

The Resilience Hub approach for addressing mental health of health and social care workers during the COVID-19 pandemic: a mixed-methods evaluation

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Published September 2024
DOI: 10.3310/HGQR5133

Plain language summary

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Health and Social Care Delivery Research 2024; Vol. 12: No. 29
DOI: 10.3310/HGQR5133

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Plain language summary

Many health and social care staff struggled with mental health difficulties during the coronavirus disease 2019 pandemic. The study evaluated new National Health Service services ('Resilience Hubs') that were set up to help these keyworkers.

We worked with four Hubs to: (1) look at who accessed the Hubs and what difficulties they had; (2) ask Hub 'clients' which support they used, and how helpful they found the Hubs; (3) look at what resources are needed to run the Hubs, to understand their 'value for money'; (4) interview people who worked with or used the Hubs (e.g. Hub staff, Hub clients, but also keyworkers who did not use the Hubs) to have their feedback. We used this information to make recommendations for the Hubs and the organisations that work with them.

We found that Hub clients were mainly National Health Service staff. Many had several mental health difficulties, including anxiety, depression and post-traumatic stress disorder. Few men, staff from minority ethnic communities, care home workers and emergency service staff used the Hubs. People were generally happy with the support they had from the Hubs; clients who completed a follow-up questionnaire rated the helpfulness of support provided by Hubs as 92 out of 100 on average. Staffing was the main cost, as Hubs were mainly staffed by experienced clinicians. Things that made it easier for people to use the Hubs were clear understandings of Hub support and how to access it, and the support of their managers/employers. Some keyworkers from minority ethnic communities wanted greater diversity in the Hub teams. Some had concerns around waiting times and about not knowing enough about how well these services worked. Feedback was otherwise very positive.

Our recommendations included how to: better promote the Hubs; improve inclusion of and support for individuals from minority groups; get better data on how well and for whom they work; and for employers to pay more attention to the mental health and well-being of keyworkers beyond the coronavirus disease 2019 pandemic.

Health and Social Care Delivery Research

ISSN 2755-0079 (Online)

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Editorial contact: journals.library@nhr.ac.uk

This journal was previously published as *Health Services and Delivery Research* (Volumes 1–9); ISSN 2050-4349 (print), ISSN 2050-4357 (online)

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This article

The research reported in this issue of the journal was funded by the HSDR programme or one of its preceding programmes as award number NIHR132269. The contractual start date was in October 2020. The draft manuscript began editorial review in June 2022 and was accepted for publication in March 2023. The authors have been wholly responsible for all data collection, analysis and interpretation, and for writing up their work. The HSDR editors and production house have tried to ensure the accuracy of the authors' manuscript and would like to thank the reviewers for their constructive comments on the draft document. However, they do not accept liability for damages or losses arising from material published in this article.

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