

MENTAL HEALTH CHARTER

NEWS

WELCOME

Welcome to the first edition of our Mental Health Charter News.

We have created this newsletter in support of the Charter.

This newsletter will be on a bi-monthly distribution and it will carry features, news, information and resources to assist the journey to remove the stigma attached to mental health.

As an individual you may find the information personally helpful but you may also be able to use the resources to support someone else or signpost them in the right direction for some support.

We will try and feature a wide variety of topics as we produce further editions.

If you are an employer that has signed the Mental Health Charter, then the newsletter will provide a useful resource to assist you to support your employees.

Throughout each edition, useful downloadable resources and websites are clearly identifiable.

We hope you find the content useful.

Mental Health and Wellbeing Team.



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Have you signed the Mental Health Charter?

Everyone in the workplace has the right to work in an environment that promotes good mental health and wellbeing.

As an employer and service provider, you should work to create a workplace culture that promotes equality of opportunity and respect for those with mental ill health and provide a positive service to people with mental ill health.

Your goal should be to embed the three Charter Principles in your organisational structure to demonstrate leadership in mental health and wellbeing.

The Mental Health Charter is not a set of quality standards or an accreditation but is a voluntary commitment to developing best practice in the workplace.

SIGN UP HERE

What is mental health?

Being mentally healthy doesn't just mean that you don't have a mental health problem.

If you're in good mental health, you can:

- make the most of your potential
- cope with life
- play a full part in your family, workplace, community and among friends.

Some people call mental health 'emotional health' or 'well-being' and it's just as important as good physical health.

Mental health is everyone's business. We all have times when we feel down or stressed or frightened. Most of the time those feelings pass. But sometimes they develop into a more serious problem and

that could happen to any one of us. Everyone is different. You may bounce back from a setback while someone else may feel weighed down by it for a long time.

Your mental health doesn't always stay the same. It can change as circumstances change and as you move through different stages of your life. There's a stigma attached to mental health problems.

This means that people feel uncomfortable about them and don't talk about them much. Many people don't even feel comfortable talking about their feelings. But it's healthy to know and say how you're feeling.

What are mental health problems?

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. The majority of people who experience mental health problems can get over them or learn to live with them, especially if they get help early on.

Mental health problems are usually defined and classified to enable professionals to refer people for appropriate care and treatment.

But some diagnoses are controversial and there is much concern in the mental health field that people are too often treated according to or described by their label. This can have a profound effect on their quality of life. Nevertheless, diagnoses remain the most usual way of dividing and classifying symptoms into groups.

Symptoms

Most mental health symptoms have traditionally been divided into groups called either 'neurotic' or 'psychotic' symptoms. 'Neurotic' covers those symptoms which can be regarded as severe forms of 'normal' emotional experiences such as depression, anxiety or panic. Conditions formerly referred to as 'neuroses' are now more frequently called 'common mental health problems.'

Less common are 'psychotic' symptoms, which interfere with a person's perception of reality, and may include hallucinations such as seeing, hearing, smelling or feeling things that no one else can. Mental health problems affect the way you think, feel and behave. They are problems that can be diagnosed by a doctor, not personal weaknesses.



Mental Health First Aid England

MHFA is the mental health equivalent of physical first aid. The training provides participants with the skills and confidence to recognise the signs and symptoms of common mental health issues and effectively guide a person towards the right support, be that self-help or professional services.

Those who take MHFA courses are not trained to be therapists or psychiatrists but can offer initial support through non-judgemental listening and guidance. MHFA training also teaches people to look after their own mental wellbeing and spreads the important message that we all have mental health.

Work

MHFA England provides expert consultancy and training to over 20,000 workplaces, including schools, universities, the armed forces community, businesses and the public sector. Through its in-house consultancy team and national network of over 1,800 instructor members, MHFA England facilitates and delivers a number of Mental Health First Aid courses, including Youth MHFA, Higher Education MHFA, Workplace MHFA and Armed Forces MHFA.



MHFA England

Whether you already have MHFA England training in your organisation or are considering it, this guide is for you.

MHFA England training is a key component for creating a safe, healthy workplace where the mental health and physical health of employees are valued equally. It gives people the tools to support their own mental health and that of their colleagues, and encourages them to access timely support when needed.

