

Mental Health & Wellbeing



March 2022

Inspired :
to care ●●●●●
Your journey to a career in social care

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To access our members area scan the QR code above or visit: www.inspiredtocare.co.uk/members-area/

Introduction

Wellbeing is the state of being comfortable, healthy and happy. This comes with a combination of all aspects of an individuals life. Wellbeing is now more important than ever. With any change can come unease in your situation let alone a global pandemic. Through this toolkit we will look at many ways you can support your colleagues and make sure you are looking after your own health and wellbeing.

Why is wellbeing important?

"The average number of sick days in the UK relating to mental health conditions is 17.5." (Manktelow, 2020).

"More than **33%** of sandwich carers providing at least 20 hours of adult care per week report symptoms of mental ill-health, compared with **23%** of those providing fewer than five hours each week." (ONS, 2019).

"Around **76%** of those providing fewer than five hours of adult care say they're satisfied with life, while just 10% are dissatisfied. Meanwhile, **74%** of the general population are satisfied with life, with **16%** saying they're dissatisfied." (ONS, 2019).

Post pandemic there has been a wide range of issues reported relating to wellbeing from the social care workforce these include:

- **Isolation**
- **Burnout**
- **Grief for loss**
- **Loneliness**
- **Anxiety**
- **Financial worries**
- **PTSD**

What can gain from looking after staff health and wellbeing?



Improved retention



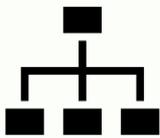
Reduction in staff sickness



Increase in staff referrals



Workforce happy / feel valued



Ensure continuity & quality of care



Improve brand awareness



Improved attraction



Increase in productivity

The Mind Charity conducted some research into wellbeing within the workplace and found:

- More than one in five (21%) agreed that they had called in sick to avoid work when asked how workplace stress had affected them.
- 14% agreed that they had resigned and 42% had considered resigning when asked how workplace stress had affected them.
- 30% of staff disagreed with the statement 'I would feel able to talk openly with my line manager if I was feeling stressed'.
- 56% of employers said they would like to do more to improve staff wellbeing but don't feel they have the right training or guidance.

This brings a strong case to the importance of wellbeing and stress management and may be linked to retention issues within our own sector.

The New Normal

Over the last few years we have all had time to reflect on the world around us and our own lives. Things have changed and work isn't the main focus of many peoples lives anymore. This is why it is important to look at the work / life balance of your staff and colleagues if we do not reassess how our sector works we run a risk of losing them to more structured roles.

Availability Forms

A big part of our recruitment process is availability and availability forms but how often do we ask people to work outside of their normal schedule? By recruiting in a way that staggers working hours this can reduce the need for working outside of hours. Sometimes we know this isn't avoidable so try rotating who is "oncall" for out of hours work.

Scheduling

Mainly one for Dom Care providers but scheduling using your rota system can let your colleagues know when they are due to work in advance. Many system now allow notifications to be sent if a schedule has been altered to keep everyone up to date as it is happening.

The right to disconnect

More companies are currently starting to adopt a new way of working. The right to disconnect has always been difficult within social care as having an oncall phone allows companies to contact their staff at any point of the day. By respecting your staffs time out of work you will build trust and a feeling of security that time off is time off. Once again we know this can be difficult but try one single text message rather than phone calls and only once to maintain work / life balance.

Below is a template text that could be used when engaging outside of hours:

"Hi (Name) sorry to bother you whilst you are off,
We have a few calls available (tonight/tomorrow),
If you are able to help out please do let us know,
If not enjoy your time off! You deserve it!"

The four day week

You may have heard about the study being conducted by Oxford and Cambridge University. Many companies through out the UK are taking part in an experiment to see the productivity of employees who have reduced down their days to 4 per week. The results look positive with employees willing to increase their hours during the days they do work and productivity has been extremely high! The issue with this is social care would need to change their routine with regards to availability working on a 4 days on 3 days off rota may be the solution.

