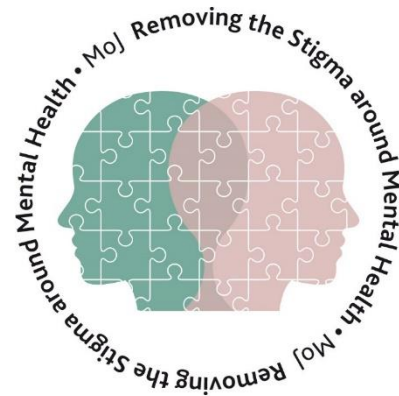




PAM
Wellbeing

Mental Health Allies Training

Part 2 - Virtual Workshop



Ministry
of Justice



HM Prison &
Probation Service



INVESTORS
IN PEOPLE





- **Re-cap Part 1 & Role of a MH Ally**
- **Introductions and Discussions**
- **What the programme has already achieved**
- **How You Can Help**
- **Dealing with a Crisis**
- **Promoting Your Own Wellbeing**
 - **PAMLife**
- **Sign-posting to Further Support**
 - **PAM Assist**



- In May 2017 MOJ launched the Mental Health Strategy and Action Plan. This was then superseded by the MoJ H&W 'Be Well' Strategy 2019-21.
- This Be Well Strategy supports MoJ's commitment to supporting staff experiencing mental health difficulties and takes forward the Healthy Mind strand of the MoJ Be Well Strategy.
- The Strategy also supports MoJ's commitment 'Improve the existing support on managing mental health within the Civil Service'.
- You are part of a programme of Mental Health Allies that will;
"listen, empathise and help a person realise they are not alone in facing anxiety or depression or any other associated mental health condition"

Introductions

Your Role



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- Give information to help employees make **informed choices** on the options available to them.
- **Empower** the individual so that they understand their situation more clearly, and have the confidence to make the choices that are right for them.
- Abide by the **confidentiality** rules detailed in the Framework
- **Challenge stigma and raise mental health awareness** within the workplace



- **Making a Diagnosis** of a person's Mental Health
- **Providing Treatment or Medical Advice, or allow a dependency to develop with individuals**
- Taking an active role in the resolution process (including investigating complaints and grievance proceedings).
- **Making judgements** or trying to establish the facts of the case.
- Trying to **influence an employee's decision** about whether to take action.
- Act in an official capacity, **but as part of a staff-led group.**



- *What have you been doing so far that fits the role of a MH Ally in and outside of work.*

