

Mental health and wellbeing training

 Bristol  
mind

Care Home Managers

Mental Health and Wellbeing in the Workplace

2021

 Bristol  
mind

Some basic mental health awareness.....

What do we mean by 'mental health'?

 Bristol  
mind

We all have 'mental health'!

Mental health is about how we: **think** and **feel about ourselves and others** and **how we interpret events**.

Our **mental health influences** how we cope, our relationships with others and our self-esteem

Our **mental health and physical health** are linked together. Both fluctuate, both can be optimised or undermined

3

 Bristol  
mind

The Continuum of Mental Health

Self-care and social support				Professional care
<b>HEALTHY Usual functioning</b>	<b>REACTING Common stress/distress</b>	<b>IMPACTED Significant impact on functioning</b>	<b>'ILL' Clinically recognised, severe impact on functioning</b>	
Normal mood swings. Sleep OK. Can take things in their stride. OK domestic, work, social performance. Ok level of confidence	Irritable, impatient. Forgetful, putting things off. Anxious, sad more than usual. Difficulty sleeping. Worrying. Reduced socialising.	Lingering sadness, feelings of worthlessness, hopelessness. Frequent anxiety. Interferes with day-to-day functioning and performance. Significant sleep problems	Extremes of emotions and thinking difficulties. Significant impact on functioning. Affects body's functioning. Risk e.g. suicide	

← →

We all have a personal 'continuum of mental health' experience and usually move back and forth along our personal continuum

 Bristol  
mind

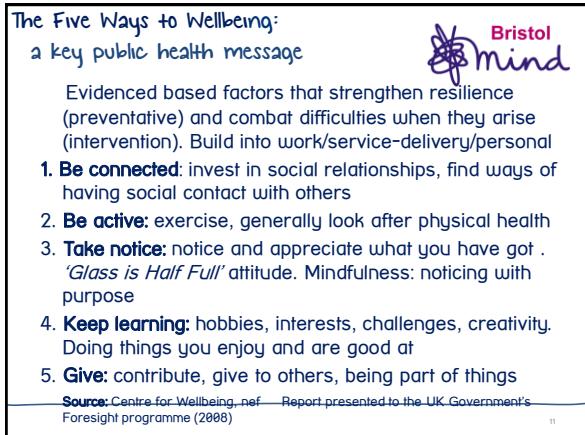
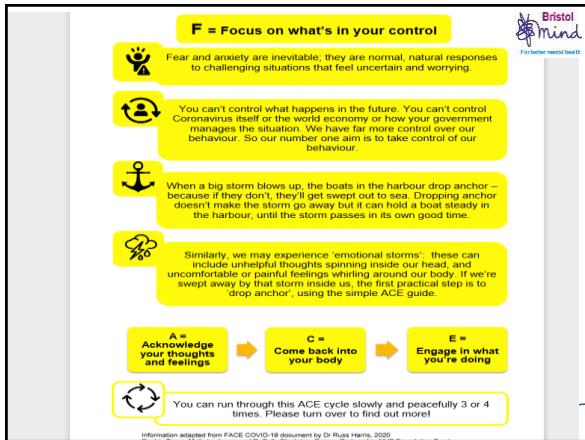
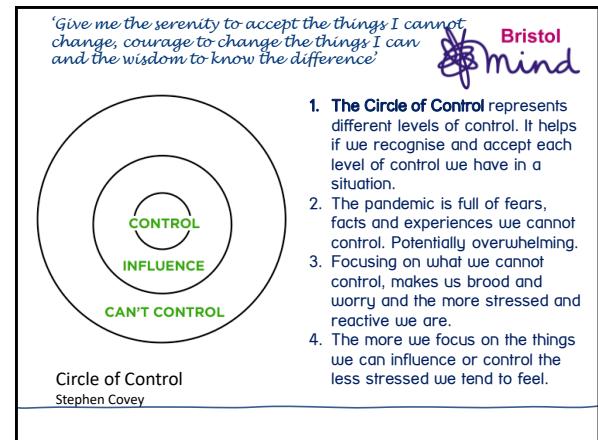
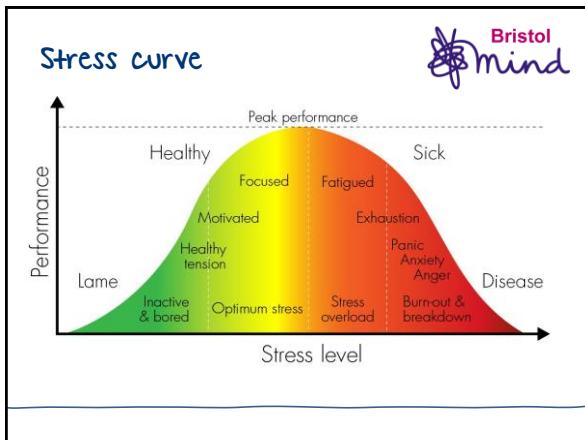
Acknowledging the potential impact of Covid on the care home sector .....

