

HSE Psychosocial Response to the Covid-19 Pandemic Appendices



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Appendix 1: National Mapping Consultation List

A wide range of professional bodies and union representatives were contacted in relation to the national mapping exercise, in addition to specific services and care areas within the HSE.

Responses from the following were received:

- | | |
|--|---|
| 1. RCPI (Royal College of Physicians in Ireland). | 12. HSE Office of Nursing and Midwifery Services Doctor (ONMSD) |
| 2. INMO (Irish Nurses and Midwives Organisation) | 13. HSE Employee Assistance Programme (EAP) |
| 3. ICGP (Irish College of General Practitioners) | 14. National leadership centre |
| 4. Irish Dental Association | 15. Schwarz Rounds |
| 5. Psychological Society of Ireland (PSI) | 16. Irish Association of Counselling Psychologists (IACP) |
| 6. National Educational Psychological Service (NEPS) | 17. Pharmaceutical Society of Ireland |
| 7. Occupational Health Services | 18. Irish Association of Social Workers (IASW) |
| 8. Work rehabilitation Service | 19. Irish Prison Service |
| 9. National Health and Safety Function | 20. HSE Staff Health and Wellbeing |
| 10. HSE Healthcare Worker Helpline COVID-19 | 21. Irish Defence Forces |
| 11. HSE Coaching Service | |

As part of the mapping exercise for supports to the public, responses were received from the following 21 organisations offering psychosocial supports:

- | | |
|---|---|
| 22. AWARE | (ISPCC) |
| 23. Dublin Simon Community | 33. Transgender Equality Network Ireland (TENI) |
| 24. First Fortnight | 34. Exchange House |
| 25. ADHD Ireland Company Limited by Guarantee | 35. Turn2me |
| 26. Mental Health Ireland | 36. GAA |
| 27. MyMind | 37. Irish Advocacy Network |
| 28. Jigsaw | 38. ALONE |
| 29. Pieta House | 39. Suicide or Survive |
| 30. Samaritans Ireland | 40. Family Carers Ireland |
| 31. Shine | 41. Mental Health First Aid |
| 32. The Irish Society for the Prevention of Cruelty to Children | 42. Bodywhys |

Appendix 2: Legislative regulations and HSE Policies

Governance is clearly defined in the Health & Safety Authority (HSA) document Work Related Stress – A Guide for Employers. The focus of the HSA approach is on risk assessment and hazard reduction. Under health and safety law, all workplaces should have, a current, operational Safety Statement which outlines the hazards and risks in that workplace and control measures put in place to eliminate or reduce them inclusive of psychosocial risks.

Under the Safety, Health and Welfare at Work Act 2005, risk management is a key focus governing this psychosocial risk and is a legal requirement for all Employers'. Each Employer has an obligation to ensure that, as far as is reasonably practicable, the health of employees is not endangered in the course of their work. The HSA and States Claims Agency (SCA) promotes the process of risk assessment and control measures so that employers can be assured that their management systems ensure the demands placed on employees are reasonable. They also endorse the use of the Work Positive Critical Incident (WPCI) framework as a method for risk identification and developing a focused response.

Abstract taken from Draft HSE Healthy Workplace Framework 2020;

"Governance refers to 'the processes by which organisations are directed, controlled and held to account. It encompasses authority, accountability, stewardship, leadership, direction and control, exercised in the organisation' (Healthy Workers Initiative, 2011)."

Having effective governance ensures that decisions when made are clearly and transparent and that the contribution, role and responsibilities of each participant in the decision making process is clearly defined (Health Research Board: Healthy Workplace Tools in 5 countries – Evidence Review, 2019).

REF: Health Services People Strategy 2019 – 2024

Priority 2 Employee Experience: Focus on wellbeing and engagement to ensure a meaningful and safe work culture exists where the organisation enables healthy behaviours among staff, supporting them to take responsibility for their own health and wellbeing, and where staff feel valued, are emotionally engaged and deliver services they are proud of.

Section 2.1 to 2.7 of the strategy clearly sets out the requirement to develop an integrated approach on the entire employee experience that address all aspects of work, the workplace and staff, health, safety and wellbeing and will be achieved through the development and implementation of the WHO Healthy Workplace Framework across the organisation. Demonstrate our commitment to evidence-based and holistic health, safety and wellbeing programmes informed by legislation.

REF: Healthy Ireland Framework for Improving Health and Wellbeing (Healthy Ireland Framework 2013-2025)

1.6 All public sector organisations and workplaces will be required by Government to promote and protect the health and wellbeing of their workforce, their clients and the community they serve. These commitments will be detailed in corporate, strategic and/or business plans

4.4 Develop a health and wellbeing human resource and development plan with a view to building capacity for health and wellbeing activities.

4.13 Implement health and wellbeing quality and performance standards, indicators and audit progress.

REF: HSE Policy for the Prevention and Management of Stress in the Workplace, 2018

This Policy document includes risk assessment tool identified in the HSE Policy for Prevention and Management of Stress in the Workplace and is based on the 'Management Standards for Workplace Stress'. The Health and Safety Authority (HSA) recommends and endorses the use of the 'Management Standards' as the audit tool of choice for assessing the risk of workplace stress. The standards comprise a series of 'states to be achieved', which are statements of good practice in six stressor areas: demands, control, support, relationships, role and organisational change. For each stressor area there is also a 'platform statement' that outlines the main aims to be achieved by the organisation. It is important when identifying stress that evidence based and validated tool is used. Health and Safety Executive (HSE) UK research has shown that no single questionnaire, on its own, is sufficient to assess all risks of work-related stress (Rick, Briner, Daniels, Perryman & Guppy, 2001). The Health Service Executive (HSE) has designed and developed a questionnaire to support the 'Management Standards', which is very much part of an 'extended process' where workplace stress is identified, managed and continually reviewed with the implementation of control measures by both managers and staff, as is set out in the HSE Policy for Prevention and Management of Stress in the Workplace.

Section 6.5 of the HSE Policy for the Prevention and Management of Stress in the Workplace, 2018 details the following responsibilities of line Managers which must be included in any planned response to WRS, please see the following:

Detailed responsibilities of Ward/Department/Line Managers are documented in the local Site Specific Safety Statement and hence are not reproduced here (please refer to said document for further information).

In the context of work related stress, key responsibilities include;

- Fostering a positive, supportive work environment, where good communication, support and mutual respect is the norm.
- Carrying out regular risk assessments of potential stressors in the workplace (i.e. demands of the job, control, support, relationships, role, change management) to identify possible negative effects. The HSE Risk Assessment Form should be used for the risk assessment and is available at <http://www.hse.ie/eng/staff/safetywellbeing/>
- Once notified an employee is experiencing stress, explore the issues with the employee utilising the HSE Risk Assessment Form. Available at <https://www.hse.ie/eng/staff/safetywellbeing/>
- Take cognizance of other related policies as appropriate e.g. Dignity at Work Policy for the Health Service, Grievance and Disciplinary Procedures for the Health Service, HSE Managing Attendance Policy
- Implementing and advocating for, if needed, appropriate interventions to address identified stressors, e.g. training, cover for leave and additional support
- Recognising signs of stress in yourself and in others and encourage staff to report stressors and or symptoms of stress.
- Being aware of the range of employee support services available and advise employees of the services / supports available to them.
- Communicate to employees any change in the workload, work environment and/or work patterns so they have an opportunity to indicate their capability.

The SCA recently issued a Risk Advisory Notice: COVID-19 (Coronavirus). This guidance document sets out the risk management considerations that delegated health and social care enterprises should consider when engaging health and social care professionals and other individuals to provide services during the COVID-19 pandemic, and the risk management considerations for health and social care professionals. It directly refers to Employee Support Services and advises that Employee support services should be provided by delegated health and social care enterprises to all health and social care professionals or other individuals engaged during the COVID-19 pandemic i.e. Employee Assistance Programme (EAP).

REF: HSE Corporate Safety Statement 2020:

Section 20 of the Safety, Health and Welfare at Work Act 2005 requires the Health Service Executive (HSE) to prepare a written Safety Statement describing the arrangements in place for safeguarding and maintaining a safe and healthy environment for employees, service users, visitors and all who come in contact with our Services and or may be affected by our activities. The aim of the Corporate Safety Statement is to formally set out the high-level responsibilities, structures and resource requirements for achieving the above and emphasises the obligation to place hazard identification and risk assessment at the foundation of the safety management system.

It is a requirement of the Corporate Safety Statement that all Services within the HSE have in place a Site / Service Safety Statement (SSSS). The SSSS identifies the persons responsible for ensuring that the safety management system is successfully embedded within their respective Service(s) and that arrangements are in place to monitor the effectiveness of the safety management system on an ongoing basis.

Risk Assessment

Not only is risk assessment a legal requirement under Section 19 of the Safety, Health and Welfare at work Act 2005, it is the cornerstone of any safety management system. As set out in the HSE's Corporate Safety Statement 2020, Managers and those who control workplaces to any extent, must identify hazards in the workplaces under their control and assess the risk presented by the hazards.

Employers must write down the risks and what to do about them. This is known as Risk Assessment. The aim of Risk Assessment is to reduce the risk of injury and illness associated with work.

According to the Safety, Health and Welfare at Work Act 2005, a person is deemed to be a competent person where, having regard to the task he or she is required to perform and taking account of the size or hazards (or both of them) of the undertaking or establishment in which he or she undertakes work, the person possesses sufficient training, experience and knowledge appropriate to the nature of the work to be undertaken.

There are several steps to carrying out a risk assessment:

1. Identify the hazards.
2. Assess the risks.
3. Put control measures in place. Control measures (or controls) are the precautions taken to ensure that a hazard will not injure anyone. When putting a control measure in place ensure that it does not create an additional hazard.
4. Monitoring and reviewing their effectiveness
5. Communication and consultation with the staff directly exposed to those workplace hazards.

