

# GROWING TOGETHER

IPS GROW  
MAY NEWSLETTER, EDITION 6

## A welcome from Lynne Miller - National IPS Lead, IPS Grow

Hello and welcome to the sixth edition of Growing Together – a newsletter delivered by IPS Grow to share best practice, resources, news and plans across our growing IPS community.

This edition includes a focus on coronavirus, and the impact it has had on our services; whilst also recognising how quickly IPS services across the nation have adapted their ways of working to continue to deliver IPS as much as possible during this time.

March-May has seen a lot of change and uncertainty for us all in both our work and personal lives, however it's been a testament to the IPS community how teams, services and regions have all come together to share best practice, discuss challenges and celebrate good news. Particularly highlights have included whole regions coming together through virtual Communities of Practice, with 95 participants joining our last Community of Practice in the North! Similarly, the contributions on the IPS workspace on the FutureNHS Collaboration Platform of individuals sharing good news stories, vacancies and new tools and resources has been so motivating during this time, with a 65% increase in our membership.

We are aware that many services that were re-deployed are now returning to their IPS front line roles, and if you would like support in planning your recovery please talk to your IPS Grow lead about Service Recovery Planning tool. In addition many services are continuing to mobilise, recruit and induct new staff during lockdown.

We also continue to make progress via a range of national strategic meetings to support the national expansion of IPS. This includes a national Expert Forum which reviews our national strategy, a fidelity sub-group tasked with supporting the development of a national scale-up strategy for fidelity reviews, more details follow. We also have 2 new working groups – the Primary Care Network group which will be reviewing the impact of the Mental Health transformation strategy on IPS practice, as well as a workforce working group.

If there is anything in particular you'd like to hear more about or if you would like to contribute to the newsletter, please let us know – email [support@ipsgrow.org.uk](mailto:support@ipsgrow.org.uk) with any suggestions.

Let's grow together!



Lynne Miller  
National IPS Grow Lead



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## Covid-19

In response to Covid-19 IPS Services across the country have come together to provide reassurance to clients and employers, support with mental health, and help to sustain and retain jobs wherever possible, whilst continuing to help clients find paid work in industries with high demand for workers.

To support services we have produced an array of resources and tools to help you adapt to the demands of your role and ensure the core functions of the service can continue to operate (see page 8).

In addition we have put together an FAQs document to capture a number of the immediate questions and responses experienced by services across the country.



NHS England & Improvement held a webinar/Q&A session to discuss the impact of Covid-19 on IPS services. Access the webinar recording and presentation slides via the IPS workspace on the FutureNHS Collaboration Platform using the links below:



Over the past weeks the IPS workspace on the FutureNHS Collaboration Platform has been flourished with resilience stories, tips and words of encouragement as we all adapt to the circumstances. It is evident that IPS teams are champions of wellbeing and resilience. Clients are depending on them now more than ever and IPS Employment Specialists continue to act as a beacon of hope. We've been capturing a number of these stories of resilience on the IPS Grow website and through the IPS Grow Weekly Bulletin.



Please let us know if you have any ideas about how we can support you, or have some good practice or good news we can share with services. Your feedback and stories are very much appreciated and needed at this time. Regularly check the IPS Workspace on the NHS Collaboration Platform as a means of communication with the IPS community, and contact your IPS Grow Lead for any specific ideas/needs.

## National Expert Forum

The National Expert Forum met in May and was joined by a representative from Scotland for the first time. A discussion took place around the impact of COVID-19 on IPS services – both the challenges and innovation, and we heard from 2 services (Good Work (South Yorkshire Housing Association) and Oxford Health NHS Foundation Trust) who described how they have adapted their practice, including a continued focus on employer engagement and skilling up of staff around job retention. The group also discussed the draft proposed national scale-up strategy for Quality Assurance Fidelity Reviews, which recommends a combination of external and guided self-assessments. The group emphasised the importance of fidelity reviews in both supporting services to ensure a culture of continuous improvement, and increase access paid outcomes. More details will be shared in due course.