- *Any questions/comments/thoughts that have come forward so far, from Part 1?*

Part 1 Objectives: Recap



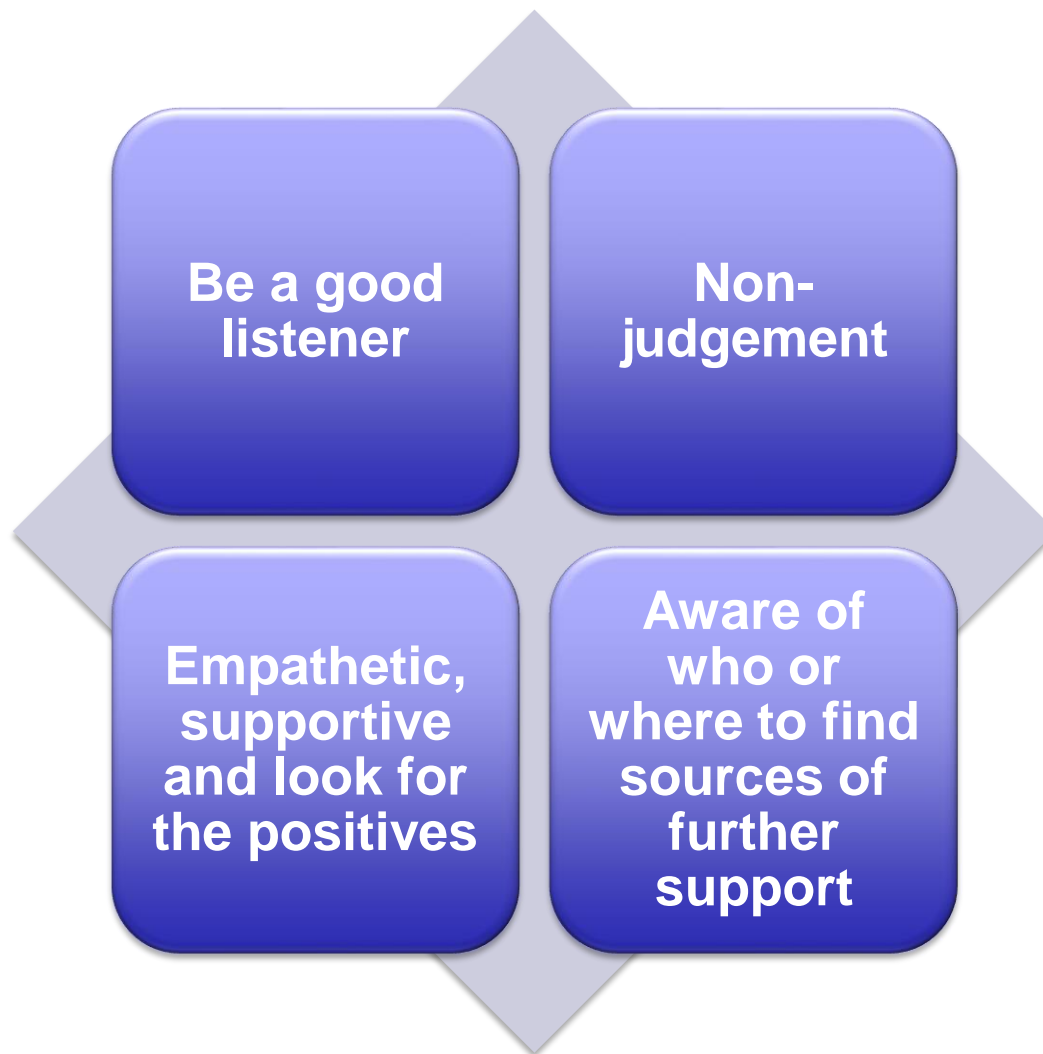
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- Introduction to the Mental Health Allies Programme
- The Role of a Mental Health Ally
- Mental Health Allies and Care Teams
- Understanding Mental Health
- Introduction to Mental Health
- Prevalence
- What affects mental health
- Stigma
- Mental ill-health

Comfort Break...

PART 2

How You Can Help...





In order for individuals to feel comfortable in being as open as possible, Allies are governed by the following confidentiality rules.

All information shared during discussions is kept confidential and is not divulged to other people, unless:

- The individual has expressly consented to an Ally talking to someone on their behalf. Any decision to disclose information should be fully documented and written consent received from the person concerned.
- The individual gives concern that they might seriously harm themselves or others.
- Disclosing personal information may be justified as in the public interest if failure to do so may expose others to a risk of death or serious harm.
- Such a situation might arise, for example, if a disclosure will be deemed to be necessary for the prevention, detection or prosecution of serious crime, especially crimes against the person.

If the above is necessary, report the situation to your own line manager who will refer such incidents to senior managers within HR

Use a 4-Step Approach



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- Encourage the individual to look into different Wellbeing tools and techniques (books, Mindfulness, Exercise...)
- Encourage to draw upon support from friends, family and work colleagues (i.e. telling a manager)

Remain open
and
approachable

- Consider your judgements
- Are you having the conversation in an appropriate space and at the right time?
- Assess for any immediate danger e.g. suicidal, panic attack, traumatic event

Encourage the
person to get
appropriate help

Listen and
communicate
non-
judgementally

- Think about what support you have available.
- Discuss a range of options e.g. speaking to GP, confidential helplines, EAP's.
- And if they don't want help? Explore why with them.