 Bristol  
mind

The impact of Covid-19 for Care Home staff, residents and their families e.g.

- Working very differently; how to work safely; loss of usual 'human' contact
- Access to resources to fully care for residents safely, reduced staffing levels
- Fear of becoming ill, implications for everyone
- Feeling abandoned and unappreciated
- Supporting residents, witnessing their pain and at times, deterioration
- Watching some residents give up on life and fade away
- Losing residents before their time, bereavement and grieving
- Supporting traumatised and grieving relatives
- Challenges in personal , home life

6



**Resilience isn't necessarily..... some thoughts**

**Bristol mind**

- Always bouncing effortlessly back from adversity?
- Never being vulnerable?
- Triumphing over tough times, being tough?
- Being extraordinary?
- Only about surviving?
- Never asking for help?
- Suppressing and never showing emotion?
- Avoiding feeling uncomfortable or in pain?
- Denying there is a problem?
- Immediately seeing the positives?
- Only needed for the big stressors in life?

Source: Developing Resilience A Cognitive-Behavioural Approach Neeenan, M. 2009

**S.T.O.P.P.** [www.getselfhelp.com](http://www.getselfhelp.com) **Bristol mind**

**S.T.O.P.P.** useful technique for managing stress and anxiety

**Stop, step back, pause**

**Take a breath**

**Observe and notice what's happening, What am I reacting to?; What am I feeling in body?**

**Put in some perspective, the bigger picture e.g. 'how much does this really matter' this fact or my mind's opinion?**

**Practice what works e.g. ask for some support; take a break; make a list; prioritise**

© CBT Toolkit 2009-2011. Reproduced by kind permission www.getselfhelp.com

**Bristol mind**

**Responding to the mental health and wellbeing of staff**

**The Manager's Role** **Bristol mind**

- Being visible, available and supportive in words and actions
- Set boundaries, not being constantly on tap? Not there to sort everything out in an employee's life?
- Accept 'mistakes' will happen (yours and theirs), more tolerance, flexibility
- Evaluate workload & be honest with people
- Look for positives and give staff (and self) feedback on what they are achieving
- Talk/Share – it's a critical step
- Focus on what you can control and support staff to do this too
- Model looking after yourself as well as your team
- Use the Tools & Resources available to you: EAP, Occy Health, MHFA, Memberships etc



**Self-care tree for all staff**  
Managing prolonged stress at work and at home during the COVID-19 pandemic

**NHS Central and North London NHS Foundation Trust**

**Breaks**  
Don't do those do... Take a moment to yourself and intentionally seek to briefly disconnect from work. Do remember to eat! If it is possible have your mind well and your body well. If you are working from home spend 2-3 minutes focusing on something that is not work. Being intentional with it pays back.

**Supervision**  
Make the best of your supervision. It is your time to make sure you're feeling supported. In your role as a supervisor, call in and seek support from your line manager if your role is perfect – supervision helps to practice safety.

**Limit-setting**  
Set your limits and be clear of your boundaries. This helps to keep questions if you feel uncomfortable or out of your depth. Do your best to leave work at work.

**Sick to the facts**  
Information that you need, have or want will often how you feel. Make sure you stick to the facts and distance yourself from speculations and exaggerations. If it is an emotionally challenging time – inaccurate information can result in unnecessary distress.

