Mental Health: Tackling the Taboo
Claire Foster, Training and Consultancy Project Manager, MIND Cymru

Iechyd Meddwl: Mynd i’r Afael â’r Tabŵ
Claire Foster, Rheolwr Prosiect Hyfforddiant ac Ymgynghoriaeth, MIND Cymru
We’re Mind Cymru, the mental health charity. We’re here to make sure anyone with a mental health problem in Wales has somewhere to turn to for advice and support.
MIND CYMRU: TACKLING THE TABOO

NHS WALES CONFEDERATION CONFERENCE 2014

CLAIRE FOSTER, TRAINING AND CONSULTANCY PROJECT MANAGER
Thousands of sick days are taken by NHS staff because of stress and anxiety

A Freedom of Information request showed that thousands of workers every year take more than seven days off for mental health conditions
A PICTURE FROM WALES - TAKING CARE OF BUSINESS SURVEY (MARCH 2013)

• WORK IS THE MOST STRESSFUL FACTOR IN PEOPLE’S LIVES

• ONE IN FIVE PEOPLE TAKE A DAY OFF SICK BECAUSE OF STRESS - ONLY 2% CITE STRESS AS THE REASON FOR THEIR ABSENCE

• 72% FELT THEY COULDN'T TELL THEIR BOSS IF THEY WERE OVERLY STRESSED

• OF THE 23% WHO HAVE A DIAGNOSED MENTAL HEALTH PROBLEM, ONLY HALF HAD TOLD THEIR BOSS
OPEN AND SUPPORTIVE WORKPLACES BENEFIT EVERYONE

- The goals of creating a mentally healthy workplace and increasing employee engagement are interdependent.

- If you look after staff mental wellbeing, staff morale and loyalty, innovation and productivity will rise.

- Open and supportive workplaces benefit everyone – employees, employers and the bottom line.
BEST PRACTICE FOR EMPLOYERS

A COMPREHENSIVE MENTAL HEALTH STRATEGY WILL CREATE AN OPEN AND SUPPORTIVE WORKING ENVIRONMENT

THREE-PRONGED APPROACH

1. PROMOTE WELLBEING
2. TACKLE WORK-RELATED CAUSES OF MENTAL HEALTH PROBLEMS
3. SUPPORT EMPLOYEES WITH MENTAL HEALTH PROBLEMS
PROMOTING WELLBEING

- Get mental health on the agenda - talk about wellbeing regularly
- Strong leadership - positive, open and clear culture which values staff
- Send a message - get leaders to support lunch breaks and sensible hours
- Create space for staff to raise issues - home as well as work
- Invest in your staff - prioritise learning and development
- Encourage peer support and buddy systems

Mind Cym
for better mental health
a blaid gwel iechyd meddal
TACKLING WORK-RELATED CAUSES

• ROUTINELY TAKE STOCK OF MENTAL HEALTH AND WELLBEING

• ENSURE LINE MANAGERS ARE SUPPORTED AND CONFIDENT ON MENTAL HEALTH

• PROMOTE A CULTURE OF REGULAR ONE-TO-ONES – BUILD MENTAL HEALTH AND WELLBEING INTO THESE PROCESSES (NORMALISE IT)

• TREAT PEOPLE AS INDIVIDUALS – LINE MANAGERS SHOULD FLEX THEIR MANAGEMENT STYLE TO SUIT THE NEEDS OF THE STAFF MEMBER AND THE TASK

• ORGANISE WORK EFFICIENTLY AND EFFECTIVELY AND CLEARLY COMMUNICATE RESPONSIBILITIES AND EXPECTATIONS
SUPPORTING EMPLOYEES

• CREATE A CULTURE THAT ENABLES DISCLOSURE

• DEVELOP TAILORED SUPPORT FOR INDIVIDUALS WHEN NEEDED. A USEFUL TOOL IS DEVELOPING AN ACTION PLAN THAT COVERS:

- IMPACT OF MENTAL HEALTH PROBLEM ON PERFORMANCE

- WORKPLACE TRIGGERS AND EARLY WARNING SIGNS

- STEPS FOR THE LINE MANAGER TO TAKE...
WORKPLACE ADJUSTMENTS

- FLEXIBLE WORKING
- CHANGE OF WORKSPACE
- CHANGES TO BREAK TIMES
- CHANGES TO ROLE (TEMPORARY OR PERMANENT)
- INCREASED MANAGERIAL SUPPORT
- RETURN-TO-WORK POLICIES (E.G. PHASED RETURN)