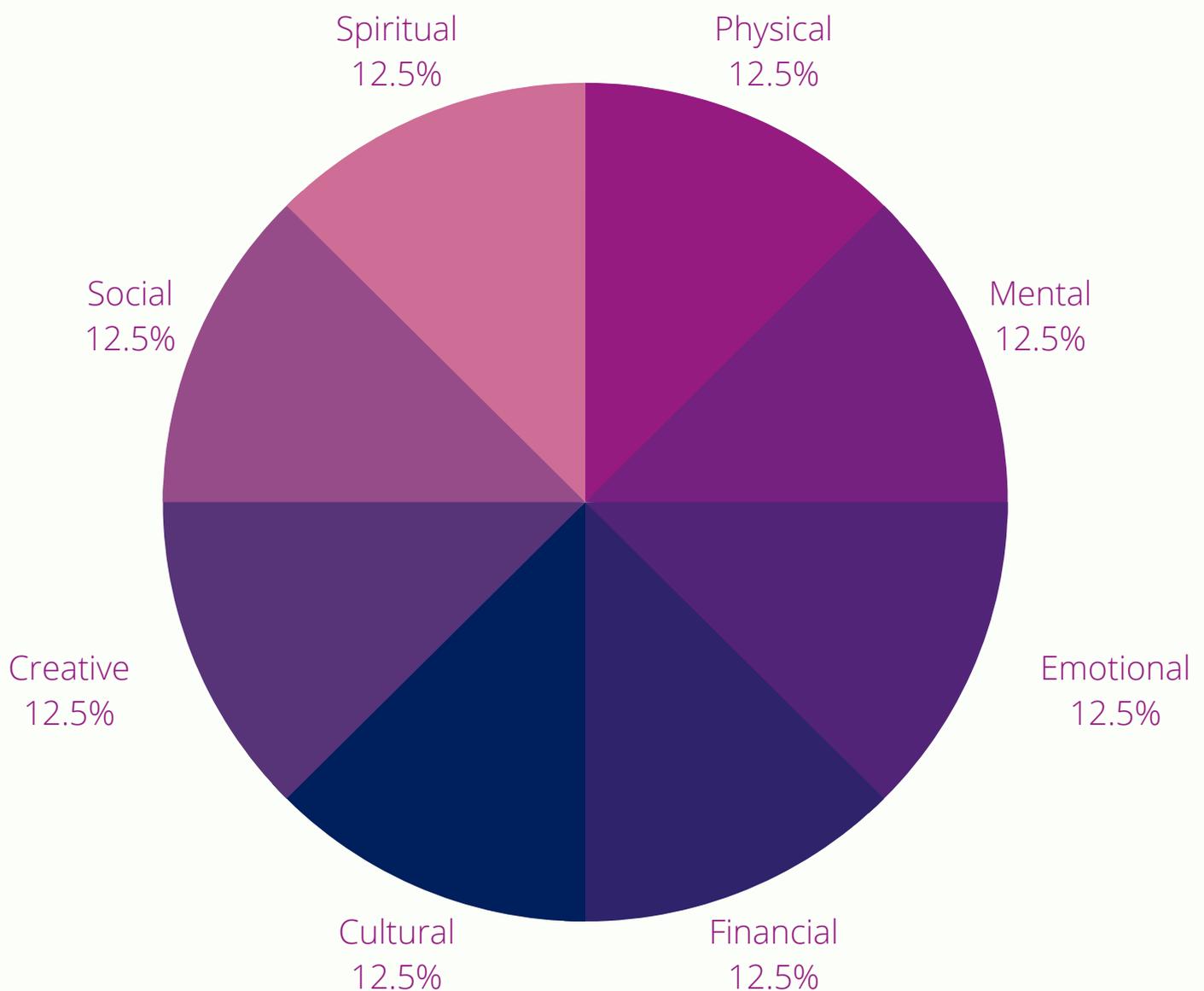
Introverts / Extroverts / Ambiverts

| Extrovert | Ambivert | Introvert |
|---|--|--------------------------------------|
| Enjoys spending time with others | Enjoys others, but needs alone time | Enjoys spending time alone |
| Is outgoing | Can be outgoing in the right context | Is reserved |
| Prefers to work on teams | Can be on teams after working independently | Prefers to work independently |
| Likes to talk things out with others | Can process outloud or internally | Likes to process internally |

The world is made up of many different types of people. But it seems the social care sector has the most introverts! Adapting practices to suit individuals and their needs can have a massive impact on an individuals wellbeing. Consider asking this at supervisions and taking a note of who might enjoy different kinds of team building activities.

Types of Wellbeing

There are so many different aspects of Wellbeing to be considered when looking at yourself and others around you. Although you may focus on each one individually it is important to assess each and treat them as equally important.



Physical Wellbeing

Physical well-being is much more than good health. It is the direct result of lifestyle choices and our behaviours around sleep, diet, physical activity, hygiene, and relaxation that achieve or derail optimal functioning. Do you wake up full of energy and optimism for the day and feel confident about your ability to handle whatever comes your way? Or are you often distracted by pain, headaches, discomfort, and fatigue? Maybe you struggle to complete tasks because you feel foggy or run out of steam. Physical well-being drives all of that.

It can be tempting to say “that’s just the nature of working long hours” or “I’m not as young as I used to be,” and assume you can’t feel better or perform better or that everyone else feels just the same. But physical well-being can be improved. You can have chronic illness or disability and still have well-being. The decisions and the actions we take affect strength, appearance, hardiness, longevity, happiness and your ability to achieve your goals!

How to support with physical wellbeing:

There are many different ways employers can encourage and look after their colleagues wellbeing.

