

# SUPPORTING YOUR TEAM WITH THEIR MENTAL HEALTH

A whistle stop guide for Line Managers



# A QUICK REMINDER....

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People

## Everybody has mental health

The brain *is* the body it is not separate, in fact there is no health without mental health

People's mental health should be treated in the same way as their physical health



One in three people now experiencing depression

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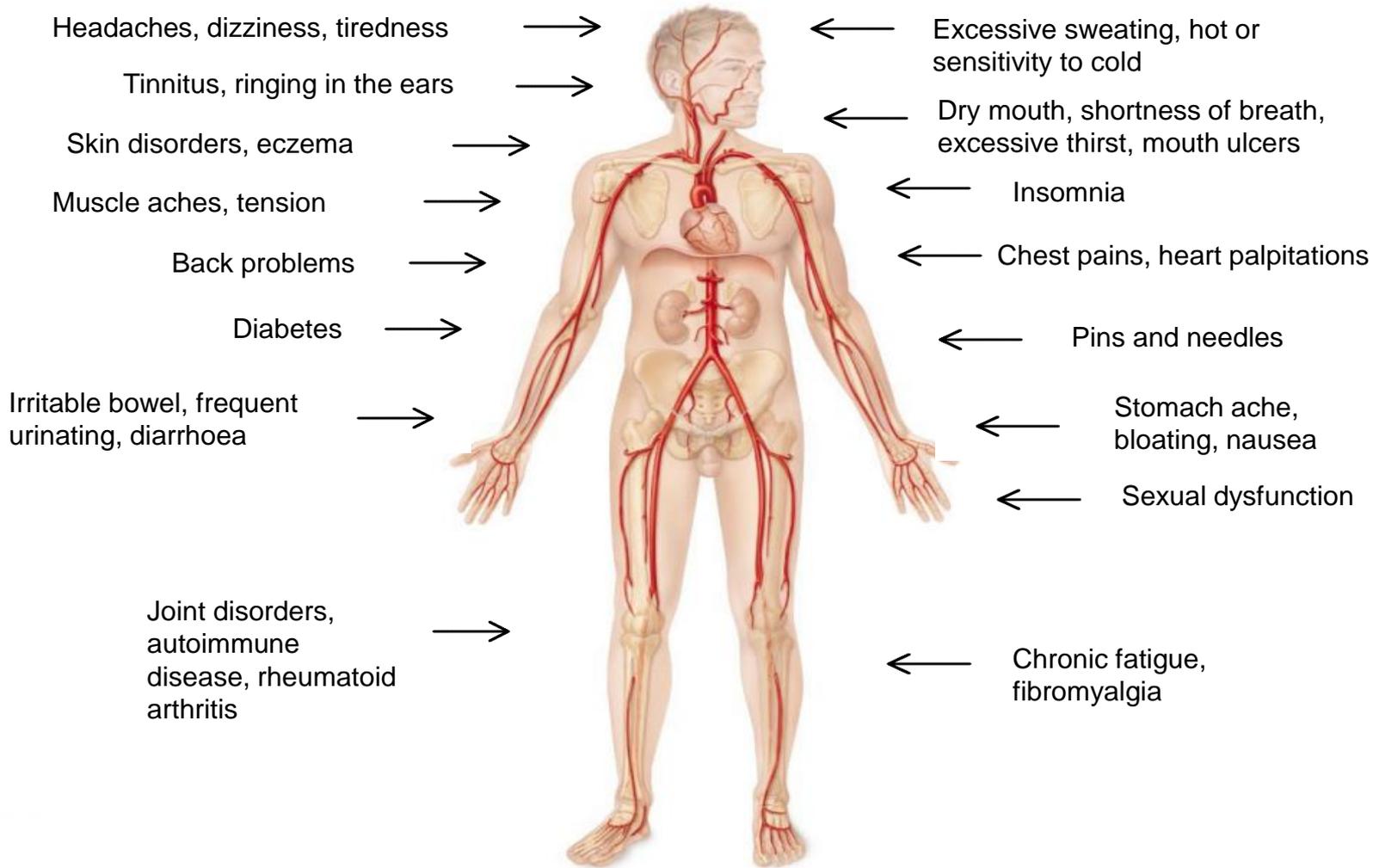
Mental ill health is the leading cause of sickness within the Force

Suicide is the biggest killer of men under the age of 40 – in the UK it's 84 per week, 12 per day, 1 every two hours



# Physical symptoms of stress & anxiety

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# Supporting staff in work

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The general rule to remember,  
if a staff member feels:

**Listened to**  
**Believed**  
**Supported**

Can start to access their own coping  
techniques and will start to feel better



## Some Do's

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Be approachable

Normalise conversations

Try to show empathy

Encourage an open conversation

Remember confidentiality



## Some Don'ts

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Try not to make **assumptions**

Don't be **rigid** – try thinking outside the box and be flexible wherever possible

Try not to take it **personally**

Don't be **unprepared** – know how to make a counselling referral, or questions to ask ('have you spoken with your doctor?')