Mind Cym
for better mental health
a blaid gweli iechyd meddwl
FIVE WAYS TO WELLBEING

BE ACTIVE

LEARN

TAKE NOTICE

CONNECT

GIVE

Mind Cym
for better mental health
a blaid gwyl iechyd meddwl
DEVELOPING AND IMPLEMENTING A STRATEGY

• CARRY OUT A POLICY REVIEW
• TAKE STOCK OF MENTAL HEALTH IN YOUR WORKPLACE
• DEVELOP AN ACTION PLAN
• BUILD TEMPERATURE CHECKS INTO THE ORGANISATION’S CULTURE
• ROUTINELY CARRY OUT REVIEWS
CARRYING OUT A POLICY REVIEW

• Do you have clear policies to support wellbeing and manage stress?

• Is mental wellbeing at the heart of other policies relating to staff wellbeing?

• Review policies for performance management, disciplinary action, recruitment, change management and redundancy

• Review policies that relate to workplace culture such as equality, diversity, inclusion and bullying and harassment
Taking stock

Key areas to consider:
- Employee experience
- Organisational culture
- Your approach to mental health
EMPLOYEE EXPERIENCE

• ARE WORKLOADS MANAGEABLE?
• DO EMPLOYEES HAVE A SAY?
• ARE ROLES, RESPONSIBILITIES AND EXPECTATIONS CLEARLY DEFINED?
• ARE EMPLOYEES GIVEN OPPORTUNITIES FOR PERSONAL DEVELOPMENT?
• WHAT MANAGERIAL STYLE IS PROMOTED?
• IS THE PHYSICAL WORK ENVIRONMENT APPROPRIATE?
ORGANISATIONAL CULTURE

- IS A GOOD WORK/LIFE BALANCE PROMOTED?
- ARE LEADERS VISIBLE AND ACCESSIBLE?
- HOW IS CHANGE MANAGED?
- IS COMMUNICATION OPEN, EFFECTIVE, MANAGEABLE AND RESPONSIVE?
- ARE POSITIVE RELATIONSHIPS PROMOTED?
- IS INCLUSION PROMOTED?
YOUR APPROACH TO MENTAL HEALTH

- **How is mental health talked about?**
- **What policies and practices do you have in place?**
- **Are managers confident about mental health?**
- **What are staff perceptions?**
- **What support is provided for staff experiencing a mental health problem?**
- **Do you know how many of your staff have experienced a mental health problem?**
NEXT STEPS - HOW MIND CYMRU CAN HELP

- MIND CYMRU WORKPLACE - TRAINING AND CONSULTANCY

- BESPOKE MENTAL HEALTH TRAINING

- MENTAL HEALTH FIRST AID (WALES) - NHS INSTRUCTORS

- ASIST

- SAFETALK
NEXT STEPS - HOW MIND CYMRU CAN HELP

• LOCAL MINDS - COUNSELLING SERVICES, JOB RETENTION SERVICES
• MIND INFOLINE AND LEGAL ADVICE SERVICE
• INFORMATION ON MIND WEBSITE
• FREE RESOURCES INCLUDING WEBINARS FOR EMPLOYERS AND EMPLOYEES

mind.org.uk
NEXT STEPS – HOW TIME TO CHANGE WALES CAN HELP

Time to Change Wales
The first national campaign to end the stigma and discrimination faced by people with mental health problems in Wales.

• TALK TO TTCW ABOUT HOW WE CAN HELP
• COME FORWARD – SHOW COMMITMENT AND SIGN OUR PLEDGE
• SHARE GOOD PRACTICE AND SPREAD THE WORD
Next steps - How Time to Change Wales Can Help

- **Time to Change Wales Advert**

  Time to Change Wales

  The first national campaign to end the stigma and discrimination faced by people with mental health problems in Wales.

- **Mike and Catherine: Being Extraordinary**

  Mind Cymru

  for better mental health
THANK YOU FOR LISTENING!

TO FIND OUT MORE:

MIND.ORG.UK/WORK FOR GENERAL INFORMATION AND RESOURCES ON MENTAL HEALTH AT WORK

FOLLOW US @MINDCYMRU

CONTACT:

TRAININGWALES@MIND.ORG.UK

029 2039 5123