



Remote Delivery of Services:

Guidance for the Psychological Professions in England during the COVID-19 Pandemic

The Psychological Professions Network

A collaboration of regional networks sponsored by Health Education England to give voice to all psychological professions in workforce planning and to promote excellence in practice

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Psychological Professions Network England



www.ppn.nhs.uk

Summary

- Prior to the COVID-19 pandemic, psychological professionals were required to meet specific regulatory and professional body conditions in order to work remotely with service users.
- In light of the COVID-19 pandemic, a range of new and revised guidance has been issued by the professional and regulatory bodies to enable psychological professionals to continue delivering psychological services remotely.

This paper provides:

- I. A summary of the pre- and post-COVID-19 guidance around remote delivery of services and information governance issues of relevance to the psychological professions
 - II. Links to current national and regulatory body guidance regarding remote delivery of services
 - III. Links to current guidance issued by the professional bodies and other relevant organisations for the psychological professions
 - IV. Sources of information to support the wellbeing of staff during the Covid-19 pandemic
 - V. A guide for psychological professionals involved in remote delivery of services
- This is a fast moving area and new guidance is being issued regularly. The information in this paper is accurate as of 15th April 2020. For the latest updated information on remote delivery of services and other resources relating to the work of the psychological professionals during the COVID-19 pandemic please see the PPN website: www.ppn.nhs.uk
 - Individual practitioners should follow the advice of their employing organisation with regard to consent, data security and safe working practices and read the guidance of the national bodies and their professional body in full when considering their own work with service users.

1. Summary of Remote Working Guidance Prior to COVID-19

	Competencies	Appropriate Software / Services	Data security, Privacy and Confidentiality	Risk and Safety	Testing and Assessment	Consent	Supervision and Training
BACP - March 2019	All practitioners are expected to be sufficiently technologically competent, which includes being able to provide alternative method of communication should the primary method fail	Due to the risk of data security, practitioners are recommended to take extra caution with regard to free services and to check carefully provider agreements and any historic breaches	Threats to security include both physical and electronic intrusion by either a third party or the communication provider	It is recommended that practitioners should carry out an assessment of clients' suitability for the services being provided. Good practice around risk includes communicating with clients about what support can be offered from a distance			It is recommended that practitioners receive supervision using the same method of communication being offered to clients
BPS Best Practice - 2017		Only fit-for-purpose VOIP (Voice over Internet Protocol) services are recommended e.g. Facetime or Skype and practitioners should avoid social media sites	Information is potentially vulnerable before encryption and after decryption at either end				

	Competencies	Appropriate Software / Services	Data security, Privacy and Confidentiality	Risk and Safety	Testing and Assessment	Consent	Supervision and Training
HCPC - July 2018			Practitioners must understand the need to establish and maintain a safe practice environment. They must take all necessary steps to mitigate risk to confidentiality	Practitioners should consider whether providing services remotely may hinder their ability to make informed decisions in the best interest of the client			
NHS Digital Information Governance Alliance Document - 2016	All professionals need to be trained to use the system and made aware of the issues that need to be considered	Enterprise solutions that are available under licence arrangements generally offer greater security	Before video conferencing is used, you should conduct a Privacy Impact Assessment Information governance experts should be involved to limit the risks to data security	A risk assessment should be undertaken before using video conference solutions Video conferencing is unlikely to be the right solution where the matters discussed may cause a service user distress or anxiety, or to discuss matters of a particular sensitivity		Information sheet and consent form provided as appendix to the document to provide to service users prior to using video conferencing software. Appendix states that service user consent to the use of video conferencing is required but need not be explicit	

2. Summary of Remote Working Guidance Prior to COVID-19

Please note, this is only a summary of some of the current guidance available to psychological professions regarding remote working. Individual practitioners should follow the advice of their employing organisation and read the guidance of the national bodies and their professional body in full when considering their own work with service users.

