

# Mental Health and Wellbeing Guide for Managers



## What's in this guide and who is it for?

This guide is for managers and provides an overview of the range of external health and wellbeing support available. A version of this Mental Health and Wellbeing guide has also been produced to share with staff and volunteers.

## Looking after your mental health and wellbeing

Having good mental health helps us relax more, achieve more and enjoy our lives more. Evidence shows there are 5 key elements which contribute to mental wellbeing:



### Five ways to wellbeing

- Connecting; with the people around you
- Be active; by building activity into your everyday routine
- Keep learning; to gain self-confidence and learn new skills
- Give; helping others can boost wellbeing
- Take Notice; by taking focus of our thoughts and feelings

[hants.gov.uk/socialcareandhealth/publichealth/fiveway-stowellbeing](https://hants.gov.uk/socialcareandhealth/publichealth/fiveway-stowellbeing)



### Every Mind Matters

Every Mind Matters offers expert advice and practical tips that cover the 5 ways to wellbeing and other topics such as; what to do if your worried about coronavirus, sleeping better and managing difficult thoughts and feelings.

[nhs.uk/oneyou/every-mind-matters/](https://nhs.uk/oneyou/every-mind-matters/)



### One You

Our physical health impacts how we are feeling. One You provides easy steps on how to make changes that that can fit your lifestyle: [nhs.uk/oneyou/](https://nhs.uk/oneyou/)  
National advice from Public Health England on how to look after your physical health in the home is also available: [publichealthengland.exposure.co/health-and-wellbeing-at-home](https://publichealthengland.exposure.co/health-and-wellbeing-at-home)



### Apps

These mental health and wellbeing NHS approved phone apps include findings ways to exercise and practical ideas for healthy meals. You also find free apps and tools that can help lift your mood: [nhs.uk/oneyou/apps/](https://nhs.uk/oneyou/apps/)

Visit our Coronavirus Resource Page for a range of useful information and links to support you throughout the coronavirus pandemic [www.connecttosupporthampshire.org.uk/coronavirus](https://www.connecttosupporthampshire.org.uk/coronavirus)

## Additional Support

### Support available from your GP

If you do not require urgent support but are still concerned about your mental health, contacting your GP is a good place to start. *They may check that your symptoms aren't being caused by other conditions.*

### Local talking therapy services

You can access your local talking therapy service which offers a range of free treatments for people aged over 16 who are experiencing symptoms of stress, anxiety, depression or low mood.

**iTalk** is a service for people registered with their GP in the following areas of Hampshire: Alton, Andover, Basingstoke, Bordon, Eastleigh, Fareham, Gosport, Havant, the New Forest, Petersfield, Romsey and Winchester. You can self-refer online or by telephone **023 8038 3920**.

**TalkPlus** is a service available to people who are registered with a GP in the following areas of Hampshire: Yateley, Fleet, Farnborough, Blackwater, Aldershot or Farnham. You can self-refer online or telephone **01252 533355**.

If you don't live in Hampshire you can find local talking therapy services in your area at: [nhs.uk/service-search/find-a-psychological-therapies-service/](https://nhs.uk/service-search/find-a-psychological-therapies-service/) or contacting your GP.

### Wellbeing Centres

Mind runs wellbeing centres in Hampshire's towns and cities to provide short-term, outcome-focused support. The centres provide workshops, courses and other support on many mental health issues.

Contact your nearest centre to find out more about their programme:  
Aldershot, Andover, Basingstoke and Romsey – **01264 332297**.  
Eastleigh, Fareham, Gosport, New Forest and Winchester – **023 8202 7810**.  
East Hampshire and Havant – **02392 498916**.

[connecttosupporthampshire.org.uk/mentalhealth](https://connecttosupporthampshire.org.uk/mentalhealth)  
(select wellbeing centres)

### Samaritans

Samaritans offer confidential emotional support. Call for free on **116 123** available 24 hours a day, 365 days a year, email [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk) or visit [www.samaritans.org](https://www.samaritans.org)

## Additional Support

### Local Better Health Services

Our physical health and mental health come hand in hand. Good mental health supports good physical health and vice versa. Discover more about local opportunities and services to support your physical health [connecttosupporthampshire.org.uk/healthadvice](https://connecttosupporthampshire.org.uk/healthadvice). Remember to take-up any vaccination offers and screening programmes (such as bowel, breast and cervical cancer).



