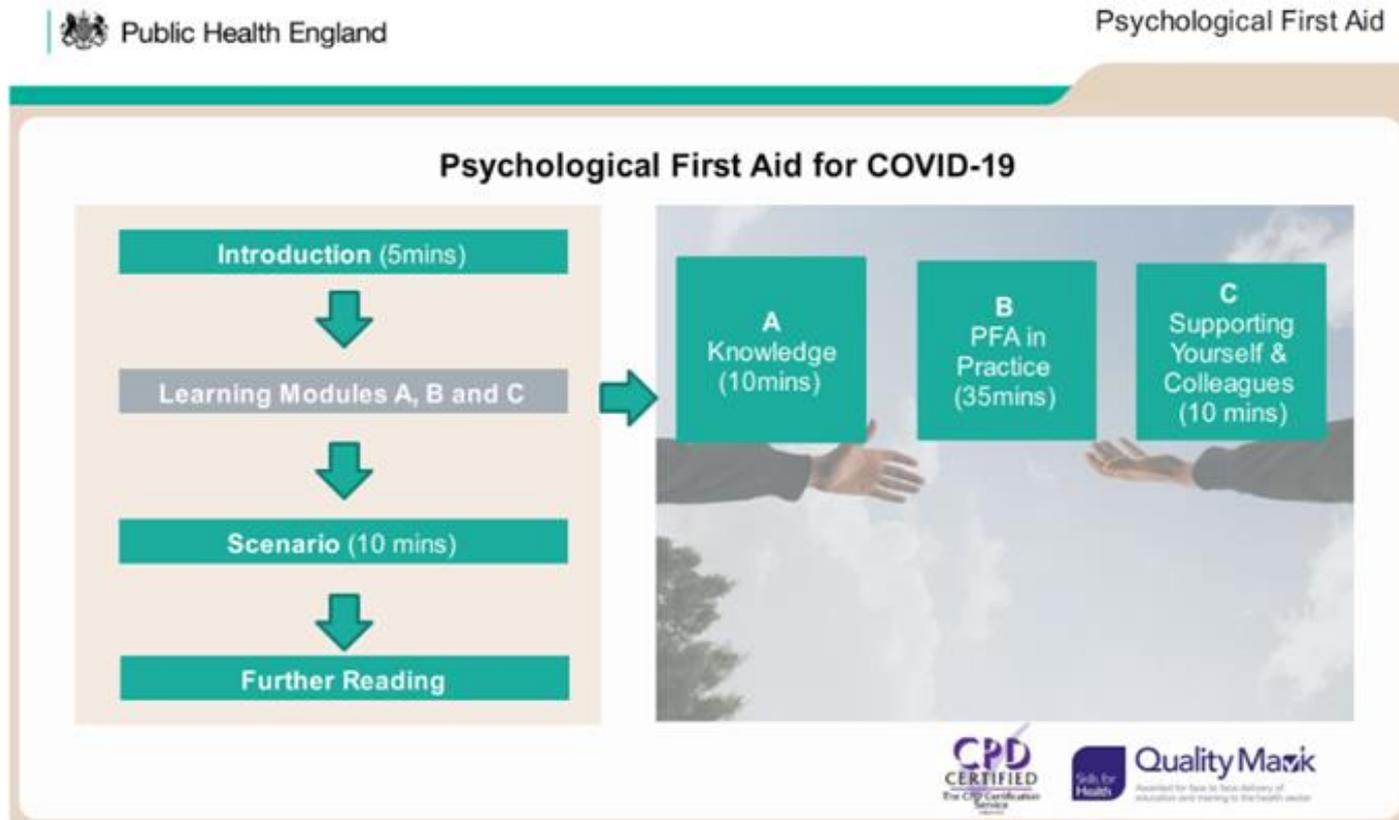
'This course explores what Psychosocial care involves, relating to people in a caring and compassionate way without judgement and in a way that respects their rights, beliefs and abilities. It gives hope, encourages positive coping and involves giving practical help; so that people can feel safe, connected and able to help themselves and their communities during a crisis.'

- Developed from existing PHE Psychological First Aid training focused on major incidents, with input from NHSE/I and HEE
- Takes principles of psychosocial support in emergencies and modelled on WHO PFA guidance
- PFA can be delivered by anyone – available to all frontline essential workers and volunteers.
- Short E-learning (90 mins) – developed to maximise reach and accessibility
- Certificate available on completion

17/6: 13,020 enrolments on to the course 11,423 who have started the course 2,094 have completed 90% or above of the course

E-health Learning

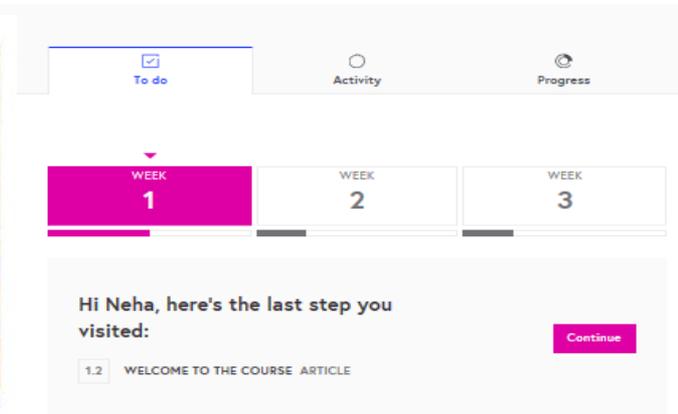
- Available to PHE and NHS Staff – 90minute module with further reading; can be completed at own pace



Future learn Platform



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- Accessible to anyone
<https://www.futurelearn.com/courses/psychological-first-aid-covid-19>
- *#PsychologicalFirstAid; #COVID-19*
- Set in 3 'weeks' but can be completed in one
- Discussion forums to share responses/ ideas
- Evaluation: short survey, psychosocial literacy and how people use the training, pre-survey and 3 week follow up

Stage 1: Prepare: Your role

20 comments

In this activity we focus on how you should prepare before delivering Psychological First Aid. The following areas will be covered:

- Understanding your role
- Learning about COVID-19
- Learning about available services and supports
- Learning about safety protocols
- Respecting safety, dignity and rights

What can you do locally?

- Promote e-learning
- Map local support resources
- Recognise the role staff and volunteers are playing in delivering PFA – provide time and space to reflect on this and how it impacts the organisation/ work
- Consider how appropriate e-learning is for your setting. Would you have locally trained people who could deliver (virtual) face to face training or supervision for those delivering PFA? Or might you need more specialist training? E.g. Working with children; workplace settings
- Support evaluation by encouraging responses: We welcome feedback and comments



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Q&A Session

PHE's Public Mental Health Team

Further resources

- [PHE - COVID-19: Psychological First Aid](#)
- [PHE - COVID-19: guidance for the public on mental health and wellbeing](#)
- [PHE- COVID-19: guidance on supporting children and young people's mental health and wellbeing](#)
- [British Red Cross – Mental Wellbeing and Resilience Courses](#)
- [Psychosocial Centre IFRC – COVID-19 Resources archive](#)
- [WHO- Psychological first aid: Guide for field workers](#)
- [WHO – “My Hero is You”, Storybook for Children on COVID-19](#)
- [Thrive LDN - Supporting those adversely affected or distressed by the coronavirus outbreak](#)

Thank you

If you have any questions please contact us
at **publicmentalhealth@phe.gov.uk**