Key COVID-19 Position Statements in Relation to Online/Telephone Sessions

<p><u>NHSX (Digital)</u></p>	<ul style="list-style-type: none"> • “The Information Commissioner has assured NHSX that she cannot envisage a situation where she would take action against a health and care professional clearly trying to deliver care.” • “the focus should be what information you share and who you share it with, rather than how you share it.” • Mobile messaging e.g. WhatsApp and Telegram can be used, where there is no practical alternative and the benefits outweigh the risk. • The use of videoconferencing is encouraged e.g. Skype, WhatsApp, Facetime [N.B. Other platforms are available such as Zoom and Microsoft Teams]. • Staff who are homeworking should ensure the security of their internet and any physical documents they may take home. Information should be safely transferred to the appropriate records as soon as it is practical to do so.
<p><u>NHSE IAPT Guide for delivering treatment remotely</u></p>	<ul style="list-style-type: none"> • Government advice indicates the requirement to deliver treatment more flexibly during this period, particularly by telephone or other digital modes, including video conferencing, written support and digitally-enabled programmes. • When planning how to support IAPT patients, services should: <ul style="list-style-type: none"> - Update protocols and processes, including for PWP’s to maintain case management supervision - Deliver adequate staff training and support engagement, including considering more flexible working patterns - Consider patient engagement and communication, including asking if they have a preference of communication options - Identify alternative or augmentative means of communication for those who may have a learning disability, autism or communication impairment • Make adaptations to clinical practice, such as ensuring a suitable work space, agreeing how to proceed in the case of technology failure • Agree a code-word for use when the patient is unable to talk
<p><u>Joint Statement from the Chief</u></p>	<ul style="list-style-type: none"> • Recognises professionals may need to depart from established procedures • The regulatory standards are designed to be flexible
<p><u>Executives of Statutory Regulators of Health and Social Care Professionals</u></p>	<ul style="list-style-type: none"> • The key principles to be followed are: <ul style="list-style-type: none"> - Work cooperatively with colleagues to keep people safe - Practise in line with the best available evidence - Recognise and work within the limits of their competence - Have appropriate indemnity arrangements relevant to their practice

Key COVID-19 Position Statements in Relation to Online/Telephone Sessions

Association of Child Psychotherapists (ACP)

- Members who work in the NHS and other services (third sector, education or social care provision) need to follow the guidance issued by their employer.
 - It will be more complex and potentially risky to work with children and young people remotely, and we would recommend that you don't rush to start phone or online therapy until you have the proper practical arrangements in place (outlined in the guidance), and have thoroughly considered the suitability of this form of treatment for your patient.
 - Each case will need to be carefully considered. Maintaining individual and peer supervision will be a vital part of managing all this safely.
 - Comply with the ACP code of ethics when offering online or telephone therapy, in particular security issues such as how to ensure confidentiality
 - Assess the suitability of the child/young person to engage in online working – taking account their age, nature of difficulties – will they sit still or move about a lot?
 - Set clear parameters before starting the work
 - If individual online therapy isn't indicated, consider working with parents or working with the parents and the child together or having regular reviews to support the child until face to face work can resume
 - Consider how risk and safeguarding concerns will be managed. Keep connected with the network and as in face to face work, discuss with colleagues and refer to social care where you have concerns
 - Maintain regular supervision, particularly if this is a new way of working
 - Think how to keep the psychoanalytic frame and the need to keep thinking psychoanalytically about the relationship
- Some things to consider when working with adolescents:
- It is important to be clear about the level of involvement of parents/carers before starting the work
 - Adolescents may struggle to understand the boundaries of the session and particular skill will be needed to manage this

Association of Clinical Psychologists UK (ACP-UK)

- Working alone can feel isolating. Be sure to schedule time for lunch, permissible social interaction, and short periods of rest
- Use WhatsApp, Google Groups and similar apps to remain in contact with team members and for support
- You may need to set up more regular and longer supervision to deal with the added aspect of remote working and its challenges.

BABCP

- Follow the BABCP Standards of Conduct, Performance and Ethics and use clinical supervision from someone with experience of online therapy and / or peer supervision
- Follow any service guidelines for remote therapy provision
- Set clear expectations and boundaries
- Consider how to manage clients who seek to make contact between sessions e.g. via email or text
- Seek extra clinical supervision if there are doubts about risk
- Consider how to modify CBT techniques (tips are provided)
- Consider personal online presence and check your digital footprint
- More tips and resources for good practice are included on the website for members, including those working with children and young people.