Each of the courses teaches the mental health equivalent of physical first aid, tailored to the particular audience.

MHFA England continually quality assures its training products and applies a robust quality assurance process to all MHFA England instructor members.

Vision

MHFA England is a social enterprise with a vision to improve the mental health of the nation. We will achieve this through our mission to train one in ten people in mental health awareness and skills.

As a social enterprise, we start in the workplace and reinvest in supporting the next generation. We want mentally healthy workplaces for all, and campaign for equality between mental and physical health in the workplace.

MHFA England training gives people the tools to support themselves and each other, so everyone can talk about mental health and seek help when needed. We advocate a whole organisation approach and lead by example.

WEBSITE

mhfaengland.org/organisations/workplace

RESOURCE

Implementing Mental Health First Aiders Guide for employers

Contents

- Welcome
- Lay the groundwork for the whole organisation
- Estimate the support you have in place
- Create a clear policy and role document
- Recruit your Mental Health First Aiders
- Support and develop your Mental Health First Aiders
- Provide your Mental Health First Aiders
- Helpful resources
- Useful links

CLICK THE IMAGE TO DOWNLOAD

MEASURING THE IMPACT OF YOUR WORKPLACE WELLBEING STRATEGY

How healthy is your workplace now?

Understanding where you are on the journey towards a healthy organisation will set the stage for measuring the effectiveness of your investment in mental health.



FACTORS TO CONSIDER

How are mental health-related absences managed in practice? Are they handled the same way as other absences?

What support is available to your employees? How often is it accessed?

Is support offered proactively and early, engaging before the person goes off sick?

What percentage of sickness absence is related to mental ill health?

What policies and procedures are in place for managing absences?

TIP

Revisit this exercise regularly to gauge the impact of your wellbeing strategy and keep informing your policies and procedures.

Is mental health recognised as...



critical to managing business risk?



a boardroom issue?



essential for maximising business performance?



vital to safeguarding people responsibilities?

ATTITUDES TO MENTAL HEALTH

Employee surveys will give you a truer picture of the effectiveness and accessibility of any training and support available to staff. Make sure you understand views and experiences at all levels. There can be a disconnect between senior leaders' impressions of a supportive healthy workplace, and the reality for staff and line managers.

Example questions

Would you know where to go if you needed support with your mental health at work?

Would you feel comfortable speaking to your line manager about mental health if it was impacting upon your work?

For line managers:
How confident would you feel to support a member of your team struggling with their mental health?

TIP

If you are rolling out mental health skills training, our experience shows that trainee surveys will provide you with valuable data:

- Before training
- Directly after training
- At a six month follow up

This can help you to:

- Gauge whether they found the training worthwhile
- Evaluate improvements in attitudes and awareness around mental health
- Track whether they are applying their MHFA skills to support colleagues, identify patterns in circumstances, and evaluate the effectiveness of the outcomes

OTHER SOURCES OF DATA



SICKNESS ABSENCE AND RETURN TO WORK

When stigma is reduced, an initial increase in mental health-related absences is likely as people feel more able to disclose



MENTAL HEALTH FIRST AIDER CONVERSATIONS

Check in regularly with your Mental Health First Aiders, find out how often they are supporting colleagues and what the outcomes are. Look out for patterns across teams which could indicate underlying issues with management or workload



ATTRACTION AND RETENTION RATES

A supportive workplace is a more desirable workplace so you may see a rise in attraction and retention. In exit interviews, ask about wellbeing in the workplace



UPTAKE OF SUPPORT

Track numbers of people accessing Employee Assistance Programmes or other organisational supports. Increased utilisation of EAP means people are proactively seeking treatment, enabling swifter recoveries

To find out more, or to book Mental Health First Aid training for your organisation, visit:
mhfaengland.org/organisations

For more detailed guidance on measuring wellbeing at work, see the report for the City Mental Health Alliance:
'What is good mental health in the city and how do we measure it?'



MHFA England

MHFA ENGLAND SUMMARY OF THE MENTAL HEALTH FIRST AID IN THE WORKPLACE (MENTOR) STUDY



BACKGROUND

Mental Health First Aid (MHFA) is an international programme which trains individuals to recognise the signs of mental ill health in others and offer timely and appropriate support.