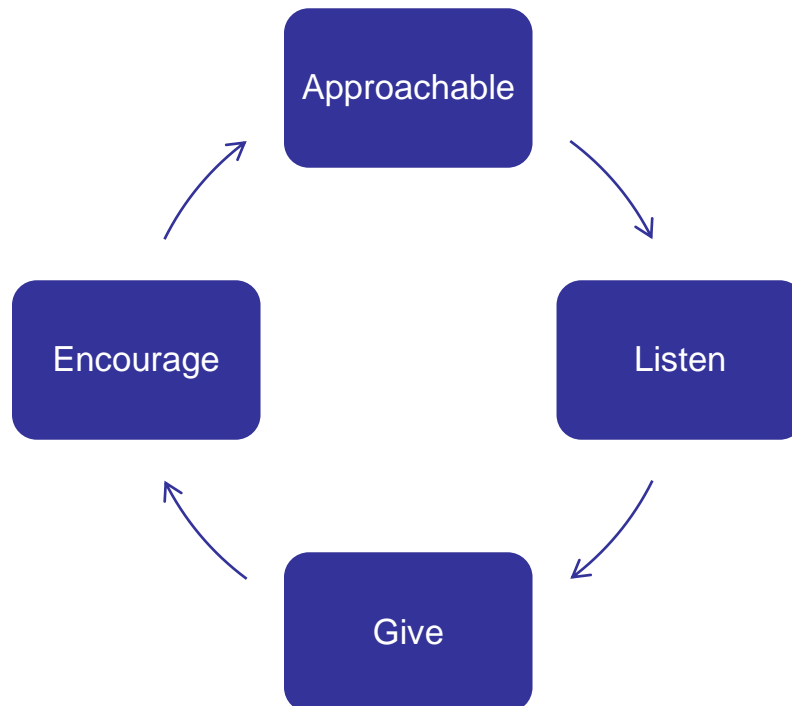
Give support
and information

- Ask appropriate, clarifying questions
- Reflect back
- Consider your body language and eye contact
- Avoid confrontation unless necessary in an emergency

Case Study 1



A member of staff who has recently separated from their long term partner. They are experiencing financial hardship and having difficulty concentrating when at work. The concerns are heightened as they have indicated thoughts of suicide.



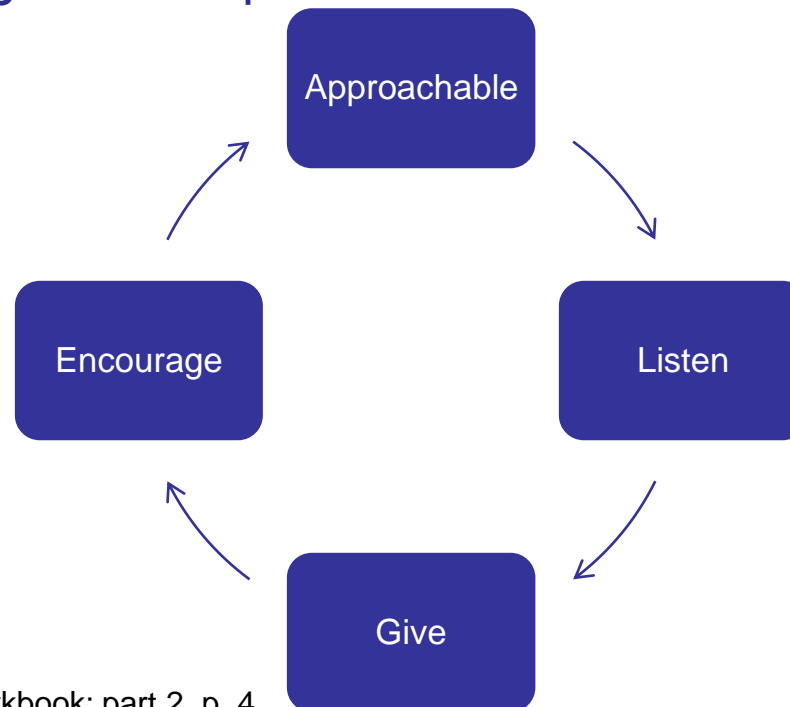
Consider:

- Are there are immediate dangers?
- What questions could you ask?
- Will the answers to your questions depend on what action you then take?
- Where could you signpost the individual to? What support is available?