Key COVID-19 Position Statements in Relation to Online/Telephone Sessions

<u>BACP</u>	<ul style="list-style-type: none">• Adhere to the professional body's code of ethics.• Practitioners are strongly encouraged to seek more formal training in the longer-term.• Practitioners should reflect on their own competence to work remotely, assess their individual circumstances and make informed decisions about ethics and safety. If in doubt, seek advice from supervisor.• Check that professional liability insurers will cover online or digital working.• Discuss carefully with clients and review on a client-by-client basis.• Recommends that members register with the ICO. <p>Working with children and young people:</p> <ul style="list-style-type: none">• Does not recommend working with younger children (under 10s) via video.• Practitioners should consider whether they meet the competencies and their training needs.• Training providers must develop measures to ensure that appropriate training and assessment (linked to competences) is in place before trainees are signed off to practice online.• Students in training should only work with existing clients who they have an existing relationship with.• A safeguarding lead must be contactable at any time that remote therapy is taking place and clear contracting needs to be agreed between all responsible parties.
<u>BCP</u>	<ul style="list-style-type: none">• Patients can be offered online/telephone sessions.• Registrants should make a plan which is communicated to each patient.• For registrants working in institutions, those guidelines and requirements will have to be followed first.• Registrants should take appropriate software/hardware measures to ensure the safety and confidentiality of online therapy and they may want to check which software is most secure. There are many providers available and many people use Zoom although we cannot recommend a specific provider.• Registrants should discuss in advance with the patient what measures they are putting in place to protect their confidentiality.
<u>BPS and BPS Division of Clinical Psychology</u>	<ul style="list-style-type: none">• Emphasises that there is good evidence that therapy can be delivered well through digital means, is usually acceptable to the client, and the therapeutic relationships are often as strong as those formed in face to face therapy.• Recommends that only fit-for-purpose VOIP (such as Skype or Zoom) are used.• Offers practical considerations, such as:<ul style="list-style-type: none">- It might be helpful to have a pre-therapy telephone consultation.- Practitioners should agree with the client what to do in various eventualities e.g. them being disturbed, technological failure.- Wearing headphones can help to make the conversation more confidential and improve sound quality.• Practitioners should consider any development, emotional or financial factors which might affect a client's ability to engage.• Risk assessment should be carried out as it would in a face to face session, but there might be some additional considerations, such as:<ul style="list-style-type: none">- What would a therapist do if a client terminated a video session, particularly after disclosing intent to harm themselves?- Would you want to know where a client was during the sessions?

Key COVID-19 Position Statements in Relation to Online/Telephone Sessions

<u>UKCP</u>	<ul style="list-style-type: none">• Continuing support is very important for vulnerable clients.• “we strongly advise that wherever possible clients and therapists do not risk theirs’ and others’ health by delivering/receiving therapy face-to-face where other options are available.”• Adhere to the professional body’s code of ethics.• Explore this situation with your clients before it happens and discuss what arrangements you are likely to put in place if therapy is disrupted due to events beyond yours and your client’s control. <p>Working with children:</p> <ul style="list-style-type: none">• For those working with children remaining in school, therapists may be able to arrange to continue working with them there, subject to Public Health England advice on social distancing.• It must be decided if it is in the best interests of both the child client and the therapist to continue with therapy by switching to remote working. Each case must involve careful consideration and collaborative decision making.• No transition to remote working must be made without supervisory support (which is most likely to be provided and accessed remotely).• The therapist must draw on the support of others for this process e.g. training organisations, parents, in some cases schools, support services, intermediary therapy agencies, safeguarding personnel, social workers and most crucially the clinical supervisor.• There must be a thorough risk assessment carried out before remote working with children.
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Key COVID-19 Position Statements in Relation to Information Governance

<u>NHSX (Digital)</u>	<ul style="list-style-type: none">• “The Information Commissioner has assured NHSX that she cannot envisage a situation where she would take action against a health and care professional clearly trying to deliver care.”• The consent of the patient or service user is implied by them accepting the invite and entering the consultation.• You should safeguard personal/confidential patient information in the same way you would with any other consultation.• (For the full guidance see pages 9 and 10 below).
<u>Information Commissioner’s Office</u>	<ul style="list-style-type: none">• The ICO is a reasonable and pragmatic regulator, one that does not operate in isolation from matters of serious public concern. Regarding compliance with data protection, we will take into account the compelling public interest in the current health emergency.”• “We know you might need to share information quickly or adapt the way you work. Data protection will not stop you doing that. It’s about being proportionate - if something feels excessive from the public’s point of view, then it probably is.”• “Data protection is not a barrier to increased and different types of homeworking. During the pandemic, staff may work from home more frequently than usual and they can use their own device or communications equipment. Data protection law doesn’t prevent that, but you’ll need to consider the same kinds of security measures for homeworking that you’d use in normal circumstances.”