Appendix 3: Summary of each level of the Psychosocial Framework

Service Level	Description	For whom (Target)	What is being done (Action)	Examples (Means) for practical social and psychosocial supports
Level 1: Societal wellbeing, resilience and safety	At this level are informational resources for practical social and psychosocial supports and services, which are relevant to supporting people in keeping well and promoting mental health and wellbeing	General population with a focus on vulnerable groups	Provision of accurate and helpful information on mental health and wellbeing from broad governmental sources and through a range of national and local media communications promoting wellbeing, resilience and safety, to reassurance and how to prevent anxiety, stress and depression from worsening. Signposting further supports and services – including basic supports to help in everyday living	For summary of baseline supports, at this level, as per the National and CHO mapping exercise, please see appendix 4 <ul style="list-style-type: none"> Government awareness campaigns Webinars on dedicated topics Posters, publications, radio, TV Guidance and advice on practical supports available www.hse.ie, HSELive helpline yourmentalhealth.ie Staff Mental Health webpage https://healthservice.hse.ie/staff/news/coronavirus/staff-minding-your-mental-health-during-the-coronavirus-outbreak.html Covid Healthline for HCWs Callsave 1850 420 420
Level 2: Self-help	Resources and services which help people to structure self-help to support themselves and those around them.	General population with a focus on health sector staff	Provision of the tools and information that will encourage and facilitate self-help for people who are willing and able to avail of it	For summary of baseline supports, at this level, as per the National and CHO mapping exercise, please see appendix 4 <ul style="list-style-type: none"> Psychoeducation - published self-help books / workbooks / manuals. Mental health podcasts. Specialised webinars. Self-directed online programmes. Quality assured mobile apps. Webinar training
Level 3: People to people support	Supports and services at this level involve human to human interaction which can be one to one or group / in-person or virtual, these interactions can be with volunteers/ trained supports, but not necessarily with a fully qualified mental health or allied health professional.	People who may be anxious, stressed or sad and need some extra support	Provision of both informal and formal one to one and group support. This can take many forms, e.g. confidential one to one or in peer support groups, Psychological First Aid and Targeted psychosocial supports such as 'buddy' systems etc.	For summary of baseline supports, at this level, as per the National and CHO mapping exercise, please see appendix 4 <ul style="list-style-type: none"> Psychological First Aid for the public Crisis Text Line Online support groups Buddy systems Psychology Services Family Carer helplines/peer groups Voluntary support helplines e.g. Alzheimer Society's Visiting services e.g. Alone Silvercloud Self directed programmes EAP Psychosocial support and consultation for HSE staff

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<p>Level 4: Primary care and voluntary / community sector supports and services:</p>	<p>Structured one-to-one/ group support services provided by qualified community based professionals: e.g. GPs, Psychologists, Social Workers as well as HSE supports for staff e.g. Employee Assistance Programme. Their aim would be to provide support mental health needs related to stress, anxiety and depression and can signpost onto mental health services as needed</p>	<p>People who are experiencing mental health difficulties, whether acute and reactive or more chronic (but not severe)</p>	<p>Structured levels of one to one support by qualified professionals e.g. Therapists</p>	<p>For summary of baseline supports, at this level, as per the National and CHO mapping exercise, please see appendix 4</p> <ul style="list-style-type: none"> • GP / Primary Care services • Counselling (in person, phone / online) • Social Work • Psychology services • EAP and StaffCare Careline counselling EAP • HSE Organisational Health • HSE Health and Safety • Counselling (in person, phone / online) • HSE's Occupational Health Dept • Human Resources • Psychology services
<p>Level 5: Specialist Mental health services:</p>	<p>Providing mental health services through Community Mental Health Teams (CAMHS and Adult Mental Health Services) and more specialist services e.g. Intellectual Disability, in-patient services.</p>	<p>People experiencing a diagnosable mental health difficulty / difficulties</p>	<p>Structured levels of one to one support by qualified professionals e.g. Therapists</p>	<p>For summary of baseline supports, at this level, as per the National and CHO mapping exercise, please see appendix 4</p> <ul style="list-style-type: none"> • General adult mental health services • CAMHS • Psychiatry of Later Life • Mental health and Intellectual Disability (MHID) • Peri-natal • Eating Disorders • ADHD
<p>Level 6: Severe and Enduring Needs</p>	<p>Providing mental health services, including residential services</p>	<p>Severe and enduring mental health difficulties</p>	<p>Providing mental health services, including residential services</p>	<ul style="list-style-type: none"> • In-patient specialist mental health services

Appendix 4: CHO and National Mapping of Current Psychosocial Services and Supports

A summary of the findings of two preliminary mapping exercises to inform the development of the National Framework for the Psychosocial Response to Covid-19

Introduction

This report has been compiled to summarise the findings of two preliminary mapping exercises that were carried out in June 2020 as part of the work to support the development of this 'Health Sector Psychosocial Plan in response to Covid-19.' These mapping exercises included a mapping of relevant services at the CHO-level and the national level. Level 6 psychosocial responses were not included in the mapping exercise. The mapping exercises were specifically focused on what psychosocial responses were currently in place for:

- The Public
- Healthcare Workers (HCWs).

For the CHO level mapping exercise, assigned points of contact in CHO areas were requested to complete a specially devised template. At the national level, assigned points of contact in HSE services, non-statutory services and organisations which offer psychosocial supports to the public and/ or health care workers (HCWs). These organisations were asked to complete a mapping template which requested for information on:

- Name of service/ support and brief description
- The category of service (HSE community services, HSE acute hospitals services, non-HSE community and voluntary services, private primary and secondary care supports, other statutory services, other)
- Target audience (e.g. general public, healthcare workers, older persons, children and young people etc)
- Data (is data available on this service?)
- Data type (what type of data is available e.g. service usage data, evaluation data)
- Evidence (is there existing evidence of need?)
- Service delivery mode/ channels (e.g. online, face-to-face)
- Timing (is the service/ support ongoing or temporary?).

Preliminary mapping templates were completed by all nine CHO areas for the CHO-level mapping exercise, and by a total of 42 organisations for the national level mapping exercise. This report provide a narrative overview of the service provision as mapped across the first five levels of the model in the CHO-level mapping exercise and in the national-level mapping exercise, and includes tables with examples of types of provision. It should be noted that the inclusion of a service in any of the tables in the report does not indicate that it is available in every CHO.

This report has been compiled based on how the mapping templates were completed. Many of the same types of services were listed by some organisations across levels 1-4 of the service framework. This may reflect how they see the service conceptually. It also calls for the need for more detailed instructions should this type of mapping exercise be completed in the future, as the term psychosocial is broad and in some instances, encompassing a very wide range of statutory and non-statutory services. It should also be noted that there are a large network of organisations offering psychosocial supports in Ireland currently and are not all included in this report. This report is a summary of the services that were contacted by and responded to the HSE as part of this exercise.

Findings of the CHO-Level Mapping Exercise

The Public

This section provides a narrative overview of the supports and services provided to the public. It gives a summary and examples of all services at the first five levels of the service framework, in addition to listing the target groups of the services / supports. Analysis of the templates returned indicates that some levels were interpreted differently by respondents completing the mapping exercise for their CHO area. This report has been compiled based on how the mapping templates were completed. Some areas included a very broad range of services in their CHO mapping exercise, and other areas focused more explicitly on mental health and wellbeing and allied services.

Level 1: Societal Wellbeing

A range of online supports were included at this level, including websites, public awareness campaigns, media activity and online signposting to other available supports. Supports were both Covid-19 specific and more generally targeted at mental health and wellbeing. Some areas also included general community services that had offered a Covid-specific support service during the public health emergency period, such as county and city councils, whereas others listed no supports or services available at this level. An overview of the supports at this level, organised by service category and target population, is provided below.

Service / Support Category	Description / Examples	Target Groups
Provision of online and written information related to Covid-19 and mental health and wellbeing in general by the HSE and also community and voluntary services	<ul style="list-style-type: none"> HSE Websites such as yourmentalhealth.ie, askaboutalcohol.ie, positiveoptions.ie, drugs.ie HSE Health Promotion materials and resources HSE Healthy Ireland Signposting to other services / supports / resources Covid-19 information leaflets for pregnant Travellers 	<ul style="list-style-type: none"> General public Addiction Travellers Roma
Public communications campaigns related to Covid-19 and mental health in general	<ul style="list-style-type: none"> World Suicide Prevention Day activities Local Mental Health Festivals Green Ribbon Campaign HSE communication campaigns Department of Health 'Together' Covid-19 communications campaign 	<ul style="list-style-type: none"> General public Mental Health difficulties
Media activity by HSE staff and representatives to share relevant information on Covid-19	<ul style="list-style-type: none"> Radio interviews, press releases to local media and news outlets 	<ul style="list-style-type: none"> General public
Helplines for specific target groups and Covid-19 helplines for the general public, offered by the HSE and also community and voluntary services	<ul style="list-style-type: none"> Helplines open at varying time frames, all freephone: HSE Roma helpline for Covid-19 HSE Traveller helpline for Covid-19 HSE drugs and alcohol helpline Childline Teenline Parentline Farm and Rural Stress Helplines 	<ul style="list-style-type: none"> Travellers Roma Addiction LGBTI Children and Youth Parents Agricultural workers
HSE Community	<ul style="list-style-type: none"> Sexual Health Centres Regional Suicide Resource Offices 	

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Community and Voluntary	<ul style="list-style-type: none"> • Websites for mental health organisations such the spunout.ie, Samaritans.org and lgbtmentalhealth.ie. • Mental Health Ireland • Men's Sheds • Active Retirement Groups • Traveller Groups • Barnardos • Community Response Forums 	<ul style="list-style-type: none"> • General public • LGBTI • Children and Youth • Men • Older persons • Travellers
Other statutory	<ul style="list-style-type: none"> • Citizens Information Centres • An Post Covid-19 check-in supports for those cocooning • Libraries • Children and Young People's Services Committees (CYPSCs) • City and County Councils supports related to Covid-19 such as transport to testing centres and social isolation supports • Department of Education and Skills 	<ul style="list-style-type: none"> • General public

Level 2: Self-Help

At this level supports and services included by some CHO areas as Level 1 were logged by other areas as Level two, such as websites and helplines. Other supports included online mental health and wellbeing programmes, and mental health supports for targeted groups such as children and young people, parents, those with addiction issues, those with mental health difficulties and also more strategic county level supports such as Children and Young People's Services Committees.