**Physical distancing**  
Observe a recommended distance when at work. This applies to meetings and other gatherings such as lunch breaks, handovers and MDT meetings. When necessary as must be possible.

**Basics**  
Washing hands and covering your mouth when coughing or sneezing. Remember your basics.

**Communication**  
Lack of clarity and uncertainty are one of the major sources of stress in organisations, especially during the times of crisis or increased demands. Remember to communicate clearly and consistently across the organisation through handovers, supervision, line management, team briefs, email, posters and team meetings.

**Share how you feel**  
We are all in this together. Unexpressed fears tend to grow bringing the risk of mental health problems. Your colleagues are a valuable source of support.

With thanks to Dr Junga Paschalis, Psychologist

**Wellbeing for life**

**Anxiety in an age of Covid-19: work and home life** **Bristol mind**

- Ongoing feeling of unease, worry or fear
- Feeling constantly on edge, unable to relax
- Needing frequent reassurance
- Worrying about a wide range of situations and issues
- Fearing the worst
- Ruminate over situations after they've happened
- Difficulty sleeping, eating, self-care
- 'Fight, Flight, Freeze' responses, feeling of panic
- Trauma, grief responses, strain of adjusting to what is happening

### Possible Warning Signs in the workplace

Bristol  
mind

- Changes in interaction with colleagues, residents, family, friends e.g. irritable, over-sensitive, quiet, tearful, withdrawn, isolating
- Reliability – punctuality, taking time off, covering too many shifts, not taking time for breaks
- Changes in the way they work, motivation levels and focus, not completing tasks, being forgetful, seeking reassurance?
- Struggling to make decisions, get organised and find solutions to problems
- Appearing/feeling tired or withdrawn and/or losing interest, on a short fuse, distracted, worrying
- Physical changes – weight fluctuation/aches & pains/appearance; complaining of feeling unwell, headaches, stomach problems, sleep problems etc.

### Having a conversation about wellbeing and mental health

Bristol  
mind

### The setting & approach

Bristol  
mind

- Use informal contact to gauge how the person is doing
- Ask for a private 'how are you' catch up, reassure that they are 'not in trouble' just wanting to check-in with them.
- Plan it - consider when and where and also what feedback you want to give ie anything that has concerned you etc
- Consider your own state of mind, how stressed are you?
- Give yourself plenty of time - it's important you don't appear to be in a hurry. 10 minutes may be enough but if you need longer then go ahead or arrange another meet up
- You don't want to be disturbed so turn your phone off or onto silent. Silence your email notifications.

### Opening up a mental health and well-being conversation

Bristol  
mind

- *I've noticed that...*
- *It sounds like...*
- *You seem as if...*
- *I'm wondering about...*
- *What might help?*

### How to listen

Bristol  
mind

- How to improve our listening skills 5 mins.  
<https://www.youtube.com/watch?v=D6-MleRr1e8>
- Trying to be empathetic, accepting, warm, respectful
- Give the person your full focus and listen without interrupting. Reflective listening
- Listen to their words, tone of voice and gauge body language e.g. eye movement, touching face, head in hands, tears etc



### Helpful questions

Bristol  
mind

- Keep the chat positive and supportive, exploring the issues and how you may be able to help
- Keep your pitch & tone of voice open and non-confrontational
- Be empathetic and take them seriously
- Do not offer glib advice such as, "cheer up" or 'we are all in the same boat'

#### Useful questions to ask:

- "How are you feeling at the moment?"
- "How long have you felt like this – is it an ongoing issue?"
- "Who do you feel you can go to for support?"
- "Are there any work-related factors which are contributing to how you are feeling?"
- "Is there anything I/we can do to help?"

**The Three 'A's of Supportive Conversations**

**Bristol mind**

<b>Assess</b>	Listen and be prepared to take the time to fully understand. Watch out for your own assumptions and pre-judgements, and don't jump in to 'fix' the problem.
<b>Assist</b>	If possible, help the person come to their own conclusion about what steps to take. If you are unsure it's okay to revisit/ask a colleague for assistance.
<b>Agree</b>	What are the next steps? What will you do and by when? What is reasonable and realistic to expect from the person you are supporting. Be honest and transparent about outcomes & further steps

**Supporting a grieving staff member**

**Bristol mind**

- Remember, responses to loss are individual, there is no one-way of grieving, need to be flexible

**Main tips:**

- Acknowledge the loss and what it means to them
- Be empathetic; ask how they are feeling, don't try and fix it, OK to be feeling the loss
- Do they need leave?
- Signpost to support e.g. Cruise, out of hours support
- Do they need work load or tasks adjusting temporarily
- Wellness Plan, what do they need? what can they do? What can the workplace (reasonably) do?