# NEWS

As we all try to navigate through this period and adapt our ways of working, the impact of IPS and the efforts of services and IPS teams to continue as much as possible has been a testament to the IPS community. Below we've captured just some of the new ways of working across our community and continued support:

**Employment Services @cnwies · Apr 23**  
 A fab turnout for today's Trust-wide Employment Services Zoom meeting. Staff checked in with each other and shared information regarding IPS developments and Covid-19. [@IpsGrow](#) [@CNWLNHS](#) [@CNWLPeople](#) #TogetherWeCan 🌱



**IPS (Workplace) - part of Leeds Mind @IpsLeeds · Apr 23**  
 A positive testimonial from a happy client which has made our Thursday 🙌

Keeping clients motivated 😊

[@LeedsMind](#)  
[@IpsGrow](#)  
[@LeedsandYorkPFT](#)  
[@nhsleeds](#)  
[@NHSuk](#)  
[@WorkPlaceLeeds](#)

My mental health and self confidence was in a particularly low state before I engaged in the services of Workplace Leeds. This was as a result of working for a particularly unsupportive employer when I experienced some poor health resulting in loss of vision. The sessions I have had with workplace Leeds have helped restore my self confidence, deal with anxiety and prepare me for the job market once again. As a result I have had several interviews where the feedback has been extremely positive and I feel that it will not be long before I am back at work.

**Step On @OnStepon**

In such unsettled times Step On have supported 15 clients into work in March! Adapted service delivery at it's best! Stay safe ❤️ #IPS @CombinedNHS @mpfnhs @CentreforMH @IpsGrow

**James Smith · 1st**  
 IPS Employment Supervisor (Team Lead) at Tees, Esk and Wear Valleys NHS Foun...

I have been involved in employment services for over 20 years and it can be very easy to forget or become biased about the difference that you can make to an individual. This message was sent to one of my team today and has just blown me away. It serves as a very timely reminder that we make a difference and it also provides hope and positivity that we will get through this.

The help and support available through #ips is more important than ever. We are here to help employers who want to know more about recruiting people with mental illness. We can also offer advice and support around wellbeing for current staff. IPS is also there to help people with serious mental illness who want to return to the workplace. Please get in touch for more information.

Finally, well done @FayeGibson, this message has inspired a lot of people. [#ipsintheuk](#) [#ipsgrow](#) [#mentalhealthmatters](#) [#employment](#) [#tew](#)

To the IPS Team,

As we enter another week of lockdown, I wanted to send you all a message of hope and positivity. Everybody is struggling with the current situation, and those of us who have been job seeking are increasingly worried as we watch SMEs close and the economy decline.

However, I find myself lifted up every week when Faye calls me. You might think that you are just sending the waters right now, what with the job market practically frozen, but don't forget that the people you help are simply fighting to retain normalcy and a positive outlook. Your job right now isn't really about getting us vulnerable employed, it is about helping us to survive this global crisis.

When Faye calls me, my routine is reset. I am given words of encouragement. I am reminded that I have someone on my team, cheering me on when the race has been cancelled so that I am prepared for the next one. We work on my networking, supporting statements, and applications to the few positions that come up... And I feel strengthened for another week. I know I am not the only one who receives these positive benefits from the work you all do.

So, as you sit and look down the tunnel of an unstable job market and wonder how on earth you will fulfil your duty to help place people into employment; please remember that you are holding the light at the end of our tunnel and your support is what keeps us bravely continuing onwards. I know that the light I see is not a train, it is Faye, urging me to get through this dark time.

We need you, we need to be reminded of our original goal. The service you offer is, at least for me, an extension of my therapy and I actually find it more beneficial because it is a session of looking forward rather than back.

Stay safe and have Faye-th.

**Employment Services @cnwies**

An inspiring quote from one of our service users showing how we aim to #empower\_people [@CNWLNHS](#) [#recovery](#) [#FridayThoughts](#) [@CNWLPeople](#)

"The world was losing no opportunities to make me ever more unhappy and was full of people I did not want to know so I decided, almost in the words of the song, to stop the world so I could get off. The world did not stop, though, and I awoke in hospital and was passed to the care of CNWL. Although life has been and remains difficult there has been a lot of improvement since being in their care. I saw a psychiatrist who helped me overcome my resistance to medication and made me feel like I am her most important patient and am working with an employment consultant who really cares and gives me invaluable help and encouragement.