Service Category	Description / Examples	Target Groups
Helplines for specific target groups and Covid-19 helplines for the general public, offered by the HSE and also community and voluntary services	<ul style="list-style-type: none"> • HSE drugs and alcohol helplines • HSE HIV helpline • Alcoholics Anonymous helpline • Parentline • Seniorline • Rape Crisis Centre helplines • Women's Aid helpline 	<ul style="list-style-type: none"> • Addiction • Domestic, gender and sexual based violence • LGBTI • Women • Older persons • Parents
Provision of online and written information related to Covid-19 and mental health and wellbeing in general by the HSE and also community and voluntary services	<ul style="list-style-type: none"> • Connecting for Life website • Spunout.ie 	<ul style="list-style-type: none"> • General public • Children and youth
HSE online mental health supports	<ul style="list-style-type: none"> • Stress control workshops • Your Good Self online self-help programme 	<ul style="list-style-type: none"> • General public
HSE Community and Social Care	<ul style="list-style-type: none"> • Adult mental health psychology online self-help materials • Suicide prevention training programmes (e.g. ASIST, safeTALK) • Bereavement and suicide bereavement supports 	<ul style="list-style-type: none"> • General public • Bereaved

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Community and Voluntary	<p>Mental health supports such as:</p> <ul style="list-style-type: none"> • GROW • Eating disorder supports (Bodywhys) • Bereavement supports • Addiction supports such as: • Gamblers Anonymous • Narcotics Anonymous • Alcoholics Anonymous <p>Children, Young People and Families supports such as:</p> <ul style="list-style-type: none"> • Barnardos Children's bereavement supports • General mental health supports (e.g. Jigsaw) • Family Resource Centres • Parents Hubs • Lone Parents supports (e.g. One Family) <p>Special interest and minority groups supports such as:</p> <ul style="list-style-type: none"> • Traveller projects • Advocacy organisations (e.g. Arthritis Ireland). 	<ul style="list-style-type: none"> • General public • Mental health difficulties • Eating disorders • Bereaved • Addiction • Children and Young People • Parents • Travellers • Health conditions
Other statutory	Children and Young People's Services Committees (CYPSCs) County Committees	<ul style="list-style-type: none"> • Children and Youth

Level 3: People to People

The range of services included at this Level reflect the broad interpretation of what constitutes a psychosocial support. Most of the services mapped are face-to-face, with some managing to migrate to delivering support online, such as some counselling services. Other psychosocial services, such as schools, were not operating at the time of the mapping exercise. One area did not list any services or supports at this level, instead combining all local supports at Level 4. Again, some supports that were listed as Level 1 or 2 by some CHO areas were listed as Level 3 supports by other areas, for example help lines.

Service Category	Description / Examples	Target Groups
Helplines for specific target groups and Covid-19 helplines for the general public, offered by the HSE and also community and voluntary services	<ul style="list-style-type: none"> • Local CHO Covid-19 support lines • Covid-19 helpline for parents • Women's Aid helpline • Alone helpline • Samaritans helpline • Crisis Textline 50808 	<ul style="list-style-type: none"> • General public • Parents • Women • Domestic, gender and sexual based violence • Older persons • Mental health difficulties
HSE online mental health supports	<ul style="list-style-type: none"> • Stress Control 	<ul style="list-style-type: none"> • General public
HSE Community and Social Care	<p>Mental health supports such as:</p> <ul style="list-style-type: none"> • Primary Care Psychology • Psychological First Aid (PFA) • Primary Care Psychology Community Talks • Social Prescribing • HSE Addiction Services • HSE Disability Services • HSE Social Inclusion • HSE Public Health Nurses • Out of Hours GP services • Health promotion supports such as: • Sexual Health • Healthy Cities • Wellness at Work • Other health promotion activities. 	<ul style="list-style-type: none"> • General public • Mental health difficulties

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HSE Acute Hospitals	<ul style="list-style-type: none"> • Social work and chaplaincy services 	<ul style="list-style-type: none"> • General public
Community and Voluntary	<p>Mental health supports such as:</p> <ul style="list-style-type: none"> • Organisations offering support by phone, online or face-to-face (e.g. AWARE) • Local Mental Health Associations • Mental Health advocacy organisations (e.g. Schizophrenia Association of Ireland) • Peer support groups (e.g. Le Chéile) • Bereavement and suicide support groups • Rape crisis centres • Couples and Relationship counselling (e.g. Accord) <p>Children, young people and families supports such as:</p> <ul style="list-style-type: none"> • Family Resource Centres • NGOs providing supports (e.g. Barnardos, Extern) • Youth services • Respite services for children with a disability • Child and youth counselling services • Supports for parents (e.g. Community Mothers Programme) <p>Addiction supports such as:</p> <ul style="list-style-type: none"> • Local Drug and Alcohol Taskforces <p>General community supports such as:</p> <ul style="list-style-type: none"> • Sports Partnership Companies • Supported Employment services • Local Area Partnerships • LEADER Partnerships • Local Development Companies <p>Other supports such as:</p> <ul style="list-style-type: none"> • Active Retirement Groups • Women's interest groups (e.g. Irish Countrywomen's Association) • Men's interest groups (e.g. Men's Development Networks) • Minority Advocacy Groups • LGBTI advocacy groups (e.g. TENI) • Housing supports (e.g. Simon Community, Focus Ireland). 	<ul style="list-style-type: none"> • General public • Mental health difficulties • Domestic, gender and sexual based violence • Children and youth • Parents • Bereaved • Disability • Older persons • LGBTI • Homeless • Addiction
Education	<ul style="list-style-type: none"> • Education and Training Boards (ETBs) • Local School Completion Programmes • National Educational Psychological Service (NEPS) • Guidance counselling in schools • Education Welfare Service (Tusla) 	<ul style="list-style-type: none"> • Children and Youth • Disability • Intellectual disability
Other statutory services	<ul style="list-style-type: none"> • Tusla Prevention Partnership and Family Support (PPFS) 	<ul style="list-style-type: none"> • Children and Youth • Parents

Level 4: Primary Care and Community and Voluntary Supports

As with Level 3 a wide range of services and supports were listed at this level, with considerable overlap between the types of services listed at Level 3 and Level 4 across CHO areas. A variety of psychosocial issues were addressed, across the spectrum of severity, ranging from community-based support to residential treatment across areas such as addiction, disability, intellectual disability and old age. Psychosocial supports offered in the education sector were listed, such as guidance counselling, college and university counselling services and educational psychology and welfare services. Services supporting those facing economic disadvantage were included, such as housing and poverty support services. General community supports and services were also included here such as community fora, local development companies and schools.

Service category	Description / Examples	Target Groups
HSE Community and Social Care	HSE nursing homes and residential care facilities HSE mental health supports such as: <ul style="list-style-type: none"> • Primary Care Psychology services • Primary Care Counselling service • National Counselling Service • Bereavement and suicide bereavement counselling services • Self-harm Intervention Project (SHIP) • Primary Care Child Adolescent and Family Psychological Service • Covid-19 Psychosocial Response Groups HSE Addiction services	<ul style="list-style-type: none"> • Mental health difficulties • Bereaved • Children and Young People • Parents
HSE Acute hospitals	Chaplaincy services	<ul style="list-style-type: none"> • General public
Private Primary and Secondary Care Supports	Private and Voluntary Nursing Homes Private home care supports (e.g. Home Instead Senior Care) Private Counselling Services Health Insurance Companies	<ul style="list-style-type: none"> • Older persons • Disability • Mental health difficulties

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<p>Community and Voluntary</p>	<p>Mental health supports such as:</p> <ul style="list-style-type: none"> • Organisations offering support by phone, online or face-to-face (e.g. Pieta House) • Local community counselling services • Mental Health advocacy organisations (e.g. Schizophrenia Association of Ireland) • Rape crisis centres <p>Children, young people and families supports such as:</p> <ul style="list-style-type: none"> • Family Resource Centres • Family Mediation services • NGOs providing supports (e.g. Barnardos, Extern) • Youth services • Child and youth counselling services. <p>Addiction supports such as:</p> <ul style="list-style-type: none"> • Local Drug and Alcohol Taskforces • Community and residential addiction supports (e.g. Matt Talbot, Ana Liffey) • Disability and Intellectual Disability supports such as: • Advocacy organisations (e.g. Wheelchair Association of Ireland, Down Syndrome Ireland) • Specialist supports services (e.g. Brother of Charity, Daughters of Charity). • Respite and family carers supports. • Older persons supports such as: • Day Care Centres • Active Retirement Groups • Meals on Wheels <p>General community supports such as:</p> <ul style="list-style-type: none"> • Sports Partnership Companies • Supported Employment services • Local Area Partnerships • LEADER Partnerships • Local Development Companies <p>Other supports such as:</p> <ul style="list-style-type: none"> • Local Development Companies • Local community clubs (e.g. Friends and Neighbours Clubs) • Local Community Enterprise Centres • Family Planning Clinics • Women’s interest groups (e.g. Irish Countrywomen’s Association) • Minority Advocacy Groups • Housing supports (e.g. Simon Community, Focus Ireland). • Poverty supports (e.g. Saint Vincent DePaul). 	<ul style="list-style-type: none"> • General public • Mental health difficulties • Domestic, gender and sexual based violence • Children and youth • Parents • Addiction • Disability • Intellectual disability • Older persons • Poverty • Homeless • LGBTI • Minorities
<p>Education</p>	<ul style="list-style-type: none"> • Education and Training Boards • Schools • Higher Education Counselling Services 	
<p>Other statutory</p>	<ul style="list-style-type: none"> • Tusla psychosocial supports 	

Level 5: Specialist Mental Health Services

In comparison to Levels 3 and 4, there were fewer services and supports included at this level. Most of the services listed here were HSE supports and the majority were face-to-face and required a referral to access.