MHFA is not specifically a workplace intervention, and only a small number of the 70 studies on MHFA have looked at MHFA in the workplace.

METHODS

Three studies were done as part of this research.

THE FIRST STUDY

The first study used internet searches to find out what mental health and suicide awareness training is available for UK workplaces. The courses were compared on their content, format, duration and cost.

THE SECOND STUDY

The second study surveyed organisations whose employees had received MHFA training using an online questionnaire. Employees were asked questions about how staff were selected to attend MHFA training, how the uptake impact of MHFA was recorded and what the outcomes of MHFA training were for individuals and organisations.

THE THIRD STUDY

The third study interviewed employees from the organisations that had participated in the survey about their experiences and opinions of MHFA training, how they used MHFA skills in the workplace and how Mental Health First Aiders (MHFAiders) were promoted and supported in the workplace.

RESULTS

THE FIRST STUDY

The first study identified four MHFA courses, 25 mental health-related courses and 14 suicide-related courses available for use in UK workplaces. Courses were between 45 minutes and three days long, and were most often delivered face to face. Courses covered a range of mental health-related topics, with shorter courses covering fewer topics in less detail than longer courses.

THE SECOND STUDY

The second study analysed data from 139 employees from 81 organisations and found that:

- The main reasons for their organisation taking up MHFA training was in recognition of the impact of mental health issues (32.4%), and because it was part of the organisation's wellbeing strategy (19.4%)
- Organisations most often invited all employees to attend MHFA training (36.7%), or employees requested (28.8%) or were selected (22.3%) to go on a MHFA course

The MENTOR research aimed to find out:

- ? How workplaces implemented MHFA training
- ? What impact MHFA training had in different organisations
- ? How the impact of MHFA training could best be measured in the workplace
- ? What recommendations could be made to improve MHFA training for the workplace

RESULTS

– After the training:

91% of employees said there was an increased understanding of mental health issues in their workplace

88% reported an increased confidence around mental health issues

87% said more mental health conversations were happening at work

83% noticed an improvement in procedures for signposting to further support

78% said that employees trained in MHFA skills were supporting colleagues

- Employees were made aware of MHFA training and MHFAiders through a range of strategies, including posters, intranet links, email signatures, leaflets and badges.
- Organisations had different strategies for measuring the uptake and impact of MHFA training, but not all employees could give details about this.

THE THIRD STUDY

The third study indicated that participants viewed MHFA training positively and noted that training to refresh their skills would also be welcome. MHFAiders were promoted throughout their organisations in many ways, such as lists of trained members being shown on posters or on the intranet, and events which raised awareness of trained MHFAiders in the workplace. These strategies meant that interviewees who were not trained in MHFA were aware of MHFAiders and their roles.

Some organisations had formal systems in place for employees to access MHFAiders and record instances where they had provided support, and other organisations had networks for MHFAiders to seek support for themselves. Key issues faced by MHFAiders in the workplace included the risk of breaching the confidentiality of the person accessing support, difficulty managing the boundaries of the MHFAider role and difficulty measuring the success of MHFA within an organisation.

CONCLUSIONS

MHFA is one of many different mental health training courses available for the workplace. MHFA appears to be well received in the organisations whose employees were surveyed and interviewed. Participants noted that the training provides increased knowledge about and confidence in addressing mental ill health, and report that MHFA skills are being used in the workplace after the training. The results note that there is a lack of clarity

around how MHFA is implemented in the workplace and how its effectiveness can be measured by organisations

Overall, the research supports the core claims of the MHFA programme, which are to increase mental health awareness, knowledge and confidence in how to support a person experiencing mental ill health and encourage help-seeking behaviour.

MHFA ENGLAND'S NEXT STEPS

In response to the MENTOR study's findings we will now:

Strengthen our existing guidance for those trained as Mental Health Aware (Half Day) and as MHFA Champions (One Day).

Launch the MHFA England refresher training in early 2019.

Use these findings to inform research we are commissioning with the Centre for Mental Health to further investigate the impact of MHFA in the workplace.