- Create healthy competition - Devices such as Fitbit or apple watches have a function in which you can challenge others to beat your daily step counts. Use this to your advantage and split the staff into 2 balanced teams.
- Encourage time away from their desks - This can be beneficial for many different reasons such as eye sight, mental breaks and general physical health such as exercise and back pain.
- Speak openly about your food habits - Lightening the mood of talking about food habits can be helpful for those who struggle with their relationship with food and physical health.

- Respect diets and pre plan - Many offices have a tradition of some sorts that involves bringing cake or snacks into the work environment. Although this is great for staff morale and can show appreciation for those you work with. It can have a darker side for someone trying to diet or have food restrictions. Situations such as this can bring pressure to them to break their diet or eat something they will regret. Pre planning for alternatives can be a great way of accommodating those needs.

Top Tip: Visit the Inspired To Care members area for fun handouts and have a go at in your work environment such as Chair Yoga!

Mental Wellbeing

Mental wellbeing doesn't have one set meaning. We might use it to talk about how we feel, how well we're coping with daily life or what feels possible at the moment. Good mental wellbeing doesn't mean you're always happy or unaffected by your experiences. But poor mental wellbeing can make it more difficult to cope with daily life.

Some ideas to support mental health in the workplace include:

- Set up a casual one on one chat over coffee in a relaxed / neutral place such as the park or a coffee shop. Encourage them to talk about what's happening for them without getting into work related territory or about performance. This shows you care and have a genuine interest in them and their lives without being intrusive.
- Let people know that they can come to you and talk to you as you are there to support them. As actions speaker louder, demonstrate this by leaving your office door open when practical to show you are approachable.

- Encourage a Team huddle – so at least once a week at a regular and consistent date and place, invite all team members to huddle, especially if the team is dispersed across projects. At the huddle everyone calls out their plans one by one for the whole week including their, worries, expectations and support needs. This is a really effective way of encouraging peer support and creates opportunities for people to work together if working with same set of clients / groups.
- Create an environment that allows your colleagues to relax in their time off. Encourage 10 – 15 minutes before the end of each day to write down their to do list for the next day before they leave this allows individuals to not have to worry about work whilst they are at home.
- Go through their lists with them and offer advice or help with tasks they are unsure about. Many roles within social care can feel isolating so having someone else to talk to about their role can clear stress and form a sense of security.
- Allow time for mental health breaks. Everything can become a bit much at times e.g. an impending CQC inspection. Allow time for everyone to have a minute and make sure they are taking breaks. Once its over and done with why not have an easy day?

Activity: Think about your supervision and appraisal forms you use in your workplace. What additional questions would you add to ensure you are checking in on your colleagues mental health and wellbeing?

Use the Inspired To Care Mental Health Report along side your supervisions to take a deeper look into your colleagues mental health and how you can support them.

Emotional Wellbeing

In the previous segment, we discussed what mental health is and proactive ways in boosting and managing our mental wellbeing. Often mental health and emotional wellbeing get confused as being one area of wellbeing. Whereas they are separate entities that work together in a synergy.

Samaritans regards Emotional Wellbeing as the process of managing and expressing our own emotions, thoughts, and feelings as well as acknowledging those of others. Also, as the ability to cope and adapt in our daily environments and life.

Emotional Imbalance

Emotional Imbalance is described as a tug-of-war between your head and heart. It can provoke an emotional, mental, or physical reaction to any situation in life where you are unable to cope and acclimatize yourself to the changes that occur in a 'reasonable manner'. An emotional imbalance could be a temporary feeling or situation in your life, or it could be something more consistent and serious. This would indicate that yourself or another is struggling with mental health issues such as depression, anxiety or PTSD. The two general sides or explanations of emotional imbalance is either our emotions become all-consuming, or we restrict or banish feeling any emotions at all.

Top Tip: Within our members area there are many resources which can help with wellbeing.

Symptoms that arise from an imbalance of your emotional wellness could include but not limited to:

- Irritability
- Lack of appetite
- Stomach or headaches
- Muscle tension
- Sleeping too much or too little
- Avoiding their friends or family
- Behavioural/mood changes
- Lack of motivation
- A build up in life stressors such as bill repayments, breaks up, job or family issues.
- Excessive consumption of alcohol or other substances.

The C.I.A Model

The Control-Influence-Accept model was created by Neil and Sue Thompson in their book *The Critical Reflective Practitioner*. It has been a useful tool across all areas of employment as it can be used to dismantle difficult or overwhelming situations by shifting your focus and efforts to where they will have the most impact.

Here are three steps in how to respond to a troubling situation:

1) **Control** – Describe the situation you are in and how is it negatively impacting you. Identify the areas in which you can control, for example, if yourself or an employee is struggling to complete a minute task on time see which deadlines you can extend and try allocating appropriate resources to the problem.

2) **Influence** – Even when you cannot control what is happening, you can influence it. This step can be achieved through you sharing specialized knowledge or you may know someone that could help with the issue. However, be sure to use this step positively, you do not want to use/manipulate people to serve your own needs. This is damaging to relationships and reputation.