Service category	Description / Examples	Target Groups
HSE Community and Social Care	HSE Mental health supports such as: <ul style="list-style-type: none"> • Individual therapeutic interventions • CAMHS • YAMHS • Mental health of later life • Perinatal mental health team • General adult mental health • Counselling for those affected by abuse • Community Mental Health Teams • HSE addiction supports • HSE Primary Care Social Work 	<ul style="list-style-type: none"> • Mental health difficulties • Children and young people • Older persons • Domestic, gender and sexual based violence • Addiction
Inpatient mental health services	<ul style="list-style-type: none"> • HSE inpatient mental health facilities • Private inpatient mental health facilities 	<ul style="list-style-type: none"> • Severe to moderate mental health difficulties
Acute hospitals	<ul style="list-style-type: none"> • Suicide Crisis Assessment Nurses (SCAN) • Emergency Departments • Local acute hospitals 	<ul style="list-style-type: none"> • General public • Mental health difficulties • Severe to moderate mental health difficulties.
Specialist residential care facilities	<ul style="list-style-type: none"> • HSE residential nursing homes • HSE residential disability services • Private and voluntary nursing homes • Private and voluntary addiction services • Psychological support for nursing home residents 	<ul style="list-style-type: none"> • Older persons • Disability • Addiction
Community and Voluntary	<ul style="list-style-type: none"> • Disability Day Services • Counselling Services for Eating Disorders • Residential Aftercare Services 	<ul style="list-style-type: none"> • Disability • Mental health difficulties
Other statutory services	<ul style="list-style-type: none"> • Tusla children in care psychology services 	<ul style="list-style-type: none"> • Children and youth

Health Care Workers (HCWs)

This section provides an overview of the services and supports that CHO returns indicated were specifically for Health Care Workers (HCWs).

Level 1: Societal Wellbeing

A summary of the services and supports offered for HCWs under Level 1 is provided below. Some CHO areas did not list any supports for HCWs under this level. Supports listed as Level 1 supports varied from written leaflets, websites, helplines and more direct sources of psychosocial support such as the HSE Employee Assistance Programme and direct support from local Human Resources (HR) and psychology teams. A small number of CHO areas listed local Mental Health Associations as a support for HCWs in addition to their support for the general public.

Type of service / support	Description / Examples	Delivery mode
Staff bulletins	Contributions to local staff bulletins which were informed by staff feedback on evolving issues	Online
HR and psychological support	Phone and video (Microsoft Teams) support for staff	Phone, online
HSE Employee Assistance Programme	A confidential counselling service for HSE staff supporting staff with psychosocial issues that may be impacting their job performance or home life.	Phone, online, face-to-face
'Need to Talk' Helpline	A confidential helpline for HSE staff, Private Nursing Home Staff, Nursing Home Resident and Relatives.	Phone
Your Mental Health website	www.yourmentalhealth.ie Positive public mental health messaging	Online, media
Local Mental Health Associations	Some local Mental Health Associations were listed which deliver public messaging, awareness raising and some training services. These are not restricted to HCWs but were included in some mapping returns.	Online, newsletters, face-to-face

Level 2: Self-Help

The supports listed in Level 2 in the mapping returns primarily focused on the psychoeducation and the provision of information on positive mental health and signposting to other available services and supports. The majority of supports or services listed were HCW / HSE staff specific but there were some general HSE community services also included. General community suicide prevention training programmes and bereavement programmes were listed, in addition to what appeared to be some bespoke staff support initiatives in some areas. All supports listed here were HSE services.

Type of service / support	Description / Examples	Delivery mode
HSE Guidance for Healthcare Workers who are pregnant, vulnerable or with a pre-existing disease	Links to online supports	Online written guidance
HSE workplace health and wellbeing unit	Posters and resources	Online resources and links
Staff: Minding your mental health	HSE website signposting advice	Online resources and links
Practitioner Health (CHO 7 only)	No description provided	Online
Mind the Frontline (CHO 7 only)	No description provided	Online, temporary service
HSELand modules	Development of HSELand modules for frontline HCWs dealing with Covid-19	Online
Stress Control	Online programme that helps participants notice and deal with the signs of stress.	Online
SilverCloud Health online mental health service	Four online mental health programmes on: Dealing with stress; Building resilience; Improving your sleep; Space from COVID-19.	Online
Daily Steps Programme (CHO 2 only)	Wellbeing and mindfulness workshops for all HSE staff	Online
Wellbeing at Work	Delivered by Compass – information promoting wellbeing in the workplace.	Online
SafeTALK	Half-day suicide prevention training that prepares participants to recognise and engage with people who may be having thoughts of suicide and to connect them to suicide first aid resources.	Face-to-face
ASIST	Two day suicide prevention training that aims to reduce the immediate risk of a suicide and increase the support for a person at risk.	Face-to-face
Understanding self-harm	A workshop provides opportunities to improved knowledge, awareness and understanding of self-harming behaviour.	Face-to-face
Workshops for professionals and key contacts who are supporting people bereaved by suicide	No description given	Face-to-face
Community Suicide Bereavement Information sessions	No description given	Face-to-face
Family Resource Centres Mental Health Promotion Project, all counties (CHO 5 only)	No description given	Not specified but ongoing

Level 3: People to People

Psychological First Aid (PFA) supports were a large part of the service / support offer listed in Level 3, with variations on PFA being offered in some areas specifically for nursing home staff, call centre / helpline staff, healthcare managers and other psychosocial responders. Direct support provided to residential care facilities / nursing homes was also included. In addition, there were some supports which were also listed in Level 2 and 3 in some areas, such as helplines and stress management workshops. In two CHO areas there were bespoke initiatives, with one focused on the psychosocial needs of staff working from home, and no further detail provided on the other.

Type of service / support	Description / Examples	Delivery mode
Psychological First Aid briefings and call back service	Contact tracers and HSE staff	Face-to-face, online
Bespoke Psychological First Aid for Nursing Home staff and managers	PFA for Managers (bespoke); buddy system/consultation with POLL psychologists + PFA Supports through call back service and provision of resources as required.	Phone, online
Bespoke Psychological First Aid for Call Centres	Bespoke service for managers of call centres and handouts for staff and sign posting for psychosocial call back for staff	Phone, online, written resources
Psychological First Aid: Training for approved psychosocial responders	Prior to covid19 restrictions 105 psychosocial responders were trained in psychological first aid responders were trained face-to-face, a subsequent group have been trained remotely.	Face-to-face, online
Psychosocial support to Healthcare Managers	HSE and other	Phone
Support to nursing homes	Support to varying degrees to voluntary / private nursing homes and HSE nursing homes.	Not specified
Local CHO area support lines	Support lines in various CHO areas to support HCWs	Phone
Helplines offered by community and voluntary or independent organisations	e.g. Brothers of Charity	Phone
Workshops for staff on stress management	A variety of options available and provided by HSE personnel e.g. medical social work staff, psychology staff	Face-to-face
PSYCHED (CHO 4 only)	Promoting mental health in the workplace, partnership with HSE, UCC and Cork healthy cities and counties, targeted interventions for staff working from home in the context of Covid-19	Online
Work Positive (CHO 8 only)	No description given	Face-to-face, online

Level 4: Primary Care and Community and Voluntary

The majority of services / supports listed in this section included business as usual initiatives such as the HSE Employee Assistance Programme, staff engagement programmes, occupational health and competency training programmes and initiatives in areas such as leadership and coaching. Apart from referencing community and voluntary services that contribute to the CHO level psychosocial groups e.g. Brothers of Charity, there were no HCW supports listed from the Community and Voluntary Sector.

Type of service / support	Description / Examples	Delivery mode
HSE Employee Assistance Programme	A confidential counselling service for HSE staff supporting staff with psychosocial issues that may be impacting their job performance or home life.	Face-to-face
Staff Engagement Programmes	Promote a focus in developing a positive working environment for staff and ultimately use this learning to support patient experience and staff engagement	Face-to-face
Occupational Health Service	Confidential service available for all staff: self-referral or line manager referral process	Face-to-face
Leadership Education & Talent Development	Initiatives to support the development of the individual's capabilities by designing, developing and delivering appropriate learning and development interventions.	Face-to-face, online
NCHD Flexible Training Scheme	Supports career development and work/life balance	Face-to-face
HSE HR National Coaching	Professionally structured process supports staff in their role	Face-to-face
Psychology Service for Social Inclusion	Psychological consultation to various staff teams via video/telephone.	Phone, online
CHW PAPG forum (CHO 2 only)	The partner agency psychosocial group was established during Covid with input from NUIG, ID voluntaries, NEPS and community organisations. The forum has developed repository and through teleconferences the HSE psychosocial response has collaborated with partner agencies.	Temporary teleconference and library repository

Level 5: Specialist Mental Health Services

There were no direct services / supports listed which are specifically for HCWs at this level across the nine CHO areas. One specialist service however did provide information leaflets for staff working in their specialist mental health and intellectual disability service.

Type of service / support	Description / Examples	Delivery mode
Information leaflets for staff in specialist mental health services	E.g. Brothers of Charity	Written resource

Findings of the National-Level Mapping Exercise

The Public

This section will provide a narrative overview of the services provided to the public and gives examples of all services at the first five levels of the service framework. As part of the national mapping exercise for supports to the public, responses were received from the following 21 national organisations offering psychosocial supports to a variety of target groups:

- | | |
|---|---|
| 1. AWARE | (ISPCC) |
| 2. Dublin Simon Community | 12. Transgender Equality Network Ireland (TENI) |
| 3. First Fortnight | 13. Exchange House |
| 4. ADHD Ireland Company Limited by Guarantee | 14. Turn2me |
| 5. Mental Health Ireland | 15. GAA |
| 6. MyMind | 16. Irish Advocacy Network |
| 7. Jigsaw | 17. ALONE |
| 8. Pieta House | 18. Suicide or Survive |
| 9. Samaritans Ireland | 19. Family Carers Ireland |
| 10. Shine | 20. Mental Health First Aid |
| 11. The Irish Society for the Prevention of Cruelty to Children | 21. Bodywhys. |

Level 1: Societal wellbeing, resilience and safety

All services listed at this level were categorised as non-HSE community and voluntary services. A number of services listed the same services/supports at both levels 1 and 2, such as online and print resources, helplines, online therapies, community engagement and peer support. Some face-to-face services, such as community engagement activities, were listed at this level. The unique additions to Level 1, not covered in Level 2, were public health messaging via broadcast media, which took the form of advertisements and/or interviews on local and national media such as radio. Training programmes and workshops listed here were bespoke service offers from individual non-statutory organisations.