#### Weight Watchers

If you're aged over 18 and looking to lose weight there is a range of support available. For individuals with a BMI of 30 plus living in Hampshire (not Southampton and Portsmouth) there is a free service provided by **WW: 0345 602 7068** quoting WWRS095.



#### Smoke Free Hampshire

Support to **stop smoking: 01264 563039**  
or text Quit to **66777**



#### NHS Health Check

If you're aged 40 to 74, you may be eligible for a free NHS health check. Contact our GP to check if you're eligible.



#### Inclusion Recovery Hampshire

Support with **drug and alcohol issues:**  
Those aged 24 and under can call 24: **0845 459 9405**  
Those aged 25 and over can call: **0300 124 0103**



#### Stop Domestic Abuse

If you're affected by domestic abuse then **support** is available:  
Call **0330 016 5112** or email [advice@stopdomesticabuse.uk](mailto:advice@stopdomesticabuse.uk)  
Dial **999** if it's an emergency.



#### Lets Talk About It

Access confidential information and **support** around your contraception and sexual health: **0300 300 2016**



## Specialist help

### Bereavement support

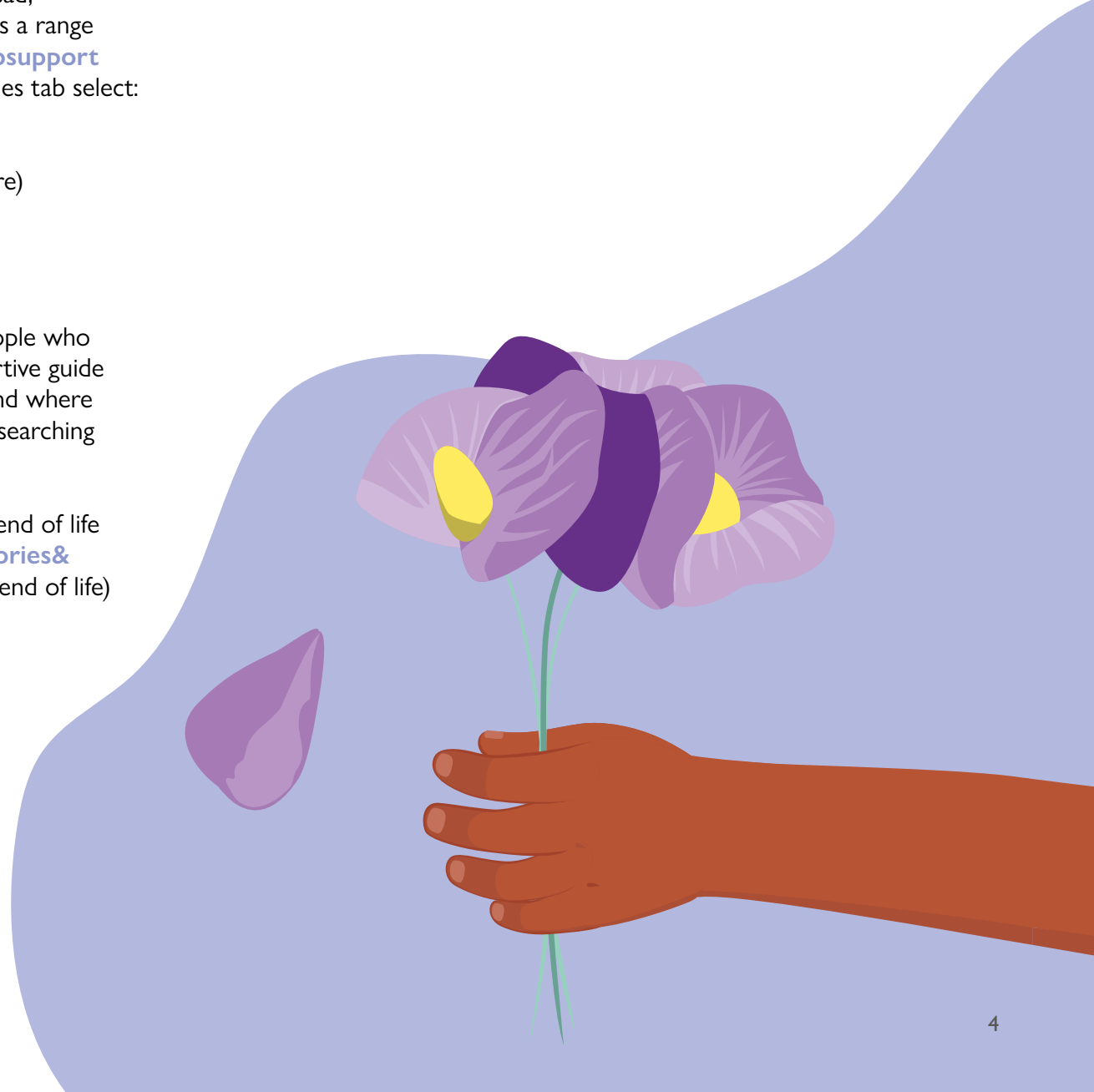
When you lose someone close to you, it's normal to feel angry, sad, depressed or worried. Everyone reacts in their own way. There is a range of support available to help you through this process: [connecttosupporthampshire.org.uk/directories&Type=Local](https://connecttosupporthampshire.org.uk/directories&Type=Local) (from the categories tab select: specific needs then bereavement).