3) **Accept** – Sometimes things happen that we cannot control nor influence, events such as the pandemic. Accepting the life, you live in the present enables you to respond with maturity, openness, and perceptiveness - all qualities that help your priorities and be practical in a situation where you have limitations. This step emphasises the power response, un-sticking yourself from the mud and moving past the problem.

Menopause

Up to a third of women will experience severe menopausal symptoms that can impact on their quality of life. It is in the work context that women often report greater difficulty in managing symptoms and can feel embarrassed and unable to disclose their menopausal status, fearing they may be stigmatised for being menopausal.

The most commonly reported difficulties that menopausal women report at work include poor concentration, tiredness, poor memory, feeling low/depressed and lowered confidence. Problematic hot flushes at work have also been linked to women having a higher intention to leave the workforce.

Employers are being encouraged to offer awareness and support to this population of employees and British Menopause Society has brought together resources to help both employers and employees.

National survey – The results



In May 2016, a survey conducted by Ipsos MORI, on behalf of the British Menopause Society (BMS), revealed that one in two women aged 45-65 had gone through the menopause within the past ten years without consulting a healthcare professional. This is despite women surveyed reporting on average seven different symptoms and 42% saying their symptoms were worse or much worse than expected.

50% of women aged 45-65 who have experienced the menopause in the past 10 years, had not consulted a healthcare professional about their menopause symptoms.



This despite women reporting on **average seven symptoms** and **42% feeling their menopause symptoms** were worse or much worse than they suspected.



50% of women said their menopause symptoms had **impacted their home life**.

Many experienced symptoms they did not expect, including:

22% unexpected sleeping problems/insomnia

20% difficulty with memory/concentration

18% experienced unexpected achy joints

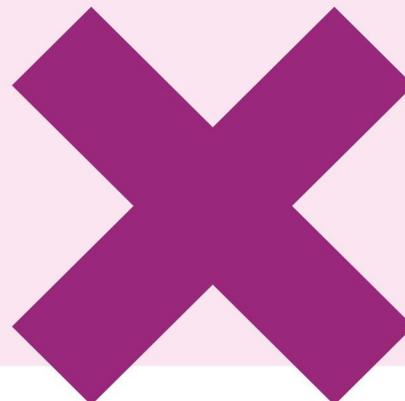
More than a third

said their menopause had **impacted their work life**.

79% of women surveyed experienced hot flushes and **70%** experienced night sweats



36% women said their menopause symptoms **impacted their social life**



50% reported their menopause symptoms **impacted their sex life**

Women's Health Concern

For further details – please visit

www.thebms.org.uk or telephone **01628 890 199**

BMS
British Menopause Society

A woman's relationship with the menopause is complicated...

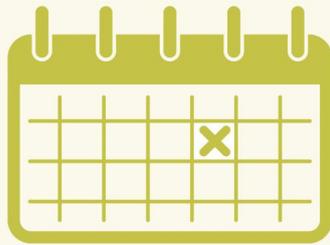


Three quarters of women* in the United Kingdom say that the menopause has caused them to change their lives and more than half say it has had a negative impact on their lives.**

Work can be a struggle

45%

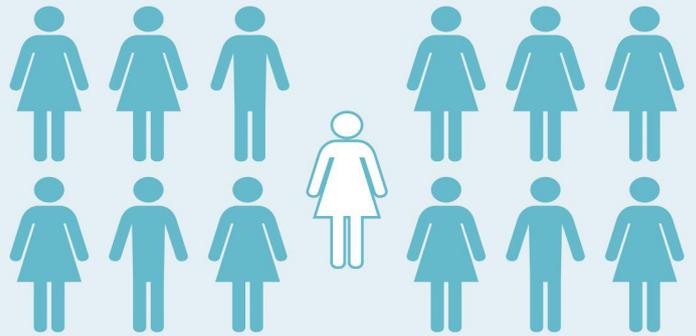
of women say they feel their menopause symptoms have had a negative impact on their work



47%

who have needed to take a day off work due to menopause symptoms say they wouldn't tell their employer the real reason

Social lives can take a back seat



Over **33%** of women feel less outgoing in social situations

32% of women feel they are no longer good company

23% of women feel more isolated

Sex can be off the menu

51%

of women say that their menopause has affected their sex lives



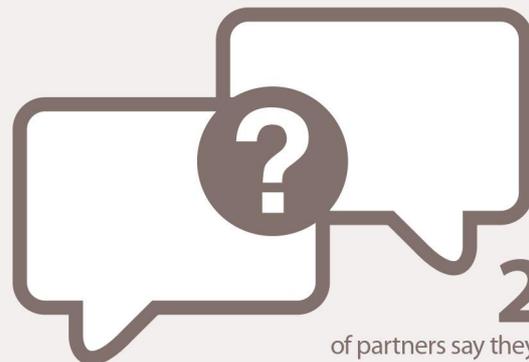
42%

of women also say they just didn't feel as sexy since experiencing the menopause

Partners are left feeling helpless

38%

of partners say they feel helpless when it comes to supporting their partner through the menopause



28%

of partners say they often end up having arguments "because they don't understand what she is going through"

* Either currently experiencing menopausal symptoms OR have experienced menopausal symptoms within the last ten years.