Before the world closed down I participated in a course so I could be involved in interviewing CNWL staff and attended an event where, by chance, I found myself sitting next to the Chief Operating Officer who valued what I said so much she mentioned it in her conclusion.

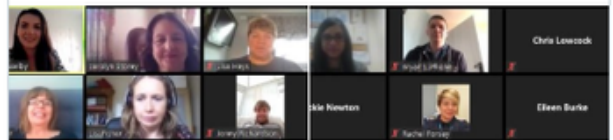
I have nothing but thanks for CNWL and plenty of it"

**IPS (Workplace) - part of Leeds Mind @IpsLeeds · Apr 10**  
 Great learning from the IPS community of practice. Trust me to have a serious look! 😊👍

Thanks to the great team involved 🙌

[@IpsGrow](#)  
[@IpsLeeds](#)  
[@IpsWorks](#)  
[@CentreforMH\\_IPS](#)

**GeorgialPSGrowLead @Georgia\_IPSGrow · Apr 9**  
 Fun morning facilitating our first #IPS virtual community of practice in the North! So many positive and inspiring ideas from all our services, thank you to everyone who contributed today 🙌👉 [@IpsGrow](#) #employment #community





## IPS Employment Specialists survey: Covid-19

Miles Rinaldi (Head of Strategic Development, South West London & St George's Mental Health NHS Trust) has released a **survey** for IPS Employment Specialists who work with secondary mental health services.

The aim of the survey is to understand if, and how your day to day work has been affected during the Covid-19 pandemic. The survey is being carried out in partnership with IPS Grow.

The survey should take around 20 minutes to complete. The survey is not compulsory. If you have any concerns about this survey, or how your data is being processed, please get in touch with Miles Rinaldi at [Miles.Rinaldi@swlstg.nhs.uk](mailto:Miles.Rinaldi@swlstg.nhs.uk)



## Mental Health Awareness Week

The theme for this year's Mental Health Awareness Week (18-24 May) was the power and potential of kindness. Kindness was chosen because of its singular ability to unlock our shared humanity – it strengthens relationships, develops community and deepens solidarity.

As an IPS Community we wanted to shine a light on the ways that kindness is already flowering at this time and pulled together a short video where individuals across our IPS Community reflected on an act of kindness.



**YouTube: Let's talk about kindness - Mental Health Awareness Week 2020**

During Mental Health Awareness Week **Southdown** joined in the celebration of the chosen theme of kindness. Southdown picked stories from staff within the East Sussex Employment Support Team who have found new ways to be kind from home (or within a safe-distance). There are stories too from clients who have demonstrated kind acts in their everyday. Read the blog [here](#)



## Work Talk Podcast

Our most recent Work Talk podcast featured Paul Dorrington (Lead Employment Specialist from South West London & St George's Mental Health Trust) who provides a 'deep dive' insight into how South West London and St George's MH Trust are adapting to the current circumstances.

Paul shares an overview of the work the Trust is doing to continue to support clients as well as some valuable tips and shared experience of onboarding staff and using technology for remote inductions and training.



**Lisen to the podcast here**



We have also just recorded another podcast with Tina Rycroft (Managing Director - The Plus Team Training) who shares practical tips and support for Employment Specialists who are currently changing their ways of working – this includes the use of LinkedIn and her predictions for the job landscape. This will be out later this week.

# FEATURE ARTICLE



## Virtual Communities of Practice

**Since lockdown the IPS Community have continued to share best practice and connect through their Communities of Practice through virtual events. Since lockdown, we've hosted 11 virtual CoP across all of England.**

Themes for these events to date have included retention, adapting to current circumstances, challenges and successes as well as workforce planning.

### Providing an insight into the virtual communities of practice across North of England, Georgia Saxelby (IPS Grow Lead, North East & Yorkshire), said:

During discussions around CoP topics, we discovered that the North East & Yorkshire and North West regions were in similar positions in relation to their stages of IPS provision and that it would make sense for us to combine the areas to create one large community during this time of virtual working.