You can also contact Cruse on **01264 336006** (North Hampshire) or **0844 879 3448** (South Hampshire).

### End of life

If you are caring for or supporting someone who is dying, or people who want to plan for their end of life care NHS Choices has a supportive guide for people approaching the end of their life. This includes how and where people want to be cared for, financial issues, planning ahead and searching for local hospices: [nhs.uk/conditions/end-of-life-care/](https://nhs.uk/conditions/end-of-life-care/)

There are also local and national organisations who can provide end of life support services: [connecttosupporthampshire.org.uk/directories&Type=Local](https://connecttosupporthampshire.org.uk/directories&Type=Local) (from the categories tab select: specific needs then end of life) or speak to a health care professional.



## How to get urgent help if needed

### If urgent help is required;

- If you think someone is in immediate danger, help them to get to A&E or call an ambulance on **999**. You can do this whether you are with them in person or not. You will need to be able to give a location.
- Stay with the person if you are able, and continue to talk with them, if you can. It may help to ring Samaritans on **116 123**.

### If the person can keep themselves safe for a short while, but is still in need of urgent help, you could;

- Dial **111** on your phone. It is a free service and is open 24/7.
- Contact their GP surgery and ask for an emergency appointment. Many surgeries are offering these remotely during the coronavirus pandemic.

For further information and links to additional support go to the Every Mind Matters [Helping others](#) page.



## Top tips to look after your mental health and wellbeing

There are simple things we can do to help take care of our mental health and wellbeing during times of uncertainty. Doing so will help us think clearly, and make sure we can look after ourselves and those we care about. For further information search [Every Mind Matters](#).



### Stay connected

Maintaining healthy relationships with people we trust is important for our mental wellbeing. If you can't meet up in person stay in touch by phone, video call or social media.



### Do things you enjoy

Focusing on a hobby, relaxing or connecting with others can help with anxious thoughts and feelings. If you cannot do the things you normally enjoy, think about how you could adapt them, or try something new.



### Talk about your worries

It's OK to share your concerns with others you trust – and doing so may help them too. If you cannot speak to someone you know or if doing so has not helped, there are plenty of [helplines](#) you can try instead.



### Stay on top of difficult feelings

Try to focus on the things you can control, such as your behaviour and who you speak to. [Try some ideas](#) to help manage such as: listening to an audio guide. Seek further support if needed by calling NHS **111** or talking to your GP.



### Look after your body

Our physical health has a big impact on how we feel. Try to eat healthy meals, drink enough water and exercise. Going for a walk or run can help lift your mood and clear your mind.