** Whose menopause symptoms strongly affected their life.

About the findings in this infographic: On behalf of the British Menopause Society, Edelman Intelligence conducted online interviews with 1,000 adults in the UK (698 women and 302 men) who were aged 45+ and either peri-menopausal, menopausal or post-menopausal or partners of those who are in a relationship with a woman who is either peri-menopausal, menopausal or post-menopausal, nationally representative of the online population in terms of regional spread.



For further information and support, including our telephone and email advisory service – please visit

www.womens-health-concern.org



Supporting staff through the menopause

It's important for employers to support staff through every stage of the menopause. Having early and regular follow-up conversations with staff to understand their needs can help make sure support and procedures are in place so they can continue to do their job effectively.

Employers should consider how the person's job role and responsibilities could make their menopause symptoms harder to deal with, for example if:

- They work long shifts
- They cannot take regular toilet breaks
- Their job requires restrictive clothing
- Their job does not have much flexibility
- There are several steps employers can take to make sure they have early conversations with staff and find solutions before problems arise
- Might have problems with emotional regulation

For the menopause, a risk assessment should include, for example:

- the temperature and ventilation of the workplace
- the material and the fit of the organisation's uniform, if there is one, and whether it might make staff going through the menopause feel too hot or worsen skin irritation
- whether there's somewhere suitable for staff to rest if needed, for example a quiet room
- whether toilet facilities are easily accessible
- whether cold drinking water is available
- whether managers and supervisors have been trained on health and safety issues relating to the menopause

Financial Wellbeing

Financial wellbeing is how people feel about the control they have over their financial future - and their relationship with money. It's about focusing on the things that make their life enjoyable and meaningful both now and in retirement. It's an integral part of creating a healthy workplace where people can flourish, reach their potential and make a significant contribution to their organisation's performance, while evidence clearly links financial wellbeing to both employee wellbeing and performance. There's also, of course, the moral argument: we should take action because it is the right thing to do.

Start to make a difference:

1

Let your workforce know that they can get free, confidential and independent money and debt advice from the government's money and pensions advice team.

2

Make sure your workforce is fully aware of all the benefits you currently offer and how to make the most of them.

3

Begin a dialogue with employees and line managers about the financial challenges and opportunities faced by them and the business. This will show your concern and help to break down the stigma associated with money problems.

Contracts

The biggest way to create financial security in social care is to move away from zero hour contracts. The biggest issue with zero hour contracts is having no fixed income: With no set hours, how much you earn will vary each week. While you might have lots of work one week you might find yourself with much less the next. This makes it very difficult to plan for the future and also makes it hard to do positive life choices such as getting a mortgage. Although most have a scheduled rota which can vary very little this does not mean much to lenders who would see a chance of missed payments in the future.

Contracted hours allows for peace of mind when working. Not every company can commit to weekly guaranteed hours but have you considered a yearly hours contract? These allow for some weeks with reduced hours if needed with the recipient still getting their monthly wages. If you need any advice on contracts feel free to contact your Inspired To Care lead.

Other Aspects Of Wellbeing

- **Spiritual Wellbeing** – Relates to an individual's wellbeing in relation to faith and belief.
- **Cultural Wellbeing** – Relates to someone's origins or traditional practices this can also include connection to their own community.
- **Developmental Wellbeing** – Someone's need to upskill, educate and develop themselves.
- **Creative Wellbeing** – Relates to someone's need to create and be artistic within their daily lives.
- **Social Wellbeing** – Humans are social beings this could be a need for family connections as well as friendship groups and allies.

Top Tip: Learn more about these aspects by visiting our members area!

Making Every Contact Count (MECC)

Making Every Contact Count (MECC) aims to reduce the proportion of people with key preventable risk factors such as poor housing, obesity and poor oral hygiene and utilise those millions of day-to-day interactions that we have with people to support healthier lives.

MECC is an effective behaviour change technique that gives staff the confidence and competence to have meaningful very brief and brief conversations with people on topics relating to their health and wellbeing and then have the knowledge and ability to signpost and/or refer to appropriate preventative services such as stopping smoking services.

Making Every Contact Count enables organisations and individuals to alter how they interact with people through learning how to recognise opportunities in their conversations to talk to people about their wellbeing.

It's about 'what matters to Sarah' instead of 'what is the matter with Sarah'



Top Tip: Visit the Healthy Conversation Skills (HCS) website for resources and additional toolkits.

www.healthyconversationskills.com

Healthy Conversation Skills (HCS) Training

Healthy Conversation Skills (HCS) training allows staff to help people address their own health and well being. Everyday we have conversations with people everyday and all these conversations provide opportunities to potentially plant a seed to support someone to make a behaviour change in order to improve their health and wellbeing.