Service category	Description / Examples	Organisations	Target Groups
Online and print psychoeducation and Covid-19 resources	<ul style="list-style-type: none"> Articles on how to cope with mental health difficulties or particular disorders during the Covid-19 crisis e.g. ADHD. Guidance and information on Covid-19, self-isolating, how to manage shared accommodation during lockdown etc. Lists of available services Mental health and wellbeing webinars Organisational websites Organisational social media accounts e.g. Facebook, Twitter. Podcasts Webinars 	<ul style="list-style-type: none"> ADHD Ireland Aware Exchange House Jigsaw Mental Health Ireland Shine Turn2Me Bodywhys Suicide or Survive ALONE 	<ul style="list-style-type: none"> General public Mental health difficulties ADHD Priority and vulnerable groups Travellers Children and young people Farmers Parents Educational practitioners Eating disorders Older persons

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Broadcast media	<ul style="list-style-type: none"> • Interviews and information sharing on local and national media and radio • Health and wellbeing DVD for older people 	<ul style="list-style-type: none"> • ADHD Ireland • ALONE 	<ul style="list-style-type: none"> • General public • Those with ADHD • Older persons
Public awareness/ information events	<ul style="list-style-type: none"> • Suicide prevention online events • Corporate awareness raising events • Public awareness raising events • Public messaging campaigns • Media monitoring • Responding to queries from the public 	<ul style="list-style-type: none"> • ADHD Ireland • SHINE • Pieta House • First Fortnight • Bodywhys • Suicide or Survive 	<ul style="list-style-type: none"> • General public • Travellers • ADHD • Mental health disorders • Eating disorders
Training programmes/ workshops	<ul style="list-style-type: none"> • Face-to-face training programmes and workshops on mental health and wellbeing • Online training programmes and workshops on mental health and wellbeing • Specific online and (potentially) in person training for schools returning in September (Jigsaw) • Workshops for those supporting those in distress e.g. professionals, family members, carers. • Workshops for those working with children and young people • Workshops working with LGBTI+ young people • Workshops for those working with marginalised groups e.g. Travellers • Parents and family members of transgender and gender diverse individuals • Workshops for transgender and gender diverse young people. 	<ul style="list-style-type: none"> • Jigsaw • Mental Health Ireland • Pieta House • Shine • TENI • Bodywhys • Suicide or Survive 	<ul style="list-style-type: none"> • General public • Mental health difficulties • Eating disorders • Front line practitioners • Children and young people • Parents • Volunteers working with children and young people • LGBTI+ young people • Volunteers working with LGBTI+ young people • Sports coaches working with children and young people • An Garda Síochána
Webinars	Wellness webinars	Suicide or Survive	Mental health difficulties
Community engagement	<ul style="list-style-type: none"> • Face-to-face workshops with the public raising awareness of particular issues relating to specific mental disorders and specific priority groups such as Travellers. • Community engagement activities online • Local community group and school presentations • Health and wellbeing community programmes (e.g. GAA Healthy Clubs project) 	<ul style="list-style-type: none"> • SHINE • Exchange House Ireland • GAA • Bodywhys 	<ul style="list-style-type: none"> • General public • Mental health disorders • Children and young people • Travellers • Eating disorders

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Helplines/ Textlines/ email support etc.	<ul style="list-style-type: none"> • Non-directive listening helpline services such as The Samaritans, Childline and Jigsaw • Email and letter writing support service e.g. Samaritans • Helpline for the transgender community • Health and wellbeing texts for older people 	<ul style="list-style-type: none"> • Samaritans • Aware • ADHD Ireland • Jigsaw • ISPCC • TENI • ALONE 	<ul style="list-style-type: none"> • General public • Mental health difficulties • Children and young people • Transgender and gender diverse • Older persons
Online therapies	<ul style="list-style-type: none"> • Clinically moderated thought and mood diaries (Turn2Me) • Online, telephone and face-to-face one to one therapy (Childline) • Online self-help CBT (Bodywhys) 	<ul style="list-style-type: none"> • Turn2Me • Childline • Bodywhys 	<ul style="list-style-type: none"> • General public • Mental health difficulties • Children and young people • Eating disorders
Crisis supports	<ul style="list-style-type: none"> • Community response plans • Immediate point of contact crisis support (both face-to-face and online) • Suicidality risk assessments. 	<ul style="list-style-type: none"> • Exchange House Ireland • Pieta House 	<ul style="list-style-type: none"> • Moderate to severe mental health difficulties • Travellers
Peer support	<ul style="list-style-type: none"> • Clinically moderated online peer communities • Peer support groups for transgender and gender diverse young people • Peer support groups for parents and family members of transgender and gender diverse young people • Peer supports for those experiencing eating disorders 	<ul style="list-style-type: none"> • Turn2Me • TENI • Bodywhys 	<ul style="list-style-type: none"> • Children and young people • Transgender and Gender Diverse • Parents • Families • Eating disorders
Community support for those vulnerable to Covid-19	<ul style="list-style-type: none"> • Mobilisation of volunteers to offer support to those cocooning. 	<ul style="list-style-type: none"> • GAA 	<ul style="list-style-type: none"> • General public • Vulnerable groups
Practitioner support	<ul style="list-style-type: none"> • Online Q&A support for helpline volunteers 	<ul style="list-style-type: none"> • ALONE 	<ul style="list-style-type: none"> • Volunteers
Other	<ul style="list-style-type: none"> • Yoga • Pilates • Mindfulness • Exercise and Sports Activities 	<ul style="list-style-type: none"> • HSE Community Services • Community and Voluntary Services 	<ul style="list-style-type: none"> • General public

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Level 2: Self-Help

The supports and services listed at level 2 are similar to the supports and listed at level 1. Some face-to-face training programmes were listed here, however it was highlighted that all face-to-face training had been halted due to Covid-19, and some face-to-face supports had been moved online to platforms such as zoom. The majority of supports here appear to be informative and non-directive.

Service/ support category	Description/ Examples	Organisations	Target Groups
Online and print psychoeducation and Covid-19 resources	<ul style="list-style-type: none"> Organisational websites with self-help resources Print and digital self-help resources e.g. booklets, ezines Online self-help tutorials and webinars Online lecture series Youtube channels 	<ul style="list-style-type: none"> ADHD Ireland Aware Jigsaw Mental Health Ireland Samaritans Shine Turn2Me Bodywhys Family Carers 	<ul style="list-style-type: none"> General public Children and young people Carers Eating disorders Carers
Public information and awareness raising events	<ul style="list-style-type: none"> Talks in schools 	<ul style="list-style-type: none"> ADHD Ireland 	<ul style="list-style-type: none"> Educational practitioners
Helplines	<ul style="list-style-type: none"> Helpline for young people aged 12 to 25 years old and those supporting young people's mental health Helpline for transgender and gender diverse individuals Helpline and textline for older people 	<ul style="list-style-type: none"> Jigsaw TENI ALONE 	<ul style="list-style-type: none"> Children and young people Family Carers Transgender and gender diverse Older persons
Training programmes/ workshops	<ul style="list-style-type: none"> Face-to-face training programmes for parents of children with ADHD Online training programmes for parents of children with ADHD Online training programmes for adults with ADHD ADHD training for educational practitioners. Life Skills mental health programme Mental health training for Travellers (e.g. SafeTALK, Mental Health First Aid) Self-care training programme for parents and those working with children and Young people Covid-19 training programme for carers Training for volunteers Online workshops for parents of transgender and gender diverse young people Online workshop for transgender and gender diverse young people Online minding mental health and wellbeing programmes Wellness Recovery Action Planning (WRAP) (Suicide or Survive) 	<ul style="list-style-type: none"> ADHD Aware Exchange House Ireland Jigsaw Mental Health Ireland Samaritans TENI Suicide or Survive 	<ul style="list-style-type: none"> General public Volunteers Children and Young People Transgender and gender diverse individuals ADHD Parents Carers Educational practitioners Mental health difficulties
Webinar	<ul style="list-style-type: none"> Wellness webinar 	<ul style="list-style-type: none"> Suicide or Survive 	<ul style="list-style-type: none"> General public

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Online therapies	<ul style="list-style-type: none"> Clinically moderated thought and mood diaries Silvercloud platforms 	<ul style="list-style-type: none"> Turn2Me Aware 	
Peer support	<ul style="list-style-type: none"> Clinically moderated peer support groups Group chats for young people Online programme for carers Face-to-face and online support groups for parents of transgender and gender diverse young people Face-to-face and online support group for transgender and gender diverse young people Face-to-face and online support group for transgender adults 	<ul style="list-style-type: none"> Jigsaw Mental Health Ireland TENI Turn2Me 	<ul style="list-style-type: none"> General public Mental health difficulties Children and young people Parents Transgender and gender diverse
Community engagement	<ul style="list-style-type: none"> Community development activities with a focus on mental health and wellbeing Traveller mental health promotion community activities Perinatal mental health promotion community activities Traveller mental health conference 	<ul style="list-style-type: none"> Exchange House 	<ul style="list-style-type: none"> General public Travellers

Level 3: People to People

Organisations listed many of the same supports and services they offer at Levels 1 and 2 also in Level 3. The new additions to this level are mainly in the form of direct therapies, counselling and crisis supports, the majority of which are face-to-face but some therapies have migrated online during the Covid-19 outbreak. Some organisations had to suspend such face-to-face therapies for the duration of the outbreak. Some services extended counselling provision and/ or reconfigured staff hours to allow for extended coverage to meet the needs of the general public and priority groups during the Covid-19 outbreak.