### Stick to the facts

Find a credible source you can trust – such as [Keep Hampshire Safe](#) and the [NHS](#) – and fact-check information you get from newsfeeds, social media or other people.



### Feel prepared

As the outbreak continues, it can help to work through what changes to government guidelines mean for you. It can help to think through a typical week: how will you continue to be affected and what will you need to do to solve any problems.



### Focus on the present

Focusing on the present, rather than worrying about the future, can help with difficult emotions and improve our wellbeing. Relaxation techniques such as [mindful breathing](#) can also help some people deal with feelings of anxiety.



### Support and help others

Helping someone else can benefit you as well as them. Try to think of things you can do to help those around you.



### Look after your sleep

Good-quality sleep makes a big difference to how we feel mentally. See these [helpful tips](#) on how to make a change.

## How you as a manager can support wellbeing

The next few pages of this guide provide helpful tips to support your conversation with staff and volunteers about their wellbeing.

- As managers we need to be visible, available, and supportive, guiding others to the resources they need. Remember LOOK-LISTEN-LINK.



### Look

for signs that people may be struggling or in need



### Listen

make contact, help them feel calm and actively listen to their needs



### Link

signpost to appropriate support and follow up

- Remember your wellbeing is important too, make sure you make time to look after your own mental health and wellbeing
- The Mental Health Foundation have a useful PDF on [supporting mental health in the workplace](#).



## How you as a manager can support wellbeing

There are practical things as managers we can do to support staff and volunteers and keep 'mental health and wellbeing on the agenda'.



### Lead by example

Send a clear message to your team that their wellbeing matters. Actively encourage others to adopt healthier working habits by working sensible hours, taking annual leave and diarising time to plan and reflect. Encouraging time for lunch, regular breaks, exercise and socialising to boost health, teamwork and mental wellbeing. Model these behaviours to protect your own mental health and wellbeing.



### Connect

Regular one-to-ones and catch-ups promote good working relationships, build mutual trust and encourage wellbeing conversations. Having an 'open-door policy' will help your team feel able to connect. Informal 'tea and chats' can aid conversation or mentoring with those you don't see often.



### Build knowledge and confidence

Familiarise yourself with, and routinely promote, internal and external support and confidential advice available to staff. The Mental Health and Wellbeing Guide for Staff and Volunteers can be shared with your teams, providing an overview of the range of support available along with helpful tips and advice.



### Take stock

Include an agenda item at team meetings and together discuss people's wellbeing and the factors affecting this. Develop a **wellness action plan** to address these. This approach can also be used for individual staff members.



### Clear communication

Poor communication can be a significant cause of stress. Help your team to manage workloads by ensuring work is well defined, communicating clear expectations and agreeing reasonable deadlines. Encourage those working at home to set boundaries between work and personal time.



### Normalise mental health

Touch base regularly with your team to check how they're getting on and think about what might be causing them stress. Create space for them to ask questions and raise issues. Give them permission to talk about home as well as work issues if they wish.



### Allow time to socialise virtually

Schedule virtual coffee breaks, a weekly meet-up, online quiz, or 'drop in' online meetings for staff to chat with others. Build team connections through the week e.g. happy moments Mondays, share a photo Fridays.



### Take advantage of technology

Discover how others are using technology and share tips etc.



## How you can support others' wellbeing

If you know someone struggling with their mental health, there are lots of things you can do. Find out how you can help and support them.



### Express concern and say you can help

Letting someone know that you're worried is a good way to open up a conversation – it shows you care about the person and have time for them.



### Reassure them

The first time someone mentions their worries is a big step. It's good to recognise this and reassure them. Let them know you're there to listen when they need to talk.



### Act as you usually do together

Behaving differently can make someone feel more isolated. Do not be afraid to offer kind words and a space to talk, whether by phone, messaging or in person.



### Offer your time to listen

Listening is an important skill. Ask open questions that start with "how", "what", "where" or "when". This can help people open up. [Listening tips from Samaritans](#)



### Be patient

You will not always know the full story. There may be reasons why they have found it difficult to ask for help. Just being there can be helpful for someone who may want to open up later.