There are different levels of training that can be accessed:

1. Option 1 for training is the 45 minutes self-directed eLearning accessed via the Healthy Conversation Skills (HCS) website
2. Option 2 covers the key messages around MECC Healthy Conversation Skills training, delivered either virtually or face to face. This training explores the practical skills of having a conversation and supporting people in their behaviour change.
3. Train the Trainer - This training enables you to deliver the HCS training and embed MECC within your team/organisation, with support from existing trainers within Leicestershire



Healthy
Conversation Skills
Making Every Contact Count +

Top Tip: High quality training is available through the HCS Website scan the QR code or visit the website below to learn more and enroll!

<https://www.healthyconversationskills.co.uk/training>



Amica

Who are Amica?

Amica Staff Counselling and Psychological support services is a NHS based staff counselling service. They provide confidential telephone and face to face counselling services to more than 60,000 public sector employees and some private sector.

We all need a little help to deal with the changes and challenges in our lives from time to time, whether they are work-related or personal. Amica also understand that there is increased demand and expectations on our professional and personal lives. This creates tremendous pressure, the kind of pressure that doesn't always stop at the end of the working day.

Sometimes the stressors and strains can become too much. This is where Amica Staff Counselling Service can help. Amica helps address many issues ranging from workplace stressors to personal via telephone, face to face and group counselling. At times you may require legal advice and support and Amica can offer solicitor details to you to make the process more accessible.

Counselling Service

The Amica Service, alongside quality counselling and psychological support services, provides access to free debt advice and debt management. Amica is associated with three experienced local solicitor practices and these legal services offer 30 minutes of free legal advice (with any further advice provided at a discounted rate). Confidentiality is the key to their success and any limitations in regard to confidentiality are discussed with the Amica counsellor.

A team of qualified counsellors and psychotherapists are very experienced in workplace counselling and are available to support individuals and groups of staff when needed. Employees can talk to Amica about any difficulties that they are faced with e.g. workplace stressors and personal issues.

Amica Website

The Amica website is a brilliant place to start when looking into your staffs wellbeing. There is so much information available for us to access and many services which you can begin to take part in.

Visit: www.amica-counselling.uk

The image is a collage of screenshots from the Amica website. At the top left, a screenshot shows the 'Wellbeing Workshops' page, featuring a navigation menu with 'COUNSELLING', 'SERVICES', 'ABOUT US', and 'CONTACT US'. The main heading is 'Wellbeing Workshops' in orange. Below it, text states: 'Since April, to help you through these difficult times, our usual face-to-face weekly workshops on stress reduction and mindfulness (see below) have moved online. Plus we've put together some useful training videos based on what we believe is most useful for all of us right now.' A sidebar on the left lists navigation options: 'Back to 'Counselling'', 'COVID-19 and your mental health', 'National NHS Support Line', 'Phone and videocall contact', and 'Wellbeing Workshops' (highlighted in pink).

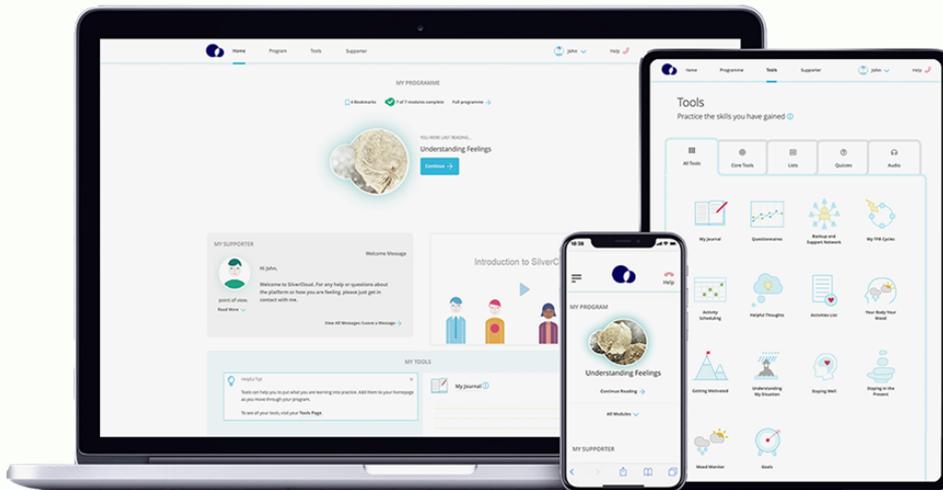
In the center, another screenshot shows the 'SilverCloud - free online wellbeing programmes' page. It features the same navigation menu and sidebar. The main heading is 'SilverCloud - free online wellbeing programmes' in orange. Below the heading is the SilverCloud logo (a blue and green cloud) and the text 'SilverCloud Digital Mental Health Platform'. Three key benefits are listed: 'Easy to access' (Access programmes anytime on any device), 'Login, learn & practice' (Build new skills), and 'Easy to use' (82% of people find the programmes easy to use).

