

Our Ways of Working:

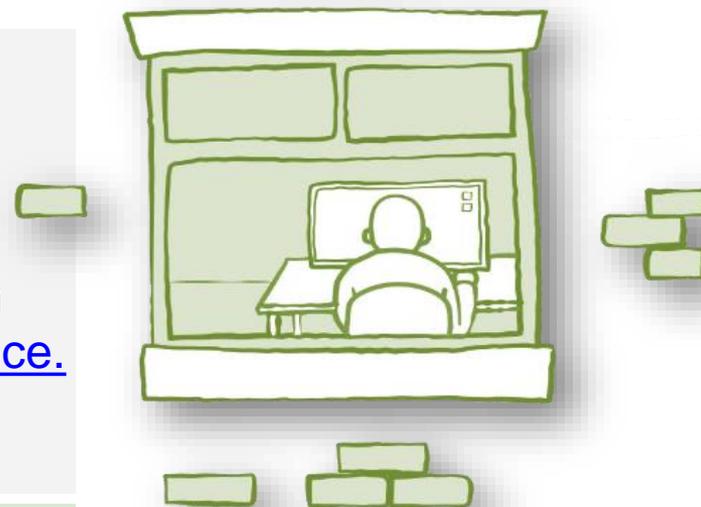
Working from Home

This pack is intended to provide you with guidance around working from home, for a prolonged period, given recent developments with COVID-19.

You should read this alongside the latest information from [Public Health England and Government guidance](#).

This is an active document

As more information becomes available this guidance will be updated. Check it regularly for the latest information.



A message from Sarah Price

I would like to thank every member of staff for their hard work during this time as we work together to support the Greater Manchester Health and Social Care system.

- The Coronavirus outbreak presents a significant challenge for our organisation and the wider Greater Manchester system. As we work hard to ensure essential services continue and our staff and residents have the right information to help limit the spread of infection.
- We understand that some of you will be worried for yourself, family and colleagues. Given the recent advice from the Government, work has been undertaken to review our approach to how we deliver our services. Our priority is to ensure you have access to information at the right time to help you to continue to work, where you are able to.
- Coronavirus is the public health challenge of our time, but we know that when it comes to times of crisis, our staff go above and beyond.
- I would like to thank you for your hard work and commitment, this is what we do best. We come together, we follow advice, we help a colleague in need, and we will get through this.

COVID-19 - how to respond

Working arrangements

- **Employees from defined [vulnerable groups](#)** should be supported to stay at home and work from there, if they are able to.
- **Staff who can work from home have been asked to do so.** This is to support the Government's strategy of [social isolation](#), which also helps protect our most vulnerable groups.
- **Staff who are well and able to work from home** (excluding vulnerable groups) should be made aware they may be called in to support other essential and priority services and will be expected to do so if the need arises.
- **All staff** are to [avoid contact](#) with someone who is displaying [symptoms of coronavirus](#) (COVID-19), which includes a high temperature and/or new and continuous cough
- **Employees must speak to their manager** and make the necessary arrangements to work safely and remotely from home to protect themselves, colleagues and others.
- **Business continuity** planning and risk assessments will continue for frontline services to ensure we are able to maintain delivery of our priority services.

COVID-19 - how to respond

General advice

- Staff who feel unwell and are displaying [COVID-19 symptoms](#), a new, continuous cough or a high temperature, must stay at home and [self isolate](#)
 - Those in a 1 person household should remain at home for 7 days after symptoms begin
 - Staff in a multi-person household should remain at home for 14 days if anyone in that household displays COVID-19 symptoms (new, continuous cough and/or a high temperature)
- If you, or a colleague, feel unwell in the workplace with a new, continuous cough or a high temperature, you must go home immediately and follow the [Government's guidance to self isolate](#)
- Everyone must wash their hands often for a minimum of 20 seconds with hot water and soap. Coughs and sneezes must be caught in tissues and disposed of immediately. You are to familiarise yourself with the [Government's guidance](#) about protecting yourself and others.
- Staff who need to remain in the workplace must regularly clean their workstations, including their desk, PC and phones. Whilst operational cleaning will continue, it is everyone's responsibility to ensure all areas of the workplace are kept clean and clear from waste.
- Staff absence, relating to COVID-19, will be recorded accurately on following guidance from their manager and employing organisation. All staff are reminded to keep in touch with their manager if their situation changes. You must seek medical advice if symptoms worsen. Follow Public Health England and/or NHS advice.

Key Principles: **Everyone**

Working from home, for a prolonged period, is a different way of working. We need to work independently using digital solutions to remain in contact with one another, including where required service users, partners and stakeholders. We recognise that everyone is different, and we need to approach this way of working based on individual needs. During this difficult time, we will continue to trust each other to deliver services for Greater Manchester.

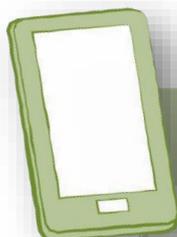
As a minimum, we all need to:

1. Stay in contact with our team, colleagues and manager - make sure your manager and colleagues have the best phone number for you. Plan in frequent calls to talk about work and also your own welfare and well-being. Try to do this more regular than your usual 121s. Use Microsoft Teams and other digital platforms to join meetings, and take full advantage of the Microsoft Team platform to collaborate in real time on documents.
2. Keep work calendars up to date - this helps colleagues know when you are working, and ensure meetings, 121s and catch ups are planned in, just as you would if you were in the office.
3. Report any technology problems - if you have any problems with your devices or technology and are unable to access the systems let your manager know as soon as possible and discuss your options. Please report any IT problems to the IT Service Desk as quickly as possible.
4. Support the wider organisation - you may need to do things outside your normal role to support the organisation and the wider Greater Manchester Health and Care system during this difficult time. Your manager will keep you up to date as things progress.