For more information on Mental Health First Aid England training in the workplace visit:

mhfaengland.org



Events for October and November

Shropshire Chamber has several events running through October and November as part of our commitment to the Mental Health Charter.

5 OCTOBER

MENTAL
HEALTH
AWARENESS

7 OCTOBER

MENTAL
HEALTH
AWARENESS
FOR MANAGERS

13 OCTOBER

SUPPORTING
OTHERS WITH
MENTAL ILL
HEALTH

29 OCTOBER

NETWALKING
HAUGHMOND
HILL

19 NOVEMBER

INTERNATIONAL
MEN'S
DAY

26 NOVEMBER

NETWALKING
APLEY
WOODS

Click on the event if you wish to book



Shropshire Chamber staff and members Netwalking at the Wrekin earlier this year.

Shropshire Chamber has several pages of resources available on its website.

There are contact details for many organisations, as shown in the example above, and there are also podcasts and videos that may provide some comfort or support in difficult times.



Mental Health and Wellbeing Support Resources

Shropshire Chamber are committed to their Mental Health Charter and to the Shropshire business community. By the provision of the resources below, they attempting to assist an individual who may be seeking help for themselves or a colleague or an organisation supporting their employees. Below you will find a range of resources in the form of website links or documents that are informative and beneficial and can be crucial when someone needs support when it comes to their mental health and wellbeing.

Anytime Help and Support

• Samaritans – Help and support available 24hrs

– Helpline: Call 116 123

– Website: <https://www.samaritans.org/>



Alcoholism

• Alcoholics Anonymous

People come to AA through many different means...choose the path that best suits you.

– Website: <https://www.alcoholics-anonymous.org.uk>

– Free helpline: 0800 9177 650

– Email: help@aamail.org



VISIT WEBSITE PAGES HERE

Their work

Prevention is at the heart of what they do. Their knowledge, informed by rigorous research and practical based study, has been pioneering change for more than 70 years and they aren't afraid to challenge the status quo or tackle difficult or under researched issues.

Their **vision** is good mental health for all.

Their **mission** is to help people understand, protect and sustain their mental health.

Making Prevention Happen

Since 1949, the Mental Health Foundation has been the UK's leading charity for everyone's mental health. With prevention at the heart of what they do, they aim to find and address the sources of mental health problems so that people and communities can thrive.

Their approach

They take a public mental health approach to prevention, finding solutions for individuals, those at risk and for society, in order to improve everyone's mental wellbeing.



The Mental Health Foundation has plenty of resources to support mental health and wellbeing.

The first 'How to' we have decided to feature is 'Support mental health at work' and is 44 pages of very useful information.

The practical things they do

- **Community and peer programmes;** they test and evaluate the best approaches to improving mental health in communities and then roll them out as widely as possible.
- **Research;** they publish studies and reports on what protects mental health and the causes of poor mental health and how to tackle them.
- **Public engagement;** they give advice to millions of people on mental health. They are most well known for running Mental Health Awareness Week across the UK each year.
- **Advocacy;** they propose solutions and campaign for change to address the underlying causes of poor mental health.

WEBSITE

mentalhealth.org.uk

World Mental Health Day

The World Health Organisation recognises World Mental Health Day on **10 October every year**. This year's theme set by the World Federation for Mental Health is 'Mental Health in an Unequal World'.