Case Study 2



A member of staff has recently been diagnosed with depression following a family bereavement. They have made a self referral to counselling services and is receiving new medication from their doctor. They find it difficult to get out of bed on a morning and their line manager has expressed concerns.



Consider:

- Are there are immediate dangers?
- What questions could you ask?
- Will the answers to your questions depend on what action you then take?
- Where could you signpost the individual to? What support is available?

Supporting a person in crisis
or distress

How to Assist in a Suicidal Crisis

MHFA England



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MHFA England (2016)

How to help someone at immediate risk of suicide:

1. Ensure your own personal safety

- Don't get involved physically if the person is distressed and threatening
- Call for assistance (see step 3 below), particularly if someone is threatening to self-harm or threatening harm to others.
- Observe from a safe position until help arrive

2. Ensure the person is not left alone

- Stay with the person if you think that the risk of suicide is high or
- Arrange for someone to be with them while they get through the immediate crisis.

3. Arrange immediate help

- Phone their GP and ask for an emergency home visit or
- Call 999 or
- Call the Samaritans on 116 123 (24 hours a day)

How to Assist in a Suicidal Crisis

MHFA England



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MHFA England (2016)

- 4. If the person is consuming alcohol or drugs, try to discourage them from taking anymore.**

- 5. Try to ensure that the person does not have ready access to some means to take their life.**

- 6. Encourage the person to talk**
 - Listen without judgment
 - Be polite and respectful
 - Don't deny the persons feelings
 - Don't try to give advice
 - Give reassurance that help is available (BUT DON'T MAKE PROMISES!)

How to Assist in a Suicidal Crisis

Listening Tips



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- Be patient and calm
- Listen to the person without expressing judgement, accepting what they are saying **without agreeing or disagreeing** with their behaviour or point of view.
- Remember that these problems are not due to laziness or weakness – the person is unwell and trying to cope.
- Ask open-ended questions to find out more about the suicidal thoughts, feelings and problems behind these.
- Show that you are listening by summarizing what the suicidal person is saying.

How to Assist in a Suicidal Crisis

What to Avoid



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- It is common to feel panic or shock when someone discloses thoughts of suicide, but it is important to avoid expressing negative reactions.
- Do your best to appear calm, confident and empathetic in the face of suicide crisis as this may have reassuring effects for the suicidal person.

How to Assist in a Suicidal Crisis

Important 'Don't's'



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Don't:

- ...argue or debate with the person about their thoughts of suicide.
- ...discuss with the person whether suicide is right or wrong.
- ...use guilt or threats to prevent suicide (e.g. don't tell the person that they will go to hell or ruin other people's lives if they die by suicide).
- ...minimize the suicidal person's concerns.
- ...give glib 'reassurances' such as "don't worry", "cheer up", "you have everything going for you" or "everything will be alright".
- ...interrupt with stories of your own.
- ...'call their bluff' (dare or tell the person to 'just do it').
- ...attempt to give the suicidal person a diagnosis of mental ill health.

Wanting to Harm Others



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In very rare circumstances, an individual may express an intention to harm others. An Ally should:

- Try to remain as calm as possible and do not become physically engaged.
- In the case of an immediate threat ensure your own safety by withdrawing from the immediate area and try and ensure other people are not in danger.
- Call the police and inform the local security/site lead.
- In the case of an expressed intention which does not pose an immediate threat, it may be appropriate to talk to them about why they are feeling like they are, and explore whether they have a plan, alternative ways of dealing with the situation, etc.

If you remain concerned, inform them that you will need to inform someone about the situation and discuss with EAP/ line manager.

Crisis & Emotional Support Helplines for everyone



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- If you, or someone you know is in a mental health crisis and needs medical help fast:
 - Ring 999 to contact the emergency services
 - Go to your nearest A&E department

- Samaritans: provide emotional support.