At the bottom left, a photograph shows a woman smiling, with the caption 'Staff Counselling and Psychological Support Services' below it.

At the bottom right, a screenshot shows the 'Mindfulness-Based Stress Reduction (MBSR)' page. It features the same navigation menu and sidebar. The main heading is 'Mindfulness-Based Stress Reduction (MBSR)' in orange. Below it, text states: 'Amica is pleased to be able to introduce you to this Mindfulness Based Stress Program it is a highly effective programme and grounded in scientific evidence it has come to you through the efforts of a number of people: Gary Waterhouse the Deputy Head of Amica has trained with Trainers from University Massachusetts Medical School, Gary was fortunate to come across Dave Patter an MBSR Trainer and who generously provided this online format; finally it is through the efforts of the web team at the LKI that we have brought the program in-house.' Below this, it says: 'This online MBSR training course is 100% free, created by a fully certified MBSR instructor, and is based on the program founded by Jon Kabat-Zinn at the University of Massachusetts Medical School.' At the bottom of this screenshot is a video player for 'Palouse' with a 'Watch later' button and a 'Share' icon.

The Silvercloud App

SilverCloud provides both supported and self-guided health and wellbeing programmes. Supported programmes provide extra guidance and one on one encouragement to those who need additional support. The self-guided option allows people to work through programmes at their own pace and in their own time. Our mental health and wellbeing programmes are available 24/7, from any smartphone, tablet, or computer.



Mental Health Programmes

- Anxiety
- Depression
- Anxiety & Depression
- Insomnia & Sleep
- GAD
- Health Anxiety



Chronic Condition Programmes

- Chronic Pain
- Diabetes
- COPD
- CHD



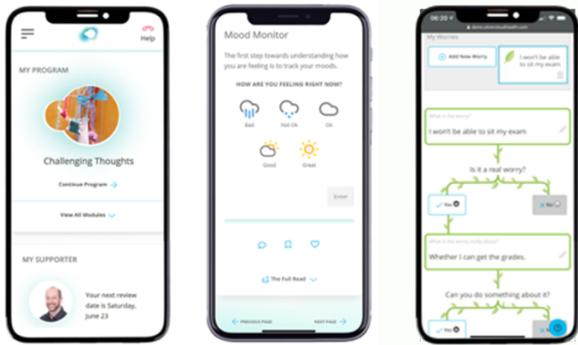
Wellbeing Programmes

- Covid
- Resilience
- Stress
- Perinatal Wellbeing
- Positive Body Image
- Money Worries
- Alcohol

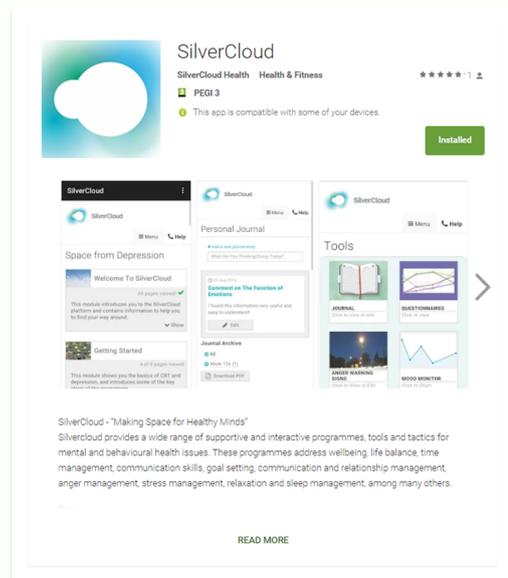
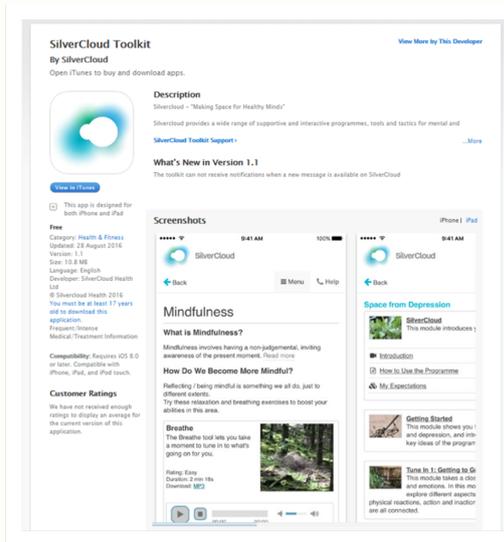


Children & Young People Programmes

- Anxiety (for adolescents)
- Supporting an Anxious Child (for parents, carers and teachers)
- Supporting an Anxious Teen (for parents, carers and teachers)



Interactive tools are included throughout the programmes — proven to help individuals better manage their symptoms and provide immediate feedback and encouragement to continue engaging.



