

- Engage with the training offer and support staff to undertake training, as soon as possible; and
- Support staff to access guidance relevant to the needs of people in their care.

Supporting the wellbeing of the workforce

National support

- We have made available, to staff, national resources and guidance, including [guidance](#) providing advice on how staff can manage their personal mental health, in light of the current pandemic. This also provides employers with guidance, tools and advice on how to take care of the wellbeing of staff at work.
- The Chief Social Workers have issued [guidance](#), in partnership with the Tavistock and Portman NHS Trust, for the support and wellbeing of adult social workers and social care professionals.
- ‘[Our Frontline](#)’, a collaboration between Samaritans, Shout, Hospice UK and Mind, provides information, emotional support and access to a crisis text service. The Samaritans and Hospice UK have also extended their support lines to provide support to social care staff.
- All care workers have free access to several mobile apps to support their mental health and wellbeing, until at least December 2020. These include Daylight, Sleepio and Silvercloud.
- A [package of support](#) for Registered Managers is available, recognising that they are facing particular challenges. This includes a series of webinars and a dedicated advice line.
- Our offer to the workforce is brought together in the CARE workforce app, which signposts to resources, in one place, which will be available until at least December 2020.
- We will work with local authorities to assess access to occupational health provision and other wellbeing support available to social care staff, highlight good practice and consider where we can make improvements before the end of November.

Actions for local authorities

Local authorities should:

- Maintain, where possible, the additional staff support services which they put in place during the first wave of the pandemic;
- Review current occupational health provision with providers in their area and highlight good practice; and
- Promote wellbeing offers to their staff and allow staff time to access support, as well as promoting to providers in their area.

Actions for providers

All care providers should:

- Reinforce the message that staff wellbeing remains of the utmost priority. There are tips and advice on how employers can take care of the wellbeing of staff at work in our [guidance](#) on the health and wellbeing of the adult social care workforce;
- Continue to promote the CARE workforce app and other available resources to support their employees; and
- Undertake a workplace risk assessment, with a view to protecting the health, safety and welfare of all staff. Employers should have individual conversations, about COVID-19, with all members of their workforce who may be at increased risk. A [risk reduction framework for adult social care](#) has been published to provide guidance for employers on how to sensitively discuss and manage specific risks to their staff – this includes risk by ethnicity, but also age, sex and underlying health conditions. This guidance will be reviewed as new evidence emerges.

Workforce capacity

National support

- To support providers to maintain staffing over the winter period we will continue working with the care sector to monitor and respond to vacancy and absence levels including working with:
 - The Department for Work and Pensions to ensure that those who have lost their jobs during COVID-19 are aware of and encouraged to take up opportunities in social care;
 - Skills for Care to ensure rapid response induction training remains available and to share guidance and resources to help providers recruit the staff they need.
- We will use our communication channels to support recruitment into the adult social care workforce.
- In addition, we will set up a short-term workforce planning group to identify and implement further ways to help address workforce capacity issues which could occur over the winter period. This could include the development of staff banks and other local initiatives. We will also continue to work with the Bringing Back Staff initiative to help social care providers access nurses and other professionals who sign up to be redeployed.
- We have issued [guidance](#) on redeploying staff and using volunteers to support the sector to build capacity where most needed.