Service / support category	Description / Examples	Organisations	Target Groups
Public information provision	<ul style="list-style-type: none"> Responding to information and support queries from the public 	<ul style="list-style-type: none"> Shine Irish Advocacy Network 	<ul style="list-style-type: none"> General public Mental health disorders Mental health difficulties
Helplines	<ul style="list-style-type: none"> Helplines for those with mental health difficulties Email support lines Traveller helpline (emotional distress and covid-19 guidance) Prisoner helpline Helpline for children and young people Helpline for members of the public with concerns around children Transgender helpline Eating disorder helpline/ crisis line (Bodywhys) Older persons helpline 	<ul style="list-style-type: none"> Aware Exchange House ISPCC Jigsaw Pieta House Prisoners TENI Bodywhys ALONE 	<ul style="list-style-type: none"> General public Mental health difficulties Children and young people Transgender and gender diverse individuals Prisoners Travellers Eating disorders Older persons

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Training programmes/ workshops	<ul style="list-style-type: none"> • Life Skills programme (Aware) • Wellness at Work (Aware) • Mindfulness classes for parents of children with ADHD • Suicide prevention training (SafeTALK) • Mental Health First aid training • Community programmes to raise awareness of mental health issues • Smoking, mental health and recovery workshops (HSE Community Services) • Workshops for family members of those with mental health difficulties • Workshop for those who have experienced suicidal ideation (Suicide or Survive) • Workshop for those supporting those with mental health difficulties (Suicide or Survive) • WRAP - Wellness Recovery Action Planning Programme (Suicide or Survive) • Online workshop for parents and transgender and gender diverse young people • Online workshop for transgender and gender diverse young people 	<ul style="list-style-type: none"> • Aware • ADHD Ireland • First Fortnight • Jigsaw • HSE community services • Shine • TENI • Suicide or Survive • Mental health First Aid 	<ul style="list-style-type: none"> • General public • Parents • Family members of those with mental health difficulties • General public • Mental health difficulties • Supporters of those with mental health difficulties • Smokers • Transgender and gender diverse
Practitioner support	<ul style="list-style-type: none"> • Information seminar on 'Sharing the Vision' for staff • Provision of support for Peer Educators, Recovery Education Facilitators in the delivery of Online Recovery Education 	<ul style="list-style-type: none"> • Mental Health Ireland 	<ul style="list-style-type: none"> • Mental health practitioners • Volunteers
Community engagement	<ul style="list-style-type: none"> • Outreach activities e.g. presence at festivals, school work, postvention work, linking with marginalised groups 	<ul style="list-style-type: none"> • Samaritans 	<ul style="list-style-type: none"> • General public • Schools • Mental health difficulties
Peer support	<ul style="list-style-type: none"> • Peer support groups for those with mental health difficulties • Peer support groups for relatives and family members of those with mental health difficulties • Peer support group for family members of transgender and gender diverse young people • Peer support groups for transgender and gender diverse young people • Peer support groups for transgender adults • Peer support groups (online and face-to-face) for those with eating disorders and their families • Clinically facilitated online support groups for: children and young people, parents, frontline healthcare professionals, frontline community and voluntary workers (all Turn2Me). 	<ul style="list-style-type: none"> • Shine • TENI • Turn2Me • Irish Advocacy Network • Bodywhys 	<ul style="list-style-type: none"> • Parents • Families • Mental health difficulties • Transgender and gender diverse • Eating disorders
1-1 support	<ul style="list-style-type: none"> • Befriending support service for older people (remote over the phone during Covid-19) 	<ul style="list-style-type: none"> • ALONE 	<ul style="list-style-type: none"> • Older persons

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Therapies	<ul style="list-style-type: none"> Extended telephone counselling for Travellers for both mental health needs and general Covid-19 guidance (Exchange House) Cognitive Behavioural Therapy (CBT) by telephone or face-to-face (Exchange House) Individual and family counselling (Exchange House) 'Minding Creative Minds' - free telephone, online or face-to-face counselling for those on the creative industry (First Fortnight is partner) 1:1 webchat service for young people (Jigsaw) 'Woodlands for Health' ecotherapy programme (Mental Health Ireland) 'MyMind at Work' Employee Assistance Programme (EAP) 1-1 counselling for those with mental health difficulties and suicidal ideation (Pieta House, Samaritans) 1-1 counselling for family members and supporters of those with mental health difficulties Clinically facilitated online support groups for adults and young people (Turn2Me). 	<ul style="list-style-type: none"> Exchange House First Fortnight Mental Health Ireland Pieta House Samaritans Shine Jigsaw MyMind 	
Suicide bereavement supports	<ul style="list-style-type: none"> Pieta Suicide Liaison Bereavement Service (1-1 or group) 1-1 psychotherapy for those bereaved by suicide 	Pieta House	Suicide bereaved
Crisis supports	<ul style="list-style-type: none"> Crisis intervention with risk assessment (Collaborative Assessment of Suicidality Model - CAMS) 	Exchange House	Travellers
Homeless supports	<ul style="list-style-type: none"> Following supports offered by Simon Dublin: residential detox unit, residential recovery unit, addiction aftercare service, bloodborne virus unit, Step up step down unit, housing supports. 	Dublin Simon	Homeless Addiction

Level 4: Primary Care and Community and Voluntary

There was overlap across levels 3 and 4 with various online and face-to-face therapies listed as supports. Helplines, public information and awareness raising activities and training programmes/ workshops are types of supports that are listed consistently across service levels 1-4. The types of therapies listed here, as at level 3, are primarily brief or time-bound and community based therapeutic supports.

Service / support category	Description / Examples	Organisations	Target Groups
Helplines	<ul style="list-style-type: none"> Helpline for those with ADHD Helpline for those with eating disorders and their families Email support line for young people Covid-19 emotional support line 	<ul style="list-style-type: none"> ADHD Ireland Jigsaw Simon Community Bodywhys 	<ul style="list-style-type: none"> General public ADHD Eating disorders Children and young people Homeless

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Public information and awareness raising	<ul style="list-style-type: none"> Provision of information and guidance to those experiencing mental health difficulties including outreach clinics Public information and resources on certain mental health disorders Public awareness initiatives and partnerships created for signposting and co producing of Traveller appropriate services 	<ul style="list-style-type: none"> Shine Exchange House Bodywhys 	<ul style="list-style-type: none"> General public Mental health difficulties Eating disorders Travellers
Peer support	<ul style="list-style-type: none"> Online and face-to-face peer supports for those with eating disorders and their families 	<ul style="list-style-type: none"> Bodywhys 	<ul style="list-style-type: none"> Eating disorders
Training/ workshops	<ul style="list-style-type: none"> Mental health training for Travellers (e.g. SafeTALK, ASIST, Mental Health First Aid) 'Finding my Way' recovery programme for those with mental health difficulties (Shine) 	<ul style="list-style-type: none"> Exchange House Shine 	<ul style="list-style-type: none"> Travellers Mental Health difficulties
Practitioner support	<ul style="list-style-type: none"> Talks to staff in CAMHS support (ADHD Ireland) Training seminars for GPs (ADHD Ireland) Information resources for practitioners on eating disorders 	<ul style="list-style-type: none"> ADHD Ireland Bodywhys 	<ul style="list-style-type: none"> Mental health practitioners GPs Dentists Pharmacists
Therapies	<ul style="list-style-type: none"> 1-1 online and face-to-face supports for adults 1-1 online and face-to-face counselling for children and young people 1-1 online and face-to-face supports for family carers Online couples counselling (Turn2Me) Webchat support for children and young people Counselling for those experiencing homelessness Online psychotherapy which is under development (Turn2Me) Online addiction counselling Child and young person addiction counselling Psychosocial supports for those with eating disorders 	<ul style="list-style-type: none"> ISPCC Jigsaw Simon Turn2Me Family Carers Ireland Bodywhys 	<ul style="list-style-type: none"> Mental health difficulties Children and young people Couples Homeless Addiction Family Carers Eating Disorders
1-1 supports	<ul style="list-style-type: none"> Case management supports for older persons 	<ul style="list-style-type: none"> ALONE 	<ul style="list-style-type: none"> Older persons

Level 5: Specialist Mental Health Service

There was only one centre listed at level 5 from the services listed below, reflecting the fact that the majority of service provision from non-statutory services is community based and generally non-targeted, apart from services which target specific age groups, minority groups or specific mental health needs.

Service / support category	Description / Examples	Organisations	Target Groups
Therapies	<ul style="list-style-type: none"> First Fortnight Centre for Creative Therapies- Delivering creative therapies to those with mental ill health who are at risk of or are currently homeless. This applies to both adults and children. 	<ul style="list-style-type: none"> First Fortnight 	<ul style="list-style-type: none"> Homeless
Support for people in approved psychiatric settings	<ul style="list-style-type: none"> One to one peer support, ipad interaction, phone calls, emails 	<ul style="list-style-type: none"> Irish Advocacy Network 	<ul style="list-style-type: none"> Mental health difficulties
Case management support	<ul style="list-style-type: none"> 1-1 supports for older persons 	<ul style="list-style-type: none"> ALONE 	<ul style="list-style-type: none"> Older persons

Health Care Workers

This section provides an overview of the services and supports that returns indicated were for health care workers (HCWs). Mapping returns were received from the following 21 organisations:

1. RCPI (Royal College of Physicians in Ireland).
2. HSE Office of Nursing and Midwifery Services Doctor (ONMSD)
3. INMO (Irish Nurses and Midwives Organisation)
4. HSE Employee Assistance Programme (EAP)
5. ICGP (Irish College of General Practitioners)
6. National leadership centre
7. Irish Dental Association
8. Schwarz Rounds
9. Psychological Society of Ireland (PSI)
10. Irish Association of Counselling Psychologists (IACP)
11. National Educational Psychological Service (NEPS)
12. Pharmaceutical Society of Ireland
13. HSE Occupational Health Services
14. Irish Association of Social Workers (IASW)
15. HSE Work Rehabilitation Service
16. Irish Prison Service
17. HSE National Health and Safety Function
18. HSE Health and Wellbeing
19. HSE Healthcare Worker Helpline COVID-19
20. Irish Defence Forces
21. HSE Coaching Service

Level 1: Societal Wellbeing, Resilience and Safety

Level 1 mapping returns contained a range of supports ranging from online resources and supports for frontline staff relating to dealing with Covid-19, to peer supports, 1-1 staff supports and more general society level interventions such as health promotion activities. The majority of face-to-face supports are business as usual supports and not Covid-19 specific. Covid-19 information resources were primarily digital or phone-based.