Phone: 116 123 (Freephone, 24 hrs a day, 7 days a week)

Email: jo@Samaritans.org

Website: www.Samaritans.org

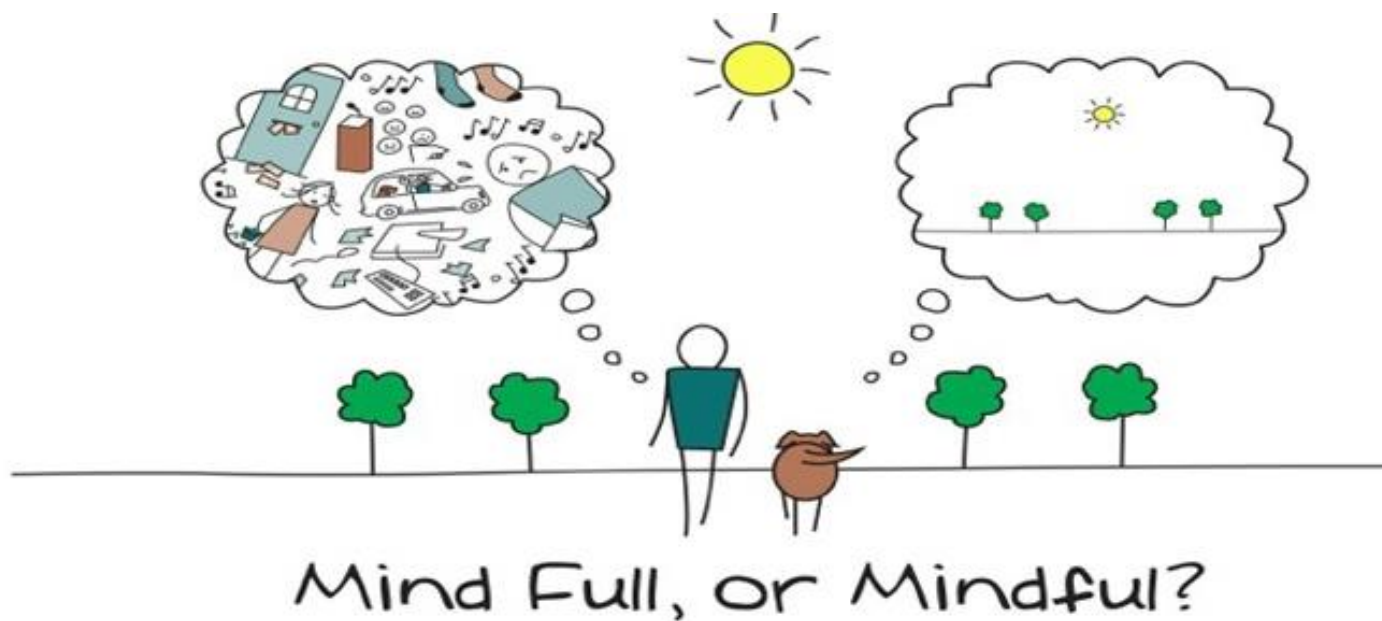
Comfort Break...

Promoting Your Mental Wellbeing...tools and techniques

- Mindfulness



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Mind Full, or Mindful?

It is paying attention to the present moment in a non judgemental way.





- **Maintain stable blood sugar levels** to reduce 'sugar crashes'.
- **Ensure optimum levels of Omega-3**
- **Selenium** found in Brazil nuts, oily fish and oats has been shown to decrease anxiety and improve mood.
- **Ensure good levels of Vitamin D**



- Exercise



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- Exercise such as yoga, can improve heart rate patterns by **activating the body's "rest and relaxation" response** and relieving stress.
- Moderate exercise such as jogging or gentle cycling can have a positive effect on mood by **balancing stress hormones** within the body.





Steps to Improve Your Sleep

- 1. Adopt a consistent bed time**
Maintains the timing of your internal clock.
- 2. Create the Right Setting**
Cool, dark comfortable environment.
- 3. Find inner calm**
Practise deep breathing, read, stretch.
- 4. Digital Disconnect**
Shut off technology an hour before bed.
- 5. Avoid Alcohol**
You have had a long busy day. A drink or two will help you sleep, won't it?