### If they do not want support

Gently explore their reasons for not wanting to get support. If they are unsure whether to get help, just talking and listening without judgement could help work out what's getting in the way.



### Do not force it

Do not force someone to talk to you or get help. This may lead to them feeling uncomfortable, with less power and less able to speak for themselves.



### Look after yourself

It can be upsetting to hear someone in distress. Be kind to yourself and take some time to relax or do something you enjoy. [Remember Every Mind Matters](#)



### Offer practical help

Little acts of kindness can help – message someone or connect with them at a convenient point in the day to check how their day is going. Find out what works for them.

For further information and links to additional support visit: [nhs.uk/oneyou/every-mind-matters/helping-others/](https://nhs.uk/oneyou/every-mind-matters/helping-others/)

## Talking about mental health

As managers, the skills of empathy, flexibility, time, boundaries are essential in supporting others through conversations about their mental health and wellbeing.



### Be clear about boundaries

Be aware of what support and flexibility you can offer. Have a list of resources on mental health and wellbeing ready. If you have relevant personal experience, consider using it if you feel safe to do so, but avoid giving advice. If any topics are difficult for you to engage with, be aware and seek advice.



### Talking tips

When starting the conversation avoid talking about yourself. Be positive and supportive, exploring issues and how you could help. Keep calm, show empathy and encourage them to talk, being aware of any differences in communication styles. Avoid judgemental or patronising responses. Be prepared for some silences and stay patient.



### Actively listen

Listening is vital for every relationship. Listening and hearing are different. We listen passively to all sorts of things, including what our colleagues tell us. If we switch to actively listening and hearing what is being said, the quality of the conversation increases.



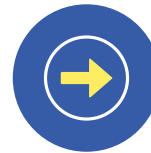
### Make and give time

Make time in your your team for staff to come to you or you to go to them and chat. You'll be able to spot any problems earlier. Give yourself plenty of time so you don't appear to be in a hurry – 10 minutes may be enough but if you need longer then plan this in advance.



### Be present

Take a few moments before the meeting starts to focus on the task in hand. Switch off phones and ensure you won't be interrupted. If you find it difficult to focus and be present, **mindfulness** is an evidence-based method.



### Be clear about what happens next

Recap what you have discussed, agree a time to follow up and ensure you do what you say you will. Provide reassurance that there are sources of support, such as those explained in this guide. Signpost to external support where appropriate.



### Questions to ask – Use open discovery questions such as;

- How are you feeling at the moment?
- You seem a bit down/upset/under pressure. Is everything okay?
- Are there any work-related factors which are contributing to how you are feeling?
- What support do you have at the moment. What might help?
- Have you looked for help anywhere else?
- What would you like to happen? How?
- Is there anything we can do to help?

## Development opportunities aimed at supporting yours and others wellbeing

There are a range of existing universal and targeted mental health and wellbeing training courses available externally for staff, volunteers and managers.

### Awareness raising:

- **Mental Health Awareness** Training for those working in community settings. Free to access. Course length approximately 20 mins
- **Mental Health Awareness Training for volunteers** provides a brief introduction to mental health, understanding dementia and learning disabilities.
- **Zero Suicide Alliance** provides awareness training to aid better understanding of the signs to look out for and the skills required to approach someone who is struggling. Course length varies but approximately 10-20 minutes per module.

### Developing and enhancing skills for staff and volunteers in frontline roles:

- Public Health England's **Psychological First Aid training**, provides tips on supporting the mental health and wellbeing of others during this challenging time. Course length approximately 3x1 hour sessions.
- The '**We need to talk about suicide**' prevention course aims to consolidate existing skills on suicide prevention. Free to access. Course length approximately 60-90 minutes.
- **Connect 5** equips learners with the skills to offer 'guided self-help' to improve a person's mental health and wellbeing, improve their resilience and ability to self-manage

### Further learning:

- **Making Every Contact Count (MECC)** – this free training will facilitate the development of practical skills in having 'supportive conversations' to help people's wellbeing.