Type of Service/ Support	Description/ Examples	Organisations	Target Groups
Covid-19 information and resources	<ul style="list-style-type: none"> • Ad hoc advice over the phone • Official guidance for practitioners on their role in specific health settings e.g. role of social workers in nursing home and residential care. • Staff newsletters on Covid-19 (IPS) • Covid-19 information leaflets (IPS) • Covid-19 Standard Operating Procedures e.g. PPE • Employee Algorithm on Covid-19 special leave (IPS) • Covid-19 FAQs for therapists • Guidelines for returning to work (IACP) • Videos for Covid-19 coping strategies (IACP) • Radio campaign (IACP) • Think SAFE (NMPDU Staff Guidance) • Online resources from HSE Workplace Health and Wellbeing Unit • Development of a series of videos and leaflets for Cork - Kerry Community Healthcare on how to manage mental wellbeing during Covid-19 • Web based wellness and wellbeing for nurses and midwives 	<ul style="list-style-type: none"> • IASW • IACP • HSE Workplace Health and Wellbeing Unit 	<ul style="list-style-type: none"> • Social workers • Psychologists
Other online information and resources	<ul style="list-style-type: none"> • Organisational websites • Staff newsletters • Other online HSE mental health supports 	<ul style="list-style-type: none"> • Irish Prison Service • HSE EAP/WHWU 	<ul style="list-style-type: none"> • Prison employees • ALL Health care workers
Public information/ awareness	<ul style="list-style-type: none"> • Social media campaigns (e.g. IACP) 	<ul style="list-style-type: none"> • IACP 	<ul style="list-style-type: none"> • General public

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Training/ workshop	<ul style="list-style-type: none"> Resilience training (IPS, HSE NMPDU) Covid-19 webinar training for social workers (IASW) HSELand programmes Doctors Health in Practice Programme HSE NMPDU professional development programmes for nurses Online corporate wellness workshop/ programme (Suicide or Survive) 	<ul style="list-style-type: none"> Irish Prison Service HSE National HR ICGP HSE NMPDU Suicide or Survive 	<ul style="list-style-type: none"> Prison employees Social workers HSE staff Healthcare workers GPs General public
1-1 staff support	<ul style="list-style-type: none"> Staff support Officers (IPS) Employee Assistance Officers (IPS) Inspire workplaces (third party support for IPS staff) Critical Incident Stress Management (IPS) Referral to the civil service Chief Medical Officer (IPS) Employee Assistance Programme (HSE) 	<ul style="list-style-type: none"> Irish Prison Service HSE HR EAP/WHWU 	<ul style="list-style-type: none"> Prison employees HSE Staff
Therapies / interventions	<ul style="list-style-type: none"> 1-1 Psychological Debriefing and Restorative Practice Sessions Psychological First Aid Human Givens Counselling 	<ul style="list-style-type: none"> HSE ONMSD HSE NMPDU HSE EAP/WHWU 	<ul style="list-style-type: none"> All Healthcare workers Nurses
Peer support	<ul style="list-style-type: none"> Talk Time – online peer support during Covid-19 for IACP members Peer Group Clinical Supervision (HSE NMPDU) 	<ul style="list-style-type: none"> IACP 	<ul style="list-style-type: none"> Psychologists
Health Promotion	<ul style="list-style-type: none"> Activities planned through HSE Healthy Ireland office to support staff wellbeing, healthy lifestyles, smoking cessation etc. Meditation and Mindfulness supports e.g. Stress Relief Through Mindfulness and Mindfulness Toolkit 	<ul style="list-style-type: none"> HSE NMPDU 	
Other	<ul style="list-style-type: none"> Back to Work interviews (IPS) 		

Level 2: Self-Help

Some organisations listed the same supports at Levels 1 and 2. Covid-19 resources included information leaflets for staff, newsletters and webpages/ dedicated online resources on organisational websites. Some also carried out online consultations with staff to investigate the impact on Covid-19 on frontline workers. Other covid-19 specific resources were geared toward protecting staff and client safety, such as Standard Operating Protocols and guidance materials. There were also peer supports forums to support social workers. In the HSE initiatives are underway to support staff health & wellbeing. These are focused on raising awareness and building skills to promote healthier lifestyle choices and create enabling work environments (including smoking cessation, eating healthily, reducing harmful alcohol consumption and to be active and look after our mental health and wellbeing).

Type of Service/ Support	Description/ Examples	Organisations	Target Groups
Covid-19 information and resources	<ul style="list-style-type: none"> Webpages with information and resources on Covid-19 on organisational websites (IASW) Surveys with staff (IASW, Staff Covid-19 newsletter (IPS) Covid-19 Standard Operating Procedures (e.g. PPE, close contacts) (IPS) Covid-19 information leaflets (IPS) Intranet Employee Algorithm on Special Leave (IPS) Posters and leaflets on self-help 	<ul style="list-style-type: none"> IASW Irish Prison Service HSE EAP/WHWU 	<ul style="list-style-type: none"> Social workers Prison employees All HSE Staff
Online/ written resources	<ul style="list-style-type: none"> Staff newsletters 	<ul style="list-style-type: none"> Irish Prison Service 	<ul style="list-style-type: none"> Prison employees

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Peer support	<ul style="list-style-type: none"> Online peer support forums for practitioners (e.g. Talk Time by IASW) 	<ul style="list-style-type: none"> IASW 	<ul style="list-style-type: none"> Social workers
Webinars/ online self-help courses	<ul style="list-style-type: none"> Online webinars providing Covid-19 guidance (IASW) Stress Control 	<ul style="list-style-type: none"> IASW HSE Health and Wellbeing 	<ul style="list-style-type: none"> General public All HCW Social workers
Training/ workshop	<ul style="list-style-type: none"> Resilience training (IPS) 	Irish Prison Service	<ul style="list-style-type: none"> Prison employees
1-1 staff support	<ul style="list-style-type: none"> Staff support officers (IPS) Employee Assistance Officers (IPS) Inspire workplaces (third party support to staff) Critical Incident Stress Management (IPS) Referral to the civil service Chief Medical Officer 	<ul style="list-style-type: none"> Irish Prison Service HSE EAP/WHWU 	<ul style="list-style-type: none"> Prison employees All HSE Staff

Level 3: People to People

Again, some supports listed at Levels 1 and 2 were also listed here, such as Covid-19 online information and resources for frontline staff and peer support forums. Helplines for staff are also an aspect of services and supports at this level, such as a helpline for nurses and a bereavement support helpline. Coaching and mentoring are a type of support not previously listed at levels 1 and 2, and these are professional development as opposed to therapeutic interventions. There are also supports that are also targeted at the general public listed at this level, namely the online self-help Stress Control programme and suicide prevention training.

Type of Service/ Support	Description/ Examples	Organisations	Target Groups
Covid-19 information and resources	<ul style="list-style-type: none"> Cognate Health; Specialist occupational health advice, work related health advice for safe working during Covid-19, for GPs and GP staff with underlying health conditions, immunity problems, ageing, vulnerable family members, on medication that may interfere with susceptibility if exposed to Covid-19. The ICGP Doctors' Health in Practice Programme signposted GPs to www.hse.ie/coronavirus for their own use (as well as for their patients), as it provides online guidance on supporting one's own psychosocial health and staying well during Covid. 1-1 Psychosocial Support for HSE staff 	<ul style="list-style-type: none"> ICGP HSE EAP 	<ul style="list-style-type: none"> GPs All HSE Staff
Helplines	<ul style="list-style-type: none"> IMNO members helpline Irish Hospice Foundation Bereavement Line 	<ul style="list-style-type: none"> INMO Irish Hospice Foundation 	<ul style="list-style-type: none"> Nurses Healthcare workers
Webinars/ online self help	<ul style="list-style-type: none"> Stress Control 	<ul style="list-style-type: none"> HSE HR 	<ul style="list-style-type: none"> Healthcare workers
Peer support	<ul style="list-style-type: none"> IACP online peer support forum NMPDU peer supports 	<ul style="list-style-type: none"> IACP HSE NMPDU 	<ul style="list-style-type: none"> Psychologists Healthcare workers
Training programmes/ workshops	<ul style="list-style-type: none"> Resilience training Suicide prevention training (SafeTALK, ASIST) HSE NMPDU Certificates in a variety of topics (e.g. Mindfulness for Staff) 	<ul style="list-style-type: none"> Irish Prison Service HSE 	<ul style="list-style-type: none"> Prison employees Healthcare workers

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1-1 staff support	<ul style="list-style-type: none"> Staff support officers (IPS, Employee Assistance Officers (IPS, HSE) Inspire workplaces (third party support to staff) Critical Incident Stress Management (IPS) Referral to the civil service Chief Medical Officer Personnel support service (Irish Defence Forces) Team Buddy system (Family Carers Ireland) 	<ul style="list-style-type: none"> Irish Prison Service Irish Defence Forces HSE Family Carers Ireland HSE EAP / WHWU 	<ul style="list-style-type: none"> Prison employees Military personnel Healthcare workers
Therapies/ interventions	<ul style="list-style-type: none"> HSE Occupational Health Services Human Givens Counselling Marcel Steenkrist RANP Psychotherapy Midlands (NMPDU) 	<ul style="list-style-type: none"> HSE HSE NMPDU HSE EAP 	<ul style="list-style-type: none"> Healthcare workers Nurses All HSE Staff
Coaching and Mentoring	<ul style="list-style-type: none"> RCPI mentoring HSE 1-1 and team coaching interventions HSE NMPDU coaching programmes and certificates 	<ul style="list-style-type: none"> RCPI HSE HR HSE NMPDU 	<ul style="list-style-type: none"> Healthcare workers Nurses
Education	<ul style="list-style-type: none"> Consultations with school staff in relation to systemic issues in schools 	NEPS	Education practitioners
Other	<ul style="list-style-type: none"> Back to work interviews Meditation and Mindfulness supports (NMPDU) Creative Arts (NMPDU) 	<ul style="list-style-type: none"> Irish Prison Service HSE NMPDU 	<ul style="list-style-type: none"> Prison employees Nurses
Schwarz Rounds	<ul style="list-style-type: none"> Schwarz Rounds are conversations with staff about the emotional impact of their work (they are a social intervention, not a psychological intervention). Team time Sessions: reflective practice session, open to services who currently implement Schwarz Rounds. 		<ul style="list-style-type: none"> Healthcare workers

Level 4: Primary Care and Community and Voluntary Supports

This level was more focused on direct supports to staff. Some were in the form of training programmes, 1-1 organisational supports such as the Employee Assistance Programme, therapies for staff experiencing mental health difficulties and other supports to manage stress such as mindfulness. Coaching and mentoring were professional development supports that were also included.