- Five Ways to wellbeing



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- Research has shown that resilient, more positive people tend to practice these things regularly, as part of their daily life.
 - **Connect with others** - They go out of their way to stay in contact with old friendships, deepen the relationships they have and actively seek to meet new people.
 - **Learn something new** - They see life as an adventure, seek new hobbies or interests and enjoy having new experiences.
 - **Practice mindfulness** - They focus on the present, pay attention to the moment and find time to relax.
 - **Take part in physical activity** - This boosts mood and productivity.
 - **Give** - It is rewarding to find ways to serve the world around you.



1. Visit www.pamlife.co.uk
2. Register using your organisation code: justice
3. Complete your Wellness Assessment

POSITIVE
ACTIVE
MOTIVATED

**GET
THE
APP**



Summary



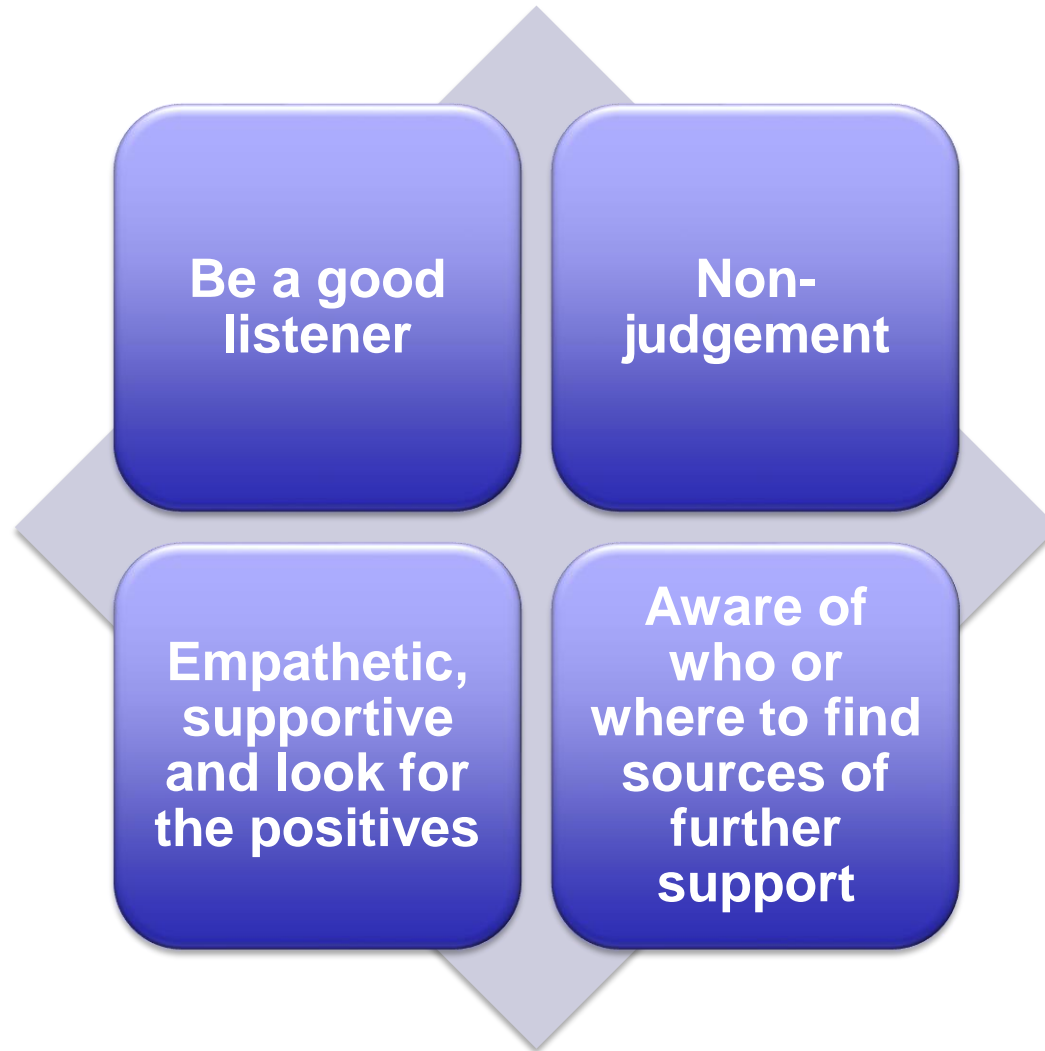
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- Mental health conditions can affect one in four people throughout their lifetime.
- We must take care of our mental health in the same way we take care of and seek help for the rest of our body.
- There are many different types of mental health conditions, and people can experience a range of symptoms with their diagnosis.
- Prioritise your own mental health and wellbeing, help to reduce stigma in your team culture, and address any concerns early on. Keep up to date with your company's policies and procedures.
- With the right support, mental ill health can be managed and sometimes prevented.