3. National / Regulatory Body Guidance on Remote Delivery of Services

National Psychological Professions Workforce Group

Guidance for psychological professionals during the Covid-19 pandemic

<https://www.ppn.nhs.uk/resources/ppn-publications/31-guidance-for-psychological-professionals-during-covid-19/file>

Section 3 of this Guidance, which has been jointly published by the eight professional bodies for the psychological professions and the PPN, and endorsed by the National Psychological Professions Workforce Group states:

3. Remote delivery of psychological therapies and interventions

- 3.1 Psychological therapies and interventions can continue and be delivered through digital platforms or telephone following latest NHSx Guidance;
- 3.2 Trainees (for all disciplines except Family and Systemic Psychotherapy) can switch to digital platforms and telephone methods and must be provided rapidly with the required training and supervision (adapted for remote delivery) to allow continuation of service and their studies;
- 3.3 Judgments about the best method of delivery need to include consideration of risks of infection. This means that at some times work that previously would have indicated face to face delivery will need to be delivered through digital platforms or by telephone;
- 3.4 Digital delivery should not be ruled out on the grounds of age (children and adults), disability, language, or type of difficulty. Reasonable adjustments should be made to enable all to engage in this as far as possible, recognising that it will not be possible for all;
- 3.5 Consideration should be given to issues around accessibility, safety, confidentiality and risk when exploring the potential for digital or telephone delivery with individual service users;
- 3.6 Consent to digital delivery is implied through a service user accepting the invitation or engaging in the communication through the requested channel, although practitioners should endeavour to discuss the implications of digital delivery with service users at the outset;
- 3.7 The priority is continuation of services and data protection concerns should not prevent this. The Information Commissioner's Office will not penalise organisations that need to adapt their usual approach during this extraordinary period.

NHS England

Coronavirus Guidance for Clinicians

<https://www.england.nhs.uk/coronavirus/>

National IAPT guide for delivering treatment remotely during the coronavirus pandemic

<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2020/03/Final-C0042-MHLDA-Covid-19-Guidance-IAPT-.pdf>

NHSX

Covid-19 Information Governance advice for health and care professionals

<https://www.nhsx.nhs.uk/key-information-and-tools/information-governance-guidance/health-care-professionals>

This guidance states:

The health and social care system is going to face significant pressures due to the Covid-19 outbreak. In the current circumstances it could be more harmful not to share health and care information than to share it. The Information Commissioner has assured NHSX that she cannot envisage a situation where she would take action against a health and care professional clearly trying to deliver care. You can read the statement from the Information Commissioner's Office, alongside their Q&A resource. Health regulators have also published a joint statement.

Information is critical to support health and social care services, protect public health, research, monitor, track and manage the outbreak and incidence of exposure. A new notice has been issued using existing regulations which ensures that when you use confidential patient information for purposes relating to covid-19, you can be confident that you are doing so lawfully.

We will need to work in different ways from usual and the focus should be **what** information you share and **who** you share it with, rather than **how** you share it. The following advice sets out some of the tools that you can use to support individual care, share information and communicate with colleagues during this time. This includes communications tools where data is stored outside of the UK.

This advice is endorsed by the Information Commissioner's Office, the National Data Guardian and NHS Digital.

Mobile Messaging

It is absolutely fine to use mobile messaging to communicate with colleagues and patients/service users as needed. It is also fine to use commercial, off-the-shelf applications such as WhatsApp and Telegram where there is no practical alternative and the benefits outweigh the risk.

The important thing, as always, is to consider what type of information you are sharing and with whom. And as much as possible limit the use of personal/confidential patient information.

Video Conferencing

We encourage the use of videoconferencing to carry out consultations with patients and service users. This could help to reduce the spread of Covid-19. It is fine to use video conferencing tools such as Skype, WhatsApp, Facetime as well as commercial products designed specifically for this purpose.