RESOURCE

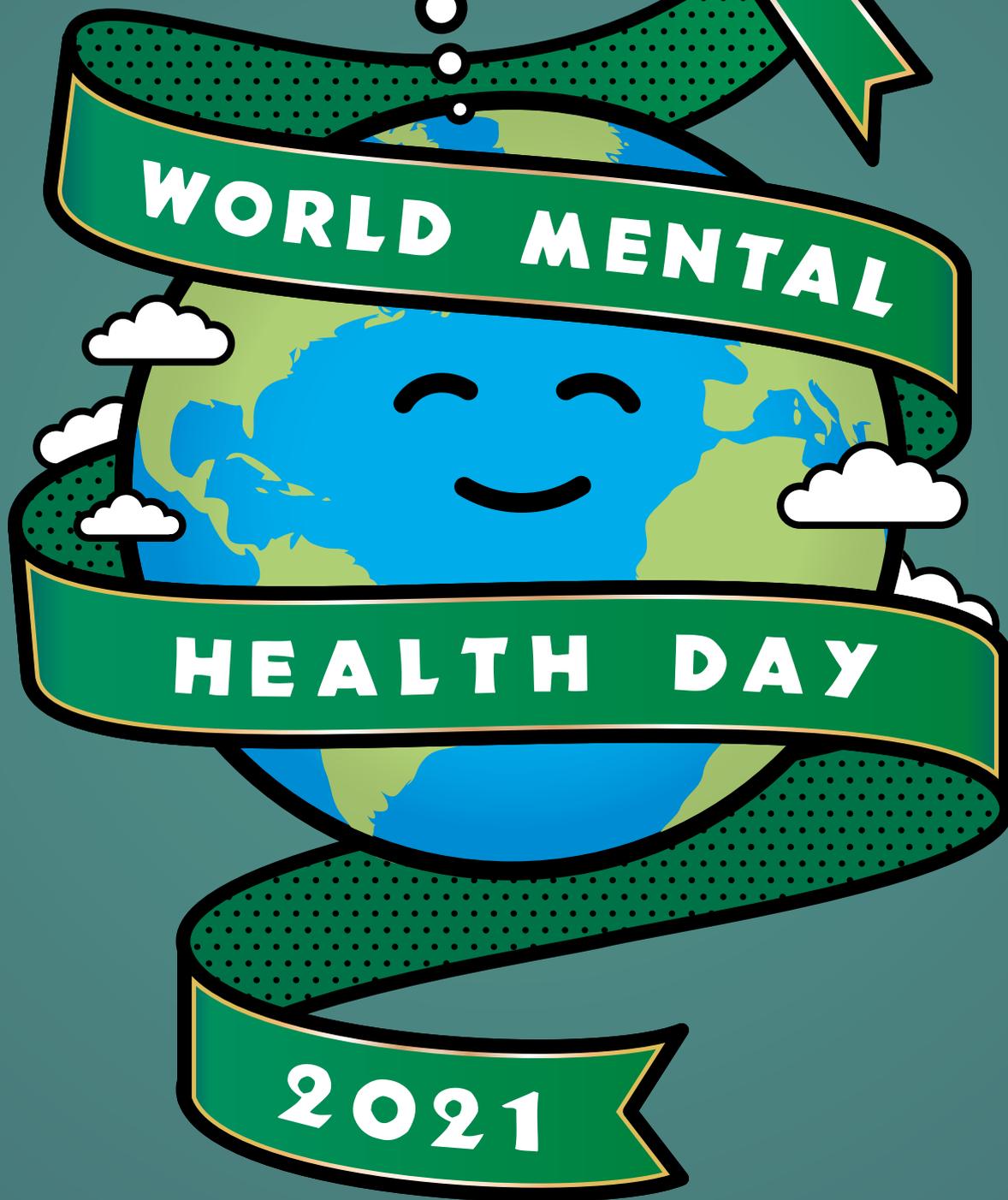
How to...

Support mental health at work



CLICK THE IMAGE TO DOWNLOAD

Sunday 10th
October is...



Zero Suicide Alliance

Who they are

They are a members-led charity campaign hosted by Mersey Care NHS Foundation Trust dedicated to preventing suicide.

They work in collaboration with NHS trusts, non-profit organisations, local authorities, businesses and individuals to raise awareness of suicide and its contributing factors. They aim to break the stigma that surrounds suicide and enable leaders to drive meaningful action to help prevent suicide in the UK and beyond.

What they do

They provide free suicide prevention training that teaches people how to identify, understand and help someone who may be experiencing suicidal thoughts.

They develop evidence-based ZSA Resources to support community and organisational leaders to understand the factors that contribute to suicide, enabling them to drive targeted action to help prevent suicide.

They are committed to learning how others have implemented effective interventions and share best practice in our case study section and resource library.

They support psychological wellbeing in the workplace through education, events and consultancy.

What they stand for

- Empowering all people to take positive action against suicide.
- Learning from each other and sharing best practice for suicide prevention.
- Using and advocating for data and research as a fundamental foundation to drive real change.
- Promoting positive change as part of national standards and clinical guidelines.