Summary: Your Role



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- What will you do as a Mental Health Ally?
- How can you work together, as a group?
- What extra support may you need?



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Any Questions?

Further Support,
Resources & EAP...

Documents to know



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- Stress awareness and management policy – For information about the duty of care as a manager, employee responsibility, potential causes of stress and potential solutions to reduce stress and build resilience.
- Individual stress awareness guidance
- Mental Health Allies Framework
- Keep up to date with support offered in the workplace
- Stress awareness intranet page
- Your Mental Health Allies Intranet Page:
<https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/mental-wellbeing/mental-health-allies/>

Additional Information – MoJ Links



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- Employee Assistance Programme (EAP) - <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/employee-assistance-programme/>
- Mental Wellbeing pages of the intranet <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/mental-wellbeing/>
 - - Mental Health Strategy & Action Plan
 - - Remploy Workplace Mental Health Support Service
 - - BDF “Mental Health at Work”
 - - BDF “Managing Difficult Conversations”
- Attendance Management guidance <https://intranet.justice.gov.uk/guidance/hr/sick-absence/attendance-management-policy/>
- Performance Management guidance <https://intranet.justice.gov.uk/guidance/hr/performance-management/>
- Disability Support pages of the intranet <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/disability-support/>
 - - Ability Manual
 - - Disability Quick Guides
 - - Workplace Adjustment Passport (& guidance)
 - - Access to Work eligibility
- Talent Schemes for disabled employees <https://intranet.justice.gov.uk/guidance/equality-and-diversity/learning-zone/>
- MoJ Inclusion & Diversity Strategy <https://intranet.justice.gov.uk/guidance/equality-and-diversity/diversity-strategy/>
- Mental Health Allies - <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/mental-wellbeing/mental-health-allies/>

Additional Information – HMPPS Links



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- Employee Assistance Programme (EAP) - <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/employee-assistance-programme/>
- Mental Wellbeing pages of the intranet <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/mental-wellbeing/>
 - - Mental Health Strategy & Action Plan
 - - Remploy Workplace Mental Health Support Service
- Attendance Management guidance <https://intranet.noms.gsi.gov.uk/news-and-updates/notices/new-attendance-management-policy2>
- Performance Management guidance <https://intranet.noms.gsi.gov.uk/policies-and-subjects/probation/probation-instructions/Probation-Instructions-2017/pi-2017-13>
- Staff networks
 - - Disability staff network dawn@justice.gov.uk
 - - LGBT+ staff network PiPP@justice.gov.uk
 - - BAME staff network RISE@justice.gov.uk
- Disability Support pages of the intranet <https://intranet.noms.gsi.gov.uk/news-and-updates/news/new-workplace-adjustment-passport-created> - Workplace Adjustment Passport (& guidance)
- https://intranet.noms.gsi.gov.uk/_data/assets/word_doc/0007/944890/HMPPS-Workplace-Adjustment-Passport.docx
- https://intranet.noms.gsi.gov.uk/_data/assets/word_doc/0012/944895/HMPPS-Workplace-Adjustment-Passport-Guidance.docx
- https://intranet.noms.gsi.gov.uk/_data/assets/word_doc/0004/944887/HMPPS-List-of-Common-Workplace-Adjustments.docx
- Talent Schemes for disabled employees <https://intranet.justice.gov.uk/guidance/equality-and-diversity/learning-zone/>
- HMPPS Inclusion & Diversity Strategy <https://intranet.noms.gsi.gov.uk/news-and-updates/news/hmpps-equality-strategy-2018-2020> Mental Health Allies - <https://intranet.justice.gov.uk/guidance/hr/support-and-wellbeing/mental-wellbeing/mental-health-allies/>



PAM
Assist

0800 0198988



PAM
Wellbeing

Confidential support for all of life's ups and downs

PAM Assist is a **free** and **confidential** life management and personal support service that is available to you on a **self-referral** basis.