It was initially difficult to consider ideas on how we could manage such a large group through the use of technology whilst still ensuring that individuals felt a sense of community and gained something positive from the experience. The topic was effective remote working and there were 66 attendees in total.

Bringing the whole North region together resulted in a very positive event. Due to the size of the patch, previous face-to-face sessions could only focus on team leads/service managers, therefore the opportunity to widen the community has huge value for attendees. There were some technology challenges in relation to audio/video which were mainly attributed to lack of confidence of users, however these were easily rectified and allowed for individuals to see what is possible in relation to virtual working. The use of breakout rooms encouraged discussions between those who would not usually have an opportunity to work together and allowed attendees to share best practice across a wider range of services.

The feedback form was sent out, however there were minimal responses to this. The chat function on zoom showed many people thanking the team for the session and there was a suggestion put forward to reduce the length of future sessions.

The second virtual community of practice took place on 6th May 2020 and focused on 'surviving and thriving at work' with Rachel Perkins as guest speaker. The virtual community also allows for more diversity of speakers due to the removal of barriers such as distance of travel to the North patch and budget.



For more information on virtual CoP in your region, or to suggest a future topic, please contact your IPS Grow Lead.

## Virtual Employer Engagement Day

*Adapting our ways of working during lockdown: Good Work (the IPS Service in South Yorkshire) has shown clear innovation in their approach to delivering IPS during lockdown and continue to train staff and develop the team in Employer Engagement through their innovative 'Virtual Employer Engagement Day'.*

Earlier this year, pre-covid, the IPS Team at South Yorkshire Housing Association came up with the idea of dedicating a day to Employer Engagement (EE). This was an area the team collectively felt less confident and was something the service was keen to focus on developing. The dedicated 'EE Day' was agreed and secured in the calendars of 50 staff members with the aim of then splitting the wider team into sub-teams of 4 or 5. Each sub-team would head out into the local community to do employer engagement. This team approach was decided to encourage employment specialists to learn from each other, identify new techniques and methods to be successful and gain in confidence.

With COVID-19 restrictions coming into place just weeks before the event was due to take place and the lockdown meaning face to face employer engagement wasn't possible – the service didn't let this stop them and they moved forward with a 'Virtual EE Day'.

### The process:

The face to face elements simply became digital, they decided to target key industries which were still needing staff during this time and put a focus on 'we're here to help you' with employers – digitally bringing people together! The team used phones, emails and Microsoft Teams to engage with employers and regularly came back as a sub-team to feedback throughout the day. The overall aim of the day was to boost confidence around employer engagement, and they certainly did this - team members reported back claiming "It was such a productive day. It's great to celebrate each other's success" and "It was nice to meet and listen to more experienced team members"

Speaking with Alex Timmins-Jones (Senior Employment Specialist) who took one of the lead roles in organising the event, Alex said that this was the first of its kind – "the team have focused supervisions and meetings where employer engagement would be discussed, but as a service we've never had a dedicated day to EE like this". Reflecting back, Alex recognised that the event gave people confidence that 'everyone is doing this', so it was a very collegiate response in that everyone is in this together.

### The logistics:

The team was split into sub-teams consisting of 5 employment specialists and an assigned team leader which was determined by their geographical location – this was important as they wanted individuals to feel comfortable by being on a video call with people they knew.

A week prior to the event took place, there was a briefing session for all team leaders for each sub-group. This was an opportunity to test technology, discuss the day and timetable. Reflecting back, Alex noted that this briefing was pivotal, as it was these individuals who were responsible for leading the sub-team; keeping momentum up and ensure the team were all aware of the purpose of the day but also set the tone to ensure it was seen as a fun and dynamic exercise. There wasn't a strict agenda for the day – this was a conscious decision to encourage the team to be creative and share their experiences of previous EE methods (good and bad) and test out new methods. However, the structure roughly was:

**9am-11am: Planning time** – this was an opportunity for the sub-teams to be create and put together a strategy for the day – who to target, what different style to try how, share their previous experiences and tips and reservations