The consent of the patient or service user is implied by them accepting the invite and entering the consultation. But you should safeguard personal/confidential patient information in the same way you would with any other consultation.

Homeworking

You may well need to work from home - for example, when self-isolating without symptoms.

If you are working from home and using your own equipment you should check that your internet access is secure (e.g. use a Virtual Private Network and/or if possible avoid public wi-fi) and that any security features are in use.

If you are taking any physical documents home with you that contain personal/confidential patient information, you should also ensure the security of these documents at your home and when travelling.

Using Your Own Device

You can use your own devices to support video conferencing for consultations, mobile messaging and home working where there is no practical alternative.

Reasonable steps to ensure this is safe include: setting a strong password; using secure channels to communicate e.g. tools/apps that use encryption; and not storing personal/confidential patient information on the device unless absolutely necessary and appropriate security is in place.

Information should be safely transferred to the appropriate health and care record as soon as it is practical to do so.

Communication between health and social care colleagues

It is essential that during the Covid-19 outbreak health and social care professionals are able to talk to each other. **You will need to share appropriate information about the people in your care including with social care**, where possible using secure mail, NHSmail and MS Teams. Where these tools aren't available you should use this guidance to suggest ways that you can speak to your colleagues.

Further information

If your Data Protection Officer or Caldicott Guardian is unsure of appropriate action to take, you can direct Information Governance questions to the NHSX IG team.

Health and Care Professions Council

Information on providing online services

<https://www.hcpc-uk.org/registration/meeting-our-standards/information-on-providing-online-services/>

Joint Statement from Statutory Health Regulators (including HCPC) - How we will continue to regulate in light of novel coronavirus (Covid-19)

<https://www.nmc.org.uk/news/news-and-updates/how-we-will-continue-to-regulate-in-light-of-novel-coronavirus/>

Information Commissioner's Office

Statement for health and care practitioners - Data Protection and the Coronavirus (12 March 2020)

<https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2020/03/data-protection-and-coronavirus/>

Data protection and coronavirus: what you need to know

<https://ico.org.uk/for-organisations/data-protection-and-coronavirus/>

Data protection and coronavirus information hub

<https://ico.org.uk/global/data-protection-and-coronavirus-information-hub/>

4. Professional Bodies Guidance on Remote Delivery of Services

Association of Child Psychotherapists (ACP)

Guidance for ACP Members on Covid-19

<https://childpsychotherapy.org.uk/guidance-acp-members-covid-19>

Guidance on working remotely with children, young people and families

<https://childpsychotherapy.org.uk/sites/default/files/civicrm/persist/contribute/files/Guidance%20on%20working%20remotely%20with%20children.%20general%20%20COVID-19.pdf>

Association of Clinical Psychologists UK (ACP-UK)

Advice for Remote Working in Clinical Psychology

https://acpuk.org.uk/remote_working/

Association for Family Therapy and Systemic Practice (AFT)

Remote working guidance

COVID-19 information (accessible to members only)

British Association of Behavioural and Cognitive Psychotherapies (BABCP)

COVID-19 BABCP Statement

<https://babcp.com/About/Press/COVID-19-BABCP-Statement.aspx>

Tips related to remote therapy provision

<https://www.babcp.com/Therapists/Remote-Therapy-Provision.aspx>

FAQs: Working online with children and young people - Guidance for members

<https://www.bacp.co.uk/news/news-from-bacp/coronavirus/working-online-with-cyp-faqs/>

British Association for Counselling and Psychotherapy (BACP)

Working Online in the Counselling Professions

<https://www.bacp.co.uk/media/2162/bacp-working-online-supplementary-guidance-gpia047.pdf>

Working Online FAQ

<https://www.bacp.co.uk/news/news-from-bacp/coronavirus/working-online-faqs/>

Coronavirus (Covid-19) Guidance and resources for members

<https://www.bacp.co.uk/news/news-from-bacp/coronavirus/>

British Psychoanalytic Council (BPC)

Guidance for Registrants on the Coronavirus (COVID-19)

<https://www.bpc.org.uk/news/guidance-registrants-coronavirus-covid-19>

Covid-19 Update: Online and telephone sessions

<https://www.bpc.org.uk/news/covid-19-update-online-and-telephone-sessions>

Covid-19 Updates

<https://www.bpc.org.uk/covid-19-updates>

British Psychological Society (BPS)