The SilverCloud App is available in both the Apple app store and Google app store.

Open an account

<https://llrhub.silvercloudhealth.com/signup/>

What can the outreach team offer?

- Outreach clinics within care sector settings, where staff can come and speak to a worker.
- Offering advice to staff of health and wellbeing initiatives across LLR.
- Signpost into Amica Counselling services should any staff member feel the need for confidential support away from their work environment.
- Online tools on a platform called Silver cloud, which can be accessed by all staff, covering themes/modules around anxiety, stress, sleep and we can offer a further enhanced service where a member of Amica staff can offer email support on Silver Cloud
- Videos and programmes on resilience and mindfulness.

The Wellbeing Hub

The mental health and wellbeing of our staff across health and social care is of paramount importance. COVID-19 continues to present unprecedented challenges. We have come together to ensure that everyone in our valued workforce has the support they need, when they need it, through an enhanced staff support offer. The Staff Mental Health and Wellbeing Hub will support the entire health and social care workforce of Leicester, Leicestershire, and Rutland (LLR). The hub is run by experienced clinicians, offering anonymous and confidential psychological support, counselling, and emotional advice.

What does The Wellbeing Hub do?

- The Wellbeing Hub provides services across the Health, Emergency Services and Social Care Services in Leicester, Leicestershire and Rutland.
- Staff mental health and wellbeing hubs were set up during the COVID-19 pandemic to provide health, emergency services and social care colleagues rapid access to assessment and local evidence-based mental health services and support where needed. Their roll out was announced in February 2021, with 40 hubs across the UK. All of these hubs are now live.
- The hub offer is confidential and free of charge for all health, emergency services and social care staff.
- 24/7 Helpline, 365 days of the year - rapid access for all staff, from low-level talking therapy to IAPS level 4. Max wait of 5 days.
- Staff can contact the hub by telephoning the main Helpline 0116 2544388 or the Social Care Helpline 0333 2300139 by email mhwb.hub@nhs.net or visiting the hub website anonymously.
- Rapid access from low level therapy to IAPS level 4

- Provide and support local, national and organisational offers
- Mental health toolkits for managers, peer support etc
- Occupational health, trauma risk management (TRIM)
- The hub can provide colleagues with a clinical assessment and referral to local service enabling access to support where needed, such as talking therapy or counselling. This is separate and confidential from your organisation.
- It is open to all health, emergency services and social care staff, from all services and settings regardless of whether they are dealing directly with COVID-19 patients or not. Staff can self-refer or refer a colleague (with their consent).
- The hub is a place for staff to access services, support and documentation for mental health and wellbeing advice. Our aim is to provide signposts to those who need assistance. We encourage those that need help to seek it at the earliest opportunity. The hub will allow you to access bespoke support and guidance services, from one place, supplied by the organisations that employ you.
- **The service is free and confidential.**
- The hub also provides events through the year for staff to gain a better understanding of the hub services available to them including guest speakers and clinicians from the hub.
- If you would like the MHWB team to attend a team meeting to give an overview of the hub services please contact the team via email. The team would be delighted to come and meet you and your team to spread the word about this great service.

Where is the Hub?

The Hub is based within the grounds of Leicester Royal Infirmary and is currently located opposite accident & emergency.



**Staff Mental Health
& Wellbeing Hub.**

Supporting staff across Leicester, Leicestershire & Rutland

Useful Helplines

Mental Health

Amica

<http://www.amica-counselling.uk/>

0116 254 4388

Monday – Sunday: 8:30AM – 8:30PM (365 days a year)

Lamp

<https://www.lampadvocacy.co.uk/>

info@lampdirect.org

0116 2556286

Samaritans

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

0800 069 6222

Text support: FRONTLINE to 85258

Monday – Sunday: 7AM – 11PM

Addiction

Frank

<https://www.talktofrank.com>

0300 123 6600

Text support: 82111

24 hours a day

Turning Point

<https://mychoice.leicester.gov.uk/Services/2030/Turning-Point>
llreferrals@turning-point.co.uk
0330 3036000

Debt Advice

Money Advice Plus

<https://www.moneyadviceplus.org.uk/>
advice@moneyadviceplus.org.uk
info@moneyadviceplus.org.uk
08081 963699
Mon-Thur 9.00am – 5pm Fri 9.00am – 4pm

Surviving Economic Abuse

<https://survivingeconomicabuse.org/>
info@survivingeconomicabuse.org
0808 1968845
9am–5pm Monday to Thursday

Domestic Abuse

Surviving Economic Abuse

<https://survivingeconomicabuse.org/>
info@survivingeconomicabuse.org
0808 1968845
9am–5pm Monday to Thursday

References

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11th September 2020

Office of National Statistics (2019)

<https://cy.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/articles/morethanoneinfoursandwichcarersreportsymptomsofmentalillhealth/2019-01-14>
14th January 2019