Get the **balance** right

Avoid micromanaging

Communication is the key – keep asking what's working/not working well for them

Ask for help and support **yourself** (MIND resources, Welfare Dept etc)



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Legal rights

Gwybodaeth iechyd meddwl Gymraeg

Find your local Mind

Drugs and treatments

Tips for everyday living

Helplines

Your stories



# A-Z mental health

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

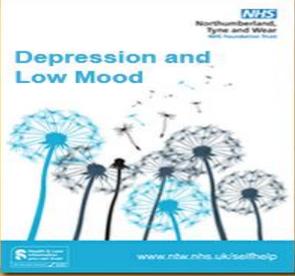
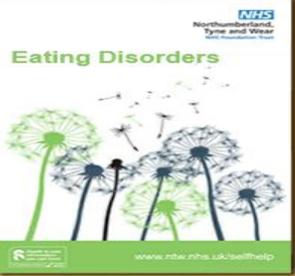
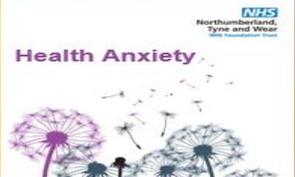
Abuse  
Addiction and dependency  
Advocacy  
Agreeing to treatment  
Anger  
Antidepressants  
Antidepressants A-Z  
Antipsychotics  
Antipsychotics A-Z  
Anxiety and panic attacks  
Arts and creative therapies  
Benefits FAQ  
Bereavement  
Bipolar disorder  
Body dysmorphic disorder (BDD)  
Borderline personality disorder (BPD)  
Carers, friends & family - coping & support  
Children and young people  
Clinical negligence  
Cognitive behavioural therapy (CBT)  
Community treatment orders (CTOs)  
Complaining about health and social care

Loneliness  
Medication  
Medication - stopping or coming off  
Mental Capacity Act 2005  
Mental Health Act 1983  
Mental health at work  
Mental health problems (introduction)  
Mindfulness  
Money and mental health  
Nature and mental health  
NEAD  
Nearest relative  
Neurosurgery for mental disorder (NMD)  
Obsessive-compulsive disorder (OCD)  
Online mental health  
Panic attacks  
Paranoia  
Parenting with a mental health problem  
Peer support  
Perinatal anxiety  
Perinatal OCD  
Personal information



# www.ntw.nhs.uk/selfhelp

**Self Help Leaflets** **MORE OPTIONS**

 <p><b>Abuse</b></p>	 <p><b>Alcohol and You</b></p>	 <p><b>Anxiety</b></p>	 <p><b>Bereavement</b></p>
 <p><b>Controlling Anger</b></p>	 <p><b>Depression and Low Mood</b></p>	 <p><b>Domestic Violence</b></p>	 <p><b>Eating Disorders</b></p>
 <p><b>Food for Thought</b></p>	 <p><b>Health Anxiety</b></p>	 <p><b>Hearing Voices and Disturbing Beliefs</b></p>	 <p><b>Obsessions and Compulsions</b></p>



Everyone remembers a good manager...



**You're the key player!**

If your team see you are open about mental health issues they'll be more inclined to come forward earlier



# Unfortunately, you'll often find yourself in this position....

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But try to be **BRAVE**, as a manager you do have the ability to speak out and stand firm if necessary – trust your gut instinct!



# MANAGING SICKNESS AND RETURN TO WORK

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Early intervention is the



Keep lines of communication **open** to maintain contact

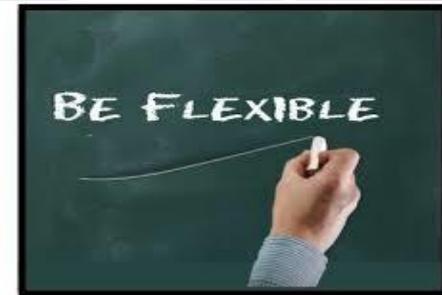
Agree **together** how often contact is made



How do they prefer to communicate to be made –  
phone, email, text or face to face?

Do they prefer to go through someone else?

Try to keep an open mind and



Try to put yourself in their shoes



Encourage work colleagues to keep in touch

Arrange a **brief visit** to work (coffee) at a quiet time to 'cross the threshold'



# When a person is ready to come back to work

Tell them they were missed!  
Ask how they've been doing  
Be open about things



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*The first day back in work is very important*

Managers should try to make this as smooth as possible remembering that the person may be feeling quite anxious



**Ask** if there's anything in particular they may be apprehensive about and consider temporary changes to their role during their initial return to work

**Ask** if they are currently on medication and any possible side effects

**Reassure** them they can still attend appointments such as counselling



# Wellness Action Plans (MIND website)

## 4. How might experiencing poor mental health impact on your work?

(For example you may find it difficult to make decisions, struggle to prioritise work tasks, difficulty with concentration, drowsiness, confusion, headaches)

## 5. Are there any early warning signs that we might notice when you are starting to experience poor mental health?

(For example changes in normal working patterns, withdrawing from colleagues)

## 8. If we notice early warning signs that you are experiencing poor mental health – what should we do?

(For example talk to you discreetly about it, contact someone that you have asked to be contacted)

## 9. What steps can you take if you start to experience poor mental



Explain any **recent changes**

Try to make their first few weeks back as **low-stress** as possible

**Normalise** any fears or worries they have

Are there **friends** within the team who can help?



Encourage the team to welcome them back (just as with a physical health problem, most people appreciate being asked how they're doing)

Try to regularly ask how they are - review how things are going and adjust if needed.

Remember - although they look fine, they may still be unwell. Look for any signs they may be struggling to cope and act quickly and supportively



## Help, support and resources

### SWP Counselling & Trauma Advisors

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Health Unit Coychurch 01656 869240  
(Counsellors Sian, Amanda, Christopher,  
Rachel)

Can self refer, referral from line manager or  
FME

Can be seen at various locations throughout  
the Force



Please Note:

Any new referrals from 1<sup>st</sup> Feb 2020 onwards will be asked to fill out a confidential **Health Questionnaire** before further support is offered.

Once returned, the Health Questionnaire will be processed quickly by the counselling team to identify the most beneficial support to be offered for each individual, and the person being referred will be notified of the next steps.

Just go to BOB “I want to submit something” tab, and scroll down to Counselling Assessment Form (to be filled out by the person being referred)



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Care first  
employee assistance solutions

24 hours & 7 days a week

0800 174 319

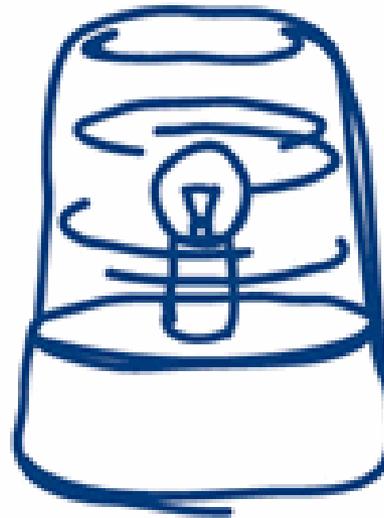




# Blue Light Champions within Force

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I'm a Blue Light Champion



Rwy'n Eiriolwr Golau Glas



Self care ideas that may recharge and refresh YOU...

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*Exercise/sports*  
*Socialising or alone time*  
*Taking short breaks away/holidays*  
*Pets*  
*Box sets/TV*  
*Write, play or listen to music*  
*Drawing/art/crafts*  
*Gaming*  
*Cooking*  
*Being in nature/walking*  
*Mindfulness/yoga/relaxation apps*  
*Humour*

*Take a nice shower or soak in the bath*



## Other coping strategies...

- *Allow yourself a daily or weekly ‘worry time’ - helps control anxiety (make an appointment with yourself to have a think or write your worries down for a set length of time, eg ½ hr)*
- *Writing things down in general/making lists – makes things more manageable*
- *Don’t bottle things up*
- *Take 5 minute regular daily breaks if possible*
- *Allow yourself to say ‘no’ – set limits with family members/friends*
- *Try to focus on what you **can** control, rather than what you can’t*
- *Become self aware – slow down, recharge*



And finally.....

Try your best and please remember you don't have to 'go it alone'

Others will understand.

Speak up if you need to, support is there and there's always someone you can offload to if you need it.