Type of Service/ Support	Description/ Examples	Organisations	Target Groups
Training programme/ workshop	<ul style="list-style-type: none"> Enhancing Teamwork Initiative (HSE initiative to support multidisciplinary working) Suicide prevention training 	<ul style="list-style-type: none"> Irish Prison Service 	<ul style="list-style-type: none"> Prison employees
1-1 staff support	<ul style="list-style-type: none"> Employee Assistance Officers (IPS, Referral to the Civil Service Chief Medical Officer RCPI Health and Wellbeing Service ICGP Doctors' Health in Practice Programme Cognate Health – specialist occupational health advice (ICGP) Psychosocial Support Counselling 	<ul style="list-style-type: none"> Irish Prison Service RCPI ICGP HSE EAP 	<ul style="list-style-type: none"> Prison employees Health care workers GPs All HSE Staff
Therapies/ interventions	<ul style="list-style-type: none"> Third party psychosocial supports for staff (e.g. Inspire Workplace – IPS) Psychologists network for doctors experiencing mental health difficulties (RCPI) HSE Occupational Health Psychological Debriefing and Restorative Practice (NMPDU) Human Givens Counselling (NMPDU) Counselling 	<ul style="list-style-type: none"> Irish Prison Service RCPI HSE HSE NMPDU HSE EAP 	<ul style="list-style-type: none"> Healthcare workers Prison employees All HSE Staff
Coaching and Mentoring	<ul style="list-style-type: none"> Mentoring Service (Irish Dental Association) HSE HR Coaching Network 	<ul style="list-style-type: none"> IDA HSE HR 	<ul style="list-style-type: none"> Dentists HSE staff
Other	<ul style="list-style-type: none"> Meditation and Mindfulness Practice Creative Arts 	<ul style="list-style-type: none"> NMPDU 	<ul style="list-style-type: none"> Nurses

Level 5: Specialist Mental Health Services

There were a smaller number of supports listed at Level 5. The Covid-19 specific support was direct Covid-19 testing and information for staff, which is also a support for the general public. More specialist psychosocial supports were also included such as psychiatry and addiction supports for GPs.

Type of Service/ Support	Description/ Examples	Organisations	Target Groups
Covid-19 information and resources	<ul style="list-style-type: none"> Community Mental Health Assessment Hub 	HSE Acute Hospital Services	All
Training programmes/ workshops	<ul style="list-style-type: none"> Variety of certificates in psychosocial interventions 	HSE RCNME	Nurses
Therapies/ interventions	<ul style="list-style-type: none"> HSE Mental Health- Nurse/Allied Health Professionals/ Psychotherapy (HSE NMPD) Cognate Health – specialist occupational health advice (ICGP) Psychiatry Services for GPs and GP Trainees. Addiction services for GP and GP trainees 	ICGP	GPs
Disability	<ul style="list-style-type: none"> HSE national Disability Operations - QID 		

Appendix 5: Summary of current psychosocial service provision for the general public

Level of Support	Description	Current Provision	For Who	Provided by
Level 1 Societal Wellbeing Resilience and Safety	Provision of reliable information & signposting to evidence based resources and tools	<ul style="list-style-type: none"> HSE Live www.Yourmentalhealth.ie 	Everyone	<ul style="list-style-type: none"> HSE Community Own support Network
Level 2 Self Help	Tools and information that encourage and facilitate self-help for people who are willing and able to avail of it	<ul style="list-style-type: none"> Stress Control online programme : www.stresscontrol.ie https://www.hse.ie/eng/about/who/healthwellbeing/about-us/free-online-stress-control-classes.html https://www2.hse.ie/services/mental-health-supports-and-services-during-coronavirus/ www.Inclusionireland.ie www.Spunout.ie Grow MH Recovery www.grow.ie 	Everyone	<ul style="list-style-type: none"> HSE Volunteer and Community organisations
Level 3 People to people support	Provision of informal and formal one-to-one or group supports.	<ul style="list-style-type: none"> Text 50808: Crisis Text Line. 24/7 confidential messaging service Irish Hospice Foundation Bereavement Support Line, in partnership with the HSE, provide connection, comfort and support, Mental Health Ireland Helpline www.mentalhealthireland.ie Aware www.aware.ie Shine www.shine.ie Bodywhys Samaritans Jigsaw Childline BeLongto Youth Services Barnardo's Telephone Support for Parents Alone Alzheimer Society of Ireland Senior Line Age Friendly Ireland 	Everyone	<ul style="list-style-type: none"> Peer to Peer Trained staff and Volunteers
Level 4 Primary Care & Voluntary Care Services		<ul style="list-style-type: none"> Primary Care Psychology Services [Digital] CIPC [Structured telephone counselling; Video Counselling] www.turntome.ie www.mymind.org 		<ul style="list-style-type: none"> Health Care professionals
Level 5 Specialist Mental Health Services		<ul style="list-style-type: none"> Child & Adolescent MH Services Telepsychiatry General Adult MH services Talk therapy model of care Telepsychiatry Psychiatry of Later Life HSE National Counselling Service for adults who have experienced childhood abuse Traumatic Bereavement Service [Structured Telephone Counselling; Video Counselling] 	<ul style="list-style-type: none"> Priority Populations Those with pre-existing MH conditions 	<ul style="list-style-type: none"> Specialist Therapeutic Services
Level 6 Severe and Enduring Needs		<ul style="list-style-type: none"> Child & Adolescent MH Services Telepsychiatry General Adult MH services Telepsychiatry Psychiatry of Later Life 	<ul style="list-style-type: none"> Those with pre-existing MH conditions 	<ul style="list-style-type: none"> Specialist Therapeutic Services

Appendix 6: Details on Work PositiveCI and the Healthy Workplace Framework

Work PositiveCI is a psychosocial risk management framework which was created and validated by the Health and Safety Authority, (HSA), State Claims Agency (SCA) and CISM Network Ireland. It provides proactive identification, measurement and assessment of workplace stressors, psychological wellbeing and exposure to critical incidents. In 2017 the HSE Health and Safety Function lead a national multidisciplinary Work PositiveCI working group (WPCI group) was established to review the Work PositiveCI framework. The group consisted of external representatives from the SCA and Employee Wellbeing Ltd and internal HSE representatives from the Workplace Health and Wellbeing Unit, National Health and Safety Function (NHSF), Employee Assistance Programme (EAP), Health Promotion and Improvement (HP&I), Leadership, Education & Talent Development (LETD), Human Resources (HR), Organisational Health and Occupational Health (OH).

Applications were tailored (website and online survey) by improving the software, reporting capabilities and information provision and additional sections were incorporated to measure safety culture and health habits of HSE staff to cover all aspects of employee safety, health and wellbeing including psychosocial wellbeing. This approach was approved by the HSA. In 2018/2019 the framework was piloted in the HSE and with resourcing and organisation commitment can be made available for implementation across the whole of the HSE organisation from 2020/2021.

Implement the Healthy Workplace Framework across the HSE

The WHO has designed 'Healthy Workplace Framework' model which is an evidence-based working model for employers and workers to use to establish healthy workplaces. The phrase 'model' is used to mean the abstract representation of the structure, content, processes and system of the healthy workplace concept (WHO, 2010). The model sets out the content of the issues that should be addressed in a healthy workplace and has grouped them into four large 'avenues of influence'; (i) physical work environment, (ii) psychosocial work environment, (iii) personal health and (iv) community and corporate social responsibility. It also looks at process of continual improvement to ensure success and sustainability of any healthy workplace programmes and initiatives. This framework has been adapted by the HSE and is a joint initiative between WHWU and Healthy Ireland Strategic Planning and Transformation. This model is at final draft stage and is currently being reviewed to ensure the model supports HSE workplaces during this pandemic. As well as ensuring sufficient resources at the frontline to respond to the above, it will also require greater central oversight and coordination in addition to a greater focus on communications, reporting and monitoring.

Appendix 7: Psychosocial Supports for HCWs for each Phase of a Pandemic

The following provides recommendations for each phase of the pandemic:

- **Throughout the Pandemic:**
 - ▶ Ensure clear protocols, training and adherence for infection control to reassure staff
 - ▶ Staff will be supported through provision of accommodation where required
 - ▶ Ensure adequate staffing to meet increased work demands
 - ▶ Peer support systems/well-briefed and attuned management to staff psychosocial needs and flexibility to ensure staff can engage in social connections should be provided.
 - ▶ Co-ordination and leadership should be demonstrated via streamlined communication structures and continual Psychosocial & Public Health communications.
 - ▶ Provide staff with access to a suite of psychosocial supports via the psychosocial response model's layered care levels.

- **During the Preparation Phase**
 - ▶ Remote working for staff should be supported where possible with provision of IT equipment and platforms
 - ▶ Psychosocial briefings for managers and staff should be provided
 - ▶ Pre-pandemic training (particularly for staff to be re-deployed) should be provided.

- **During the Active Phase**
 - ▶ Potentially Morally Injurious Events (PMIEs) should be predicted through risk assessment and training opportunities should be provided for HCWs most likely to experience same.
 - ▶ Ensure that managers are briefed to attune to & meet the psychosocial needs of HCWs.
 - ▶ Layered supports to meet the psychosocial needs of managers such as bespoke psychosocial supports should be provided.
 - ▶ Psychosocial supports should be co-ordinated and aligned across all providers
 - ▶ Ensure staff have access to formal psychotherapeutic/psychological/mental health supports where needed.
 - ▶ Feedback from staff re their psychosocial needs should be accessed through multiple methods including surveys/focus groups etc.
 - ▶ Ensure that the effort of HCWs is acknowledged and appreciated.
 - ▶ Visible leadership presence and/or support is essential.

- **During the Recovery Phase**
 - ▶ The organisation should foster a culture of self-care and reflection
 - ▶ Recovery phase psychosocial supports should continue to be provided within a psychosocial response model
 - ▶ Formal psychological interventions should be based on Clinical evidence. Therapists should be trained to be aware of the potential presence of PMIE's and moral injury underlying presenting trauma.
 - ▶ Clinical research should be supported to assess effective interventions.
 - ▶ The importance of acknowledging HCWs efforts should continue during recovery