**11am-12pm: Implementation** – this was a dedicated hour for the ES to carry out EE through video calls or regular calls to test out their new methods and tactics

**12pm -1pm: Lunchtime fun** – it was important to build in a social and fun aspect of the day, so this could be through a quiz or virtual picnic

## IN THE SPOTLIGHT



# Virtual Employer Engagement Day

**1pm – 1:15pm: Feedback** on the morning results as a group and share any learnings or tips

**1:15pm – 2pm: Implementation round 2** – 45 minutes of EE again testing out new methods and taking on board any feedback or insights from the mornings' session

**2pm–3pm: Feedback session** – Award time! The team leaders assigned awards within their team and provided feedback on each ESs strengths which they're seen throughout the day to empower them to do EE on their own.

**3pm – 4pm: Team Leader Feedback session** – The Team Leaders from all subgroups then came together to feedback on the day from their teams, share learnings and successes. This was recorded to share with the rest of the team too.

### Results:

Interestingly the virtual employer engagement day technically only involved two hours of calls – but the overall impact of the dedicated day provided the team the confidence to share experiences, struggles and test new ways of working and engaging with employers. SYHA recorded 150 engagements on their database which occurred throughout all of South Yorkshire on this day.

Speaking with Alex, he reported that the team were surprised by the enthusiasm of companies to speak with them. This demonstrates that lockdown doesn't mean employer engagement cannot continue, Alex commented, "a lot of companies were not only open and willing to engage with us, but more open to have a chat too!". Similarly, an ES said: "Reviewing our experience in a group

*enabled everyone to hear what went well and what didn't, and sought ideas from other experience of how to adapt approach for next time"*

### Looking Forward:

The plan at SYHA is for these 'Employer Engagement Days' to become a regular exercise. Reflecting back, Alex said "I was really impressed by the levels of enthusiasm and success of the teams. everyone was really enthusiastic! Whether this was down to the team element, or the injection of fun, everyone was really motivated to do employer engagement. Now that the foundations have been set for a full day of employer engagement, we can learn from what we've done this time and each time we repeat this exercise, it will become better and better. I guess next time the 2 hours of planning in the morning can be reduced and if it becomes a regular fixture in diaries, it almost bookmarks employer engagement and the more of these events staff attend, the more confident they will become in employer engagement!"

Alex's top tip for any services looking to recreate this day is to promote that this is fun, "I actually made every effort to make this the overriding aim of the day. By adding enjoyable aspects to the day such as the pub quiz, this brought the teams together socially and meant they were more comfortable and motivated to keep the momentum going during the calls with employers too".

If you'd like more information on planning an EE day like this one, or to hear more experiences from the employment specialists themselves, contact Alex or your IPS Grow Lead.

The South Yorkshire Housing Association (SYHA) IPS Service, Good Work, is funded by the National Lottery Community fund and the European Social Fund.



# TOOLS & RESOURCES

## Covid-19

To support services we have produced an array of resources and tools to help you adapt to the demands of your role and ensure the core functions of the service can continue to operate:



FAQ Document



Surviving & Thriving: Going back to work after a period of absence



NHSE Webinar: IPS Service Delivery in the Context of Covid-19



Surviving & Thriving: A work health and wellbeing toolkit



Covid-19 Principles



Retention: Initial Assessment



Wellness Guide



Retention: Flow Chart

## Training Links & Technical Resources:



Home Working Tips



Zoom Etiquette



Home Working Guide - Trello



WeWorkWell Training



Video Conferencing Guide - CNWL



Guide to Video Mental Health Consultation

## Free NHS Apps

The NHS have a number of free wellbeing resources which NHS staff can access using an NHS email address:



### Unmind

Unmind is a mental health platform that empowers staff to proactively improve their mental wellbeing. Using scientifically backed assessments, tools and training you can measure and manage your personal mental health needs, including digital programmes designed to help with stress, sleep, coping, connection, fulfilment and nutrition. They are offering free access to NHS staff until the end of December 2020, active now.



### Headspace

Headspace is a science-backed app in mindfulness and meditation, providing unique tools and resources to help reduce stress, build resilience, and aid better sleep. They are offering free access to all NHS staff with an NHS email address until 31 December, active now.