Responding to Coronavirus: Resources and Support

<https://www.bps.org.uk/responding-coronavirus>

Considerations for psychologists working with children and young people using online video platforms

<https://www.bps.org.uk/sites/www.bps.org.uk/files/Member%20Networks/Divisions/DCP/Considerations%20for%20psychologists%20working%20with%20children%20and%20young%20people%20using%20online%20video%20platforms.pdf>

BPS Division of Clinical Psychology

BPS Digital Healthcare Subcommittee Guidance - Effective therapy via video - Top tips <https://www.bps.org.uk/sites/www.bps.org.uk/files/Policy/Policy%20-%20Files/Effective%20therapy%20via%20video%20-%20top%20tips.pdf>

UKCP

Information about coronavirus Covid-19

<https://www.psychotherapy.org.uk/ukcp-news/midweek-mindset/information-about-coronavirus-covid-19/>

Psychotherapeutic practice and working in isolation (coronavirus related)

<https://www.psychotherapy.org.uk/wp-content/uploads/2020/03/Psychotherapeutic-practice-and-working-in-isolation-26-03-20.pdf>

Guidance for moving to remote working with existing child clients during the Covid-19 crisis

https://www.psychotherapy.org.uk/wp-content/uploads/2020/03/CCYP_Guidance_on_remote_working_in_response_to_Covid-19.pdf

5. Additional Guidance on Remote Delivery of Services

EMDR Europe

Coronavirus Guidelines

<http://emdr-europe.org/wp-content/uploads/2020/03/Guidelines-for-the-recent-Coronavirus-times.pdf>

6. Sources of Information on Self-Care for Psychological Professionals

British Psychological Society

The psychological needs of healthcare staff as a result of the Coronavirus pandemic

<https://www.bps.org.uk/sites/www.bps.org.uk/files/News/News%20-%20Files/Psychological%20needs%20of%20healthcare%20staff.pdf>

British Association for Counselling and Psychotherapy (BACP)

Self-care resources for members

<https://www.bacp.co.uk/news/news-from-bacp/coronavirus/self-care-resources/>

Kings College London

Maintaining health and wellbeing during the Covid-19 Pandemic

https://www.kcl.ac.uk/ioppn/maintaining-health-and-wellbeing-during-the-covid-19-pandemic?fbclid=IwAR3AzL8NLIrCL_T1z2H8BdScvhikyn2k_OcGBcgfssvYej_-eqNfhINFELA

Intensive Care Society (ICS)

Wellbeing resource library

<https://www.ics.ac.uk/ICS/Education/Wellbeing/ICS/Wellbeing.aspx?hkey=92348f51-a875-4d87-8ae4-245707878a5c>

Every Mind Matters

Tips for mental wellbeing while staying at home

<https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>

Mind UK

Coronavirus and your wellbeing

<https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#collapsee1be>

A Guide for Psychological Professionals Working Remotely during the COVID-19 Pandemic

1. Follow the guidance of your employing organisation with regard to consent, data security and safe working practices.
2. Where there are gaps in the guidance from employer organisations, consider the additional guidance available, particularly:
 - a. Guidance published by NHS England **for clinicians** and for practitioners working in **IAPT** services and guidance from **NHSX**.
 - b. The **Guidance for the psychological professions during the Covid-19 pandemic**, which has been jointly published by the PPN and the eight professional bodies for the psychological professions and is endorsed by the National Psychological Professions Workforce Group. Section 3 of the guidance specifically considers remote delivery of psychological therapies and interventions.
 - c. Guidance issued by your professional body (if applicable) on remote working. For links to professional body guidance see Section 4 above or the **PPN website**.
3. This is a rapidly changing field, so try to stay up-to-date on the latest guidance for psychological professions during the Covid-19 pandemic from NHS England, your employing organisation and the professional bodies. This guidance will be collated on the **PPN website**.
4. Ensure that you have access to immediate clinical support to help you manage issues of risk, as well to ongoing clinical supervision. You may need additional supervision during this period.
5. Consider how to look after your own mental and physical wellbeing by exploring the resources in Section 6 above.



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