

# Psychological first aid in emergencies training for frontline staff and volunteers

- Free online psychological first aid training from Public Health England (PHE) available to frontline staff and volunteers
- Training will equip staff to provide support and recognise people at risk of distress
- Follows globally recommended model for supporting people during emergencies, tailored to the specific challenges of coronavirus (COVID-19)

Frontline staff and volunteers at the forefront of the national coronavirus response across England will be able to access a new Psychological First Aid (PFA) training course, the Minister for Mental Health Nadine Dorries announced today.

From today the course, which has been developed by PHE, will be available to frontline workers and volunteers dealing with the public during the coronavirus pandemic.

The free online course enables responders to develop their skills and confidence in providing key psychological support to people affected by coronavirus, including on issues such as job worries, bereavement or isolation as they carry out their vital work as part of the ongoing coronavirus response.

It will also help to develop understanding of how emergencies like the coronavirus pandemic can affect us all, how to recognise people who may be at increased risk of distress, and how to offer practical and emotional support.

Minister for Mental Health Nadine Dorries said:

“Supporting each other’s mental health and wellbeing is more important than ever during these challenging and uncertain times. Staff and volunteers in many different roles are working tirelessly to provide crucial support at this time and are often a critical touchpoint in identifying those who may be affected.

“This new training course will help to support the incredible work of frontline workers to support those most in need both through the coronavirus outbreak and beyond, equipping them with vital tools to deliver psychological first aid.”

Psychological First Aid is being used worldwide to support those in need of mental and wellbeing support in emergency situations. The World Health Organization and United Nations are supporting its use in response to coronavirus.

The new course has been developed by PHE with support from NHS England and Health Education England and is being made available to frontline workers across England by social learning platform, Future Learn.

Frontline responders can access the training materials for free through the [Future Learn website](#).

Yvonne Doyle, Medical Director at PHE, said:

“The current pandemic has had a profound impact on all of our daily lives and none more so than our frontline workers who are seeing the effects of the outbreak first hand.

“Our training course aims to provide frontline staff and volunteers with additional resources on how to take care of their own mental health and wellbeing, how to provide support to those who need it most and advice on how to cope with difficult situations.”

Claire Murdoch, NHS England’s National Mental Health Director, said:

“NHS staff have been working around the clock in the face of the biggest challenge our health service has ever faced, which is why it’s so important that staff are properly supported with their mental health.

“Psychological first aid training and a new text, online and telephone support service are just some of the many ways staff can be supported and I would urge anyone with concerns about their mental health to come forward to a colleague, your occupational health team or our helpline so that we can get you the help and support you need.”

Helen Fuller, Global Healthcare Lead at FutureLearn, said:

“The pandemic has impacted the mental health and psychological wellbeing of countless individuals. FutureLearn is proud to partner with Public Health England to develop this Psychological First Aid training course, which we hope will enable people to have the conversations that count at this time of uncertainty and stress for so many.”

The course is free for all frontline workers and volunteers and no previous qualifications are required to be enrolled.

Learners who join the course will also receive a free digital upgrade so that they can gain unlimited access to the course and any articles, videos, peer reviews and quizzes, as well as a PDF Certificate of Achievement.

Training should be considered as part of wider workplace learning.

The course takes approximately 90 minutes to complete. There are 3 parts which can be done in intervals or all in one go.

For guidance for the public on the [mental health and wellbeing aspects of coronavirus](#) please visit GOV.UK and [Every Mind Matters](#).

## Every Mind Matters

Every Mind Matters provides simple and practical advice to follow in order to improve mental wellbeing and deal with challenges like feeling stressed, low, anxious or having trouble sleeping.

The campaign directs people to a new, interactive tool on Every Mind Matters' website that will give people a free action plan to improve their mental wellbeing. The website also provides advice on common concerns and on how to help others who are struggling with their mental wellbeing.

PHE and NHS England have come together to develop Every Mind Matters with support from leading mental health charities, community organisations, academics and clinicians, including Mind, Mental Health Foundation, MHFA England, Samaritans, The Royal Foundation, Centre for Mental Health, Rethink, Time to Change, NSUN, What Works Centre for Wellbeing and Good Thinking.

For more information, visit [Every Mind Matters](#) to create your personalised Mind Plan.