### Sleepio

Sleepio is a clinically evidenced sleep improvement programme that is fully automated and highly personalised, using cognitive behavioural techniques to help improve poor sleep. Big Health is offering free access to Sleepio for all NHS staff until 31 December, active now.



### Daylight

Daylight is a smartphone-based app that provides help to people experiencing symptoms of worry and anxiety, using evidence-based cognitive behavioural techniques, voice and animation. Big Health is offering free access to Daylight for all NHS staff until 31 December, active now.



# TOOLS & RESOURCES

## Reporting Tool

As you may have heard, we completed work on new features for the IPS Grow Reporting Tool right before COVID-19 began to affect our work and lives.

Now that we are slowly settling into the situation, we'd like to share the new and improved IPS Reporting Tool with you.

The new features of the IPS Reporting Tool have moved beyond reporting purposes and will now also support performance management. Your dashboard has been tailored to support supervisions and team meetings with more detailed data and specifics relating to individual team members.

Explore the new features by logging into your account or take a look at some of the highlights below.

[Access the Reporting Tool Here!](#)

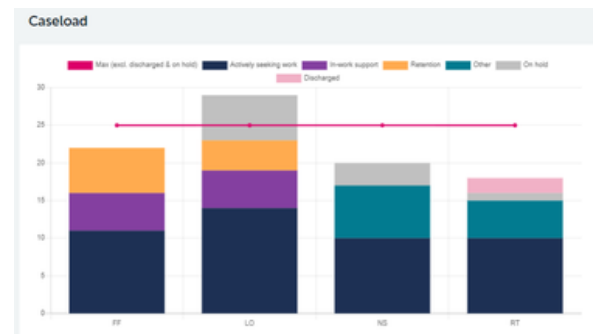
## A tiny sampling of the new features..

### Dashboard View



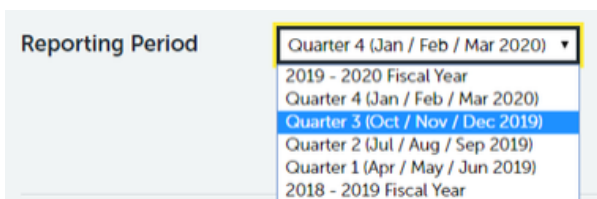
We've adjusted the dashboard view to include yearly rolling tables and a monthly breakdown graph

### Caseload Management



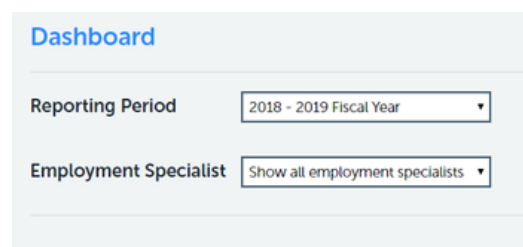
We've improved the existing caseload graphs to identify caseload status

### Fiscal Year



We've adjusted quarters to reflect the fiscal year

### Performance Management



We've added Employment Specialist specific dashboards to support supervisions

## TOOLS & RESOURCES

In addition to these features, we've added new metrics such as number of jobs, employment rate and number of retention cases. We have also made smaller usability adjustments such as improving the spreadsheet upload process and included targets on the graphs to make it easier to track performance.

If you don't have any login details or cannot remember them - please email [support@ipsgrow.org.uk](mailto:support@ipsgrow.org.uk) or log your issue on our support portal.

Log your issue on our support portal [here!](#)

### Quarterly returns and keeping your data flowing

As you know, NHS England announced that reporting for Q4 is not mandatory. It was great to reduce pressure for services at such a critical time. However, now that we are starting to adjust to our new work environment, we would like to highlight the importance of keeping your data flowing.

While it is not mandatory to submit your returns at the moment, any data that you submit will still contribute to meeting the LTP target. It is likely that those targets will be revised to reflect adjustments services had to make due to COVID-19. This means that your targets might change based on the data that you provide. We therefore encourage you to use this time to get your data flowing again.