WEBSITE

zerosuicidealliance.com/training

The ZSA logo is displayed in a large, orange speech bubble. The letters 'ZSA' are in a bold, grey, sans-serif font.

Back row: Rachel Owen, Josh Carpenter and Alison Gray
Front row: Hollie Jones, Kelly Roberts and Nicola Clinton

Staff members at Shropshire Chamber have taken the ZSA training.

Alison Gray, marketing and communications manager said, "I am delighted that other members of the team have joined me in taking the training.

"I completed the modules earlier in the year, the in-depth module only takes around 30 minutes to complete, but you will definitely gain some skills and the confidence to help someone who may be considering suicide.

"Let's break the stigma and encourage open conversations about it."



ONE LIFE LOST

IS ONE TOO MANY...

TAKE THE TRAINING

Because over the course of a year, 6,507* people died by suicide in the UK. That's nearly 16 people EVERY day.

20 minutes is all it takes.

Take the training at zerosuicidealliance.com

*Source: Office for National Statistics (2019)

Action for Happiness

Action for Happiness is a movement of people committed to building a happier and more caring society. They want to see a fundamentally different way of life - where people care less about what they can get just for themselves and more about the happiness of others

They bring together like-minded people from all walks of life and help them take practical action, drawing on the latest scientific research. They are backed by leading experts from diverse fields including psychology, education, economics and social innovation.

Members of the movement make a simple pledge: to try to create more happiness in the world around them.

They provide ideas and resources to enable people to take action at home, at

work or in their community.

Many of its members form local groups to take action together.

They have no religious, political or commercial affiliations and welcome people of all faiths (or none) and all parts of society.

They have a host of resources on their website including their monthly action calendars.

WEBSITE

actionforhappiness.org



Click the image to download the Action for Happiness October Calendar

Optimistic October 2021

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
4 Start your day with the most important thing on your to-do list	5 Be a realistic optimist. See life as it is, but focus on what's good	6 Remind yourself that things can change for the better	7 Look for the good in people around you today	8 Make some progress on a project or task you have been avoiding	9 Share an important goal with someone you trust	10 Take time to reflect on what you have accomplished this week
11 Avoid blaming yourself or others. Find a helpful way forward	12 Look out for positive news and reasons to be cheerful today	13 Ask for help to overcome an obstacle you are facing	14 Do something constructive to improve a difficult situation	15 Thank yourself for achieving the things you often take for granted	16 Put down your to-do list and do something fun or uplifting	17 Take a small step towards a positive change you want to see in society
18 Set hopeful but realistic goals for the week ahead	19 Identify one of your positive qualities that will be helpful in the future	20 Find joy in tackling a task you've put off for some time	21 Let go of the expectations of others and focus on what matters to you	22 Share a hopeful quote, picture or video with a friend or colleague	23 Recognise that you have a choice about what to prioritise	24 Write down three specific things that have gone well recently
25 You can't do everything! What are your three priorities this week?	26 Find a new perspective on a problem you face	27 Be kind to yourself today. Remember, progress takes time	28 Ask yourself, will this still matter a year from now?	29 Plan a fun or exciting activity to look forward to	30 Identify three things that give you hope for the future	31 Set a goal that brings a sense of purpose for the coming month

ACTION FOR HAPPINESS Happier · Kinder · Together



Do you have a Domestic Abuse Workplace Policy?

A Workplace Policy will include:

-  Clear workplace policies & procedures.
-  How to respond to disclosures.
-  How to manage risks in the workplace.

Contact training@havenrefuge.org.uk to find out more.

NEWS

If you haven't yet signed the Mental Health Charter, please come and find our stand at the Business Expo '21 at Shrewsbury Town Football Club on October 14



Maisy Owen
Managing Director
MO Management Consultancy



Charlotte & Wendy Brook
Merulae Ltd



Neal Hooper
Managing Director
AICO



Andy Begley
Chief Executive
Shropshire Council



David Sidaway
Chief Executive
Cllr Shaun Davies
Leader
Telford & Wrekin Council



Chris Pallett
Managing Director
Bespoke Computing

Some of the organisations who have signed the Mental Health Charter



Shropshire
Chamber of
Commerce



Merulae
"With you through it"

SIGN UP HERE