Logging in at home



You'll need an internet connection - either WiFi or through an ethernet cable, to be able to work from home.



NHSI Issued Laptop

If you have a NHSI laptop, you will have access to Microsoft Teams and the VPN will be enabled by default. This provides access to the GMHSC T-Drive remotely when connected to an active internet connection.

This solution provides a secure and seamless user experience when working in any remote location. Just simply add your NHSI laptop to your home WiFi.

Personal Device

If you need to access your emails remotely from a personal device, this can be done via NHSmail. NHSmail is available using the following URL

[:https://portal.nhs.net/](https://portal.nhs.net/)



Working with children at home

While most parents have worked from home at some time with children due to the occasional sickness or weather-related school closure, the prospect of doing so for a longer period may feel daunting.

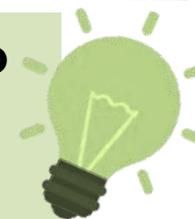
You may now be facing new challenges to your work-life balance with trying to keep children, and you, healthy, happy and busy - while still doing your job. We know that working parents are good at being creative to fit everything into their busy working day, but everyone's work day and childcare commitments will be different.

This is why we have updated our working from home guidance to enable you to work flexibly around your caring commitments.

Have an honest conversation with your manager about your childcare commitments so you can agree how they can best support you.

Working with children at home: Cont...

Your Manager will contact you to do the following:



1

Understand your needs and personal commitments during this time

2

Establish the reasonable adjustments that you'll require and what you hope your working pattern will be

3

Agree what your programme of work will be and the key priorities

4

Plan how and when you will keep in touch and schedule these in your calendars

Top Tips

Here are some practical steps to ensure you're looking after your own wellbeing while working from home



Give yourself time to think: If you can, get up before your children to collect your thoughts and plan your day (while it's quiet!)

Keep your day structured...

Prepare your work zone. Start your day as you would normally. Set your alarm, shower, coffee and have breakfast. If possible, working similar hours to what you would normally can help to get into 'work mode'. Try to stick to a routine - but don't worry if it doesn't work right away.

....and be flexible

Working from home allows you the opportunity to be flexible how you plan your day and your work, particularly if you have childcare, caring, or other commitments.

Take regular breaks and keep active:

Build frequent downtime into your day, ensuring you break up your work activity. Just because you're working from home doesn't mean you can't go outside. Just taking a stroll around the garden in the fresh air can give a welcome break from sitting and screen time, and help you to refocus.

Set up your workstation:

Use a suitable location that works for you. Make sure the area is well lit and well ventilated. Speak to your manager if you need additional equipment at home.



Top Tips



Make to-do lists

It might help, if you don't already, to write a daily list of tasks to do; review it in the morning, or the end of the day. This helps offload your thoughts to help gain a good night's sleep.

Keep the balance:

Some people believe that working from home can be invasive in our personal life, as the divide between work and home life is less clear. At the end of the day, close your laptop and if you're working from a spare room, shut the door and forget about it until tomorrow.



Stay connected

Take some time each day to pick up the phone or use Microsoft Teams and have a proper conversation with someone, rather than via email. When using Teams try to use your web cam as this can help you feel more connected to people. You might want to arrange regular check-in calls with colleagues - even if there are no business matters to discuss, just having some human contact can be really beneficial. Try having a virtual coffee break with your team a few times a week.



Divide and get by:

Can you share your caring responsibilities with someone else? If so, think about dividing childcare duties around each others work calendars.





Microsoft Teams

Use Microsoft Teams to keep in touch. Message people, start free video or voice calls, and setup team areas to help you feel more connected.

You can access this both through your laptop or mobile phone:

- Chat one on one or with a group of people.
- Group video call with up to 20 people.
- Setup 'team areas' where you can chat, share files and work on documents together.
- Message anytime, even if they're offline.
- Snooze your notifications so you can respond later.
- See what you chatted about in the past, including shared photos and your video call history.

For more information check out the [Microsoft Teams guide available from the corporate team](#)

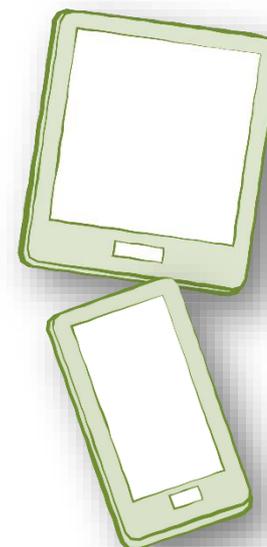
GDPR at home



- **Never leave protected information or equipment in any vehicle**
- **Make sure laptops or tablets you use for work are encrypted**
- **Only take the absolute minimum paperwork out of the office.**

With home and mobile working on the increase we need to be more aware of the limited circumstances in which paper records/hard copy material containing personal or other confidential data may be taken out of, or accessed away from the office.

Always ask yourself the question, do I really need to take personal or confidential information out of the office? If you are authorised to carry protected information in paper files and/or on encrypted devices beyond your secure workplace, it's imperative that you keep your laptop, mobile phone, any other mobile devices and official papers with you at all times and that you take reasonable precautions based on the environment you are in.



*Special thanks to Manchester City
Council for sharing their resources to
help shape this guidance.*