### Workshops and setting up your account

If you'd like to set your service up with the reporting tool for Quarterly Returns submission or don't feel confident enough to submit data on your own yet, then you might benefit from joining a new starter or refresher workshop.

Register your interest in a workshop [here!](#)

### IPS Surgeries

The IPS Surgery is a National Virtual Community of Practice for IPS Employment Specialists and Team Leaders. It's an online webinar hosted by IPS Grow Leads on a monthly basis to share best practice and offer training insights for those working within IPS. In April the surgery covered Fidelity reviews. Joss (North Lead) and Warren (South East Lead) were joined by some providers to talk about our experiences of having/conducting a fidelity review as well as how and why it is important to consider Fidelity (even if less intently) at this time. The May surgery covered the first three fidelity items led by Calvin (South West Lead), Georgia and Carolyn (North East & Yorkshire Leads). You can access the resources and recording for all surgeries on the IPS workspace via the link below:



[IPS Surgery](#)

**Save the Date!**

The next surgery will be on Thursday 25th June

### Recruitment and Vacancies

We encourage services to continue to recruit for IPS vacancies during this time - for any support or assistance, contact the IPS Grow Recruitment Lead, Martina Gibbons - [martina.gibbons@socialfinance.org.uk](mailto:martina.gibbons@socialfinance.org.uk)

For those involved in the hiring process - you can access our Recruitment Toolkit to support you with the recruitment process via the Recruitment and Vacancies folder on the Collaboration Platform - only Hiring Managers have access. Please note - we've updated the guidance to include probationary objectives for Employment Specialists.



Request access to the Hiring folder [here](#)

If you're new in post, or have team members who are due to start soon, download the IPS Induction Workbook



Induction Workbook [here](#).



**Q&A - Helen Brown, IPS Employment Specialist from Step On**



**Helen is one of 17 (soon to be 19) Employments Specialists working across Staffordshire. We had the chance to have some question time with Helen to showcase her role and how she is adjusting during lockdown:**

**How long have you been in your role?**

I have been in post for 6 months. I started at the end of October 2019, just after a Fidelity review had taken place!

**What is your current caseload?**

Right now, I have a caseload of 19 clients that have been referred in from 2 CMHTs.

**Has your role changed since lockdown?**

Absolutely, I find that I am supporting people in different ways. I have signposted more clients to online learning courses, and one client has signed up for an online level 1 health and social care course.

For some of my clients, my support has been more about them having someone to talk to, offering some hope and reassurance about finding a job once lockdown has been lifted.

For sure I am spending a lot more time on the phone!

**What has been something positive which has come out during this time?**

**Wacky Wednesday** - Our team has been dressing up each Wednesday morning for our MS Teams handover. Our themes have been- Wear a hat, By the seaside, YMCA and Fictional characters. This is proving to be a great way to have some fun and lighten our spirits amongst all that is going on.

**What has been one of the main challenges during this time?**

It has been really hard to know what to do when clients do not reply to texts or return calls. It is the not knowing if they are OK, or NOT. If I have had concerns I have contacted their Care Coordinator.

**What are you most looking forward to when the lockdown lifts?**

Definitely going to a salsa dancing party!!!

**What would you say you've learnt about yourself during this time?**

Myself - I have learnt how much I appreciate doing the simple things, like playing cards/Monopoly and dancing with YouTube videos!

My work - I realise how lucky I am to have such a rewarding job, and how grateful I am to work with a supportive team.

**What message would you like to share with your peers during this time?**

Keep positive, remember what a difference you are making to other peoples' lives at this difficult time, and keep in regular contact with colleagues.





## Share the News!

Please share this newsletter with colleagues so that we can keep more people informed about developments within and across our IPS Community. Let us know what you are doing to deliver high quality IPS services and let us share this across the community. If you have any thoughts on what content you'd like to see covered in future editions, please forward them to our team at [support@ipsgrow.org.uk](mailto:support@ipsgrow.org.uk)

## Thank you!

Follow us on social media for an array of activities and highlights to keep updated between now and the next newsletter!



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[IPS-Grow](https://www.linkedin.com/company/IPS-Grow)