**Supplementary material**

Coding framework

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| **Global theme** | **Organising theme** | **List of codes** |
| COVID-19 | Lockdown | Lockdown |
|  | Lockdown |
| Risk assessment | Access |
| Self-isolation / shielding | Rule confusion |
| Testing | Access to swab test |
| Access to antibody test |
| NHS Test & Trace |
| Implication of results |
| Future thinking | Anxiety | Returning to work |
| 2nd wave |
| Forward planning | Charity |
| Beyond SLaM |
| Returning to work |
| New normal | What does it mean in practice? |
| Homelife | Childcare | Childcare concerns |
| Finances | Financial worries |
| Infection control | Infection control |
| Relationships | Relationships |
| Infection control | PPE | Confusion/uncertainty |
| Discomfort |
| Impact on work |
| Social distancing | At work |
| Mental health | Exhaustion | Burnout |
| Fatigue |
| Burnout |
| Loss and bereavement | Loss and bereavement |
| Sleep problems | Struggling with sleep |
| Social isolation | Loneliness |
| Stress and anxiety | Health anxiety |
| High levels of stress |
| Service users | Community | More risk to hold |
| Guidance |
| Physical health/death | New territory |
| Wards | New rules |
| Higher acuity/challenging behaviour |
| Staff support / staff voices | Rest and recharge hubs | Appreciation of Rest and Recharge hubs |
| Use of Rest and Recharge hubs |
| Speaking up | Racism and discrimination |
| Barriers |
| Support for individuals | What is available? |
| Support for teams | Team leaders under pressure/ needing support |
| Peer support |
| RSR |
| Chaplaincy |
| Importance of feeling valued/cared for |
| Ways of working/staffing | Annual leave | When to take |
| Commute | Cycling |
| Driving |
| TfL |
| Redeployment | Anxiety/frustration |
| Team dynamics |
| Silver linings | Processes (e.g. reduced bureaucracy) |
| Perks (e.g. free food, parking) |
| Staffing | Pressure on managers |
| Heavy workloads |
| Short staffing |
| Shifts |
| Technology | Challenges |
| Working from home | Pros |
| Cons |