**Wellness Action Plans**  
[www.mind.org.uk/wellnessactionplans](http://www.mind.org.uk/wellnessactionplans)

**Bristol mind**

During a pandemic crisis maybe we could all benefit from our own Wellness Action Plan!

Key areas for WAPs focus on:

- What the person can do to look after their mental wellbeing (and/or physical wellbeing)
- Early signs they may be struggling
- Workplace triggers?
- What support from their manager or others
- Positive actions both can take to support wellbeing or to respond to difficulties

27

**Local NHS Funded psychological therapy services (IAPT)**

**Bristol mind**

- Self-referral 'talking therapies' service for 16 yrs upwards or via GP, no diagnosis needed **FREE**
- Access to services requires a telephone assessment with a therapist
- Stress and Mood Management courses building resilience and wellbeing. Mainly online course or can be group **NB not** a support or therapy group. Resilience courses related to Covid
- 'Reading Well' scheme NHS recommended self-help books in all libraries, can be supported by regular telephone contact with therapist
- 1:1 'Talking' therapies: face to face; telephone or online. Mainly Cognitive Behaviour Therapy (CBT), counselling also offered in line with NICE guidance. 6-8 sessions for mild to moderate difficulties (mainly online) or 12 and sometimes more for complex issues (always face to face).
- Other courses: e.g. Building Self Esteem; Mood Management etc.
- Interventions for **mild, moderate, severe**: anxiety problems; depression; PTSD; OCD; thoughts of suicide etc

28

**Out of hours support local examples**

**Bristol mind**

- Our Frontline is for care workers offers round-the-clock one-to-one support, by call or text, plus resources, tips and ideas to look after your mental health. text FRONTLINE to 85258 call 0300 131 7000
- The Samaritans 24/7 support for anyone in emotional distress. Helpline, text & email support.
- Shout 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere.
- Self Injury Support National out of hours support and resources for girls and women who self harm.
- kooth.com young person's online counselling and support service available each day of the year up to 10 pm [www.kooth.com](http://www.kooth.com)
- Childline Telephone, email, text support and advice for children and young people 24 hours 7 days a week
- Silver Line 24hr helpline for older people who are isolated

**Remember...**

**Bristol mind**

- Your personal, physical, mental and emotional health is far more important than anything else right now
- Be kind to yourself - try not to judge how you are coping based on how you see others coping
- Avoid trying to compensate for perceived lost productivity by working longer hours
- Your team's success will not be measured the same way it was before the virus
- You are NOT 'working from home', you are 'at home, trying to work remotely during a global crisis'
- Use your strengths – believe in yourself

**Support/Resources**

 Bristol  
mind

- National Mind <https://www.mind.org.uk/>
- FREE Coaching for Care staff during Covid <https://coachingthroughcovid.org/>
- Mental Health at Work - <https://www.mentalhealthatwork.org.uk/>
- MHFA England - <https://mhfaengland.org/>
- GOV.UK Mental Health Support - <https://www.gov.uk/government/news/new-advice-to-support-mental-health-during-coronavirus-outbreak>
- Mental Health Foundation - <https://mentalhealth.org.uk/coronavirus>
- Heads Together - [https://www.headstogether.org.uk/coronavirus-and-your-mental-health/](https://www.headstogether.org.uk/coronavirus-and-your-mental-health)
- City Mental health Alliance UK - <http://citymha.org.uk/>
- Young Minds - <https://youngminds.org.uk/find-help/looking-after-yourself/coronavirus-and-mental-health/>
- CMI <https://www.managers.org.uk/insights/leading-through-uncertainty>
- CIPD <https://www.cipd.co.uk/membership/benefits/wellbeing-helpline-services>