## About Public Health England

PHE exists to protect and improve the nation's health and wellbeing and reduce health inequalities. It does this through world-leading science, research, knowledge and intelligence, advocacy, partnerships and the delivery of specialist public health services.

PHE is an operationally autonomous executive agency of the Department of Health and Social Care. It provides government, local government, the NHS, Parliament, industry and the public with evidence-based professional, scientific and delivery expertise and support.

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## [Reservists returning to civilian work eligible for government support schemes](#)

### News story

Military reservists will be able to access the government's self employment scheme and those returning to work in the coming months will be eligible for the job retention scheme, the Chancellor announced today (15 June).



Rishi Sunak said servicemen and servicewomen who come back to their day job after completing a period of active duty will be able to be furloughed by their employer under the recently extended Coronavirus Job Retention Scheme (CJRS).

He also announced that self-employed army, navy and airforce reservists who are currently ineligible for the Self Employment Income Support Scheme as a result of their service will be able to access a grant.

Chancellor of the Exchequer Rishi Sunak MP said:

Reservists embody the best of our nation – in our hours of need, they rise up to the challenge and leave their everyday lives behind to serve our people.

It is only right that we do everything we can to support them when they return to civilian life during these challenging times.

To enable the introduction of more flexible, part-time furloughing, and support those already furloughed back to work, CJRS claims from July onwards will be restricted to employers currently using the scheme and previously furloughed employees.

However, as some reservists will have been in active service during the outbreak and will be returning to work after this cut-off point, they have been exempted from the restriction – providing they work for an employer who has previously furloughed employees.

The CJRS has so far helped 1 million employers across the UK furlough almost 9 million jobs, and the SEISS has seen 2.6 million claims submitted with a total value of £7.5 billion.

More details of the changes will be included in updated guidance, published next week.

Reservists who currently cannot access the SEISS as a direct result of their service in 2018-19 will be able to make a claim for both the first and second SEISS grants, and further information on how to do this will be published shortly.

## Further information

Published 15 June 2020

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# Caroline Wilson appointed as Her Majesty's Ambassador to the People's Republic of China

## Press release

Caroline Wilson CMG has been appointed Her Majesty's Ambassador to the People's Republic of China in succession to Dame Barbara Woodward DCMG OBE.



Caroline was Europe Director at the Foreign and Commonwealth Office in London from October 2016 until July 2019 and served as Her Majesty's Consul General to Hong Kong and Macao from 2012 to 2016.

HM The Queen appointed the new Ambassador after the Prime Minister approved the successful candidate on the recommendation of the Foreign Secretary. The request for agrément has been approved by the Chinese Government.

Caroline Wilson is expected to take up her appointment in September. She succeeds Barbara Woodward who has completed her tour.

Foreign Secretary Dominic Raab said:

This is an important juncture in the UK's relationship with China, with both opportunities and challenges. Caroline is an outstanding diplomat, who will help us navigate the path ahead.

Caroline Wilson said:

It is an incredible opportunity to be asked to represent the UK in China at this critical time. As major economies and leading members of the global community, the UK and China must continue to work together to develop our partnership.

I look forward to returning to China to take the relationship forward.

## **Biography**

Caroline joined the Foreign Office in 1995 after qualifying as a Barrister-at-law.

She completed Mandarin language training at Beijing Normal University before taking up her first role overseas at the British Embassy in Beijing from 1997-2000.

Caroline was posted to the UK Representation to the European Union in Brussels in 2001 and served as Private Secretary to the Foreign Secretary from 2004-2006.

Caroline was then seconded to the Cabinet Office European Secretariat as Deputy Director. From 2008-12 she served at the British Embassy in Moscow as Minister Counsellor.

Caroline then went on to become Her Majesty's Consul General to Hong Kong and Macao from 2012 to 2016.

Returning to London, Caroline was appointed Europe Director at the FC0, a role she held from 2016 to 2019.

Caroline is fluent in Mandarin. Her Chinese name is 蔡晓丹.

## **Further information**

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## **[Detailed guide: Guide to zootechnical rules and standards from 1 January 2021](#)**

Find out the zootechnical rules you need to follow after 1 January 2021.

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## Coronavirus (COVID-19): letter to the retail sector

[unable to retrieve full-text content]Letter from the Minister for Small Business, Consumers & Labour Markets, Paul Scully, to those working in retail.