When can I call?

Anytime – PAM Assist is available:

24 hours a day

7 days a week

365 days a year





Who will I speak to?



Your call will always be answered by an advisor who will offer help and support in a professional, friendly and non-judgmental manner.

- PAM Assist counsellors are all professionally qualified to minimum of diploma level in counselling, psychotherapy or psychology
- Previous experience of working in variety of work places
- BACP or equivalent accredited - BACP Code of Ethics / Supervision



**PAM
Assist**

0800 0198988



**PAM
Wellbeing**

PAM Assist EAP Member Portal - Website available 24/7 offering a very wide range of articles and information.

Worrying about something or just need to talk?

Help is on hand 24/7 365 days a year

EAP Support Line: 0800 882 4102 Available 24/7.

Day One Absence Management: 0330 6600 365
Occupational Health Service: 01925 227000

Log in to your PAM Assist account

PAM Assist
Completely confidential support

Username...
Password...

LOG IN

GET THE APP
Search 'PAM Assist' in your app store

Available on the Google Play and App Store

2019, PAM Group Ltd.

www.pamassist.co.uk

Username: **MoJ / HMPPS**

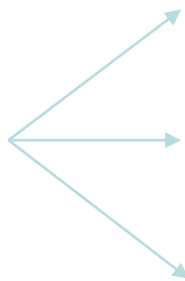
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What is it?

Mentoring is a confidential process that is about being committed, having respect and mutual trust, setting goals and challenges, giving encouragement and constructive feedback. The mentoring relationship can be both short and long term.

Purpose of a mentor



Enable the mentee to find their own way through a situation

Provide access to knowledge, situations or networks

Offer information (but not advice)



What are the benefits of mentoring?

Mentoring can give you room to discuss specific matters or concerns which will support your role as a mental health ally on a one to one basis or as part of a wider network.

Mentoring offers the opportunity to hear the perspective of someone with more experience in dealing with difficult issues



Mentoring Scheme



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Mentor – Expectations

A mentor will:

- Give support, guidance and reassurance
- Share good practice and network experiences
- Give detail of signposting services
- Encourage and develop the MHA network community
- Build confidence of MHAs
- Have excellent communication skills
- Continue to break the stigma surrounding mental health
- The mentor is not there to provide ‘the answers’, but to guide the mentee towards an answer that is right for them
- Promote a better understanding of positive mental health actions through regular communications and initiatives.

A mentor will not:

- Offer medical advice or make referrals on behalf of an individual
- Provide representation in official meetings

Mentee – Expectations

A mentee will:

- Be clear and open about your aims and objectives and discuss them with your mentor
- Be clear about your needs so that your mentor can offer you the right support to help you meet your aims whether you want something structured or something more like a friendly coffee.
- Discuss how/when you would like to be contacted by your mentor
- Formally agree that both you and your mentor will keep the contents of your discussion confidential, except in circumstances where the mentor has undue concerns for your wellbeing
- Mentee should actively participate in group activities with other allies





Why is this important for your own wellbeing?

Being a mental health ally is very rewarding, and may present some potentially challenging situations, depending the issues you are dealing with. It can be extremely valuable to have someone to talk to.

There are many benefits to this;

- Time out to think, reflect and plan
- Encourage the sharing of best practice
- Having someone available who can act as a sounding board

This works both ways and can benefit the mentor as well as the mentee, increasing an overall sense of wellbeing;

- Working with others you can develop your talents and abilities
- It can increase levels of empowerment, self esteem and confidence



Would you like a mentor?

The vast majority of Mental Health Allies who completed the survey said they would find a mentoring relationship helpful.

If you are interested please complete the form on our intranet page [request a mentor](#) and email it to MentalHealthAllies@Justice.gov.uk

The Mental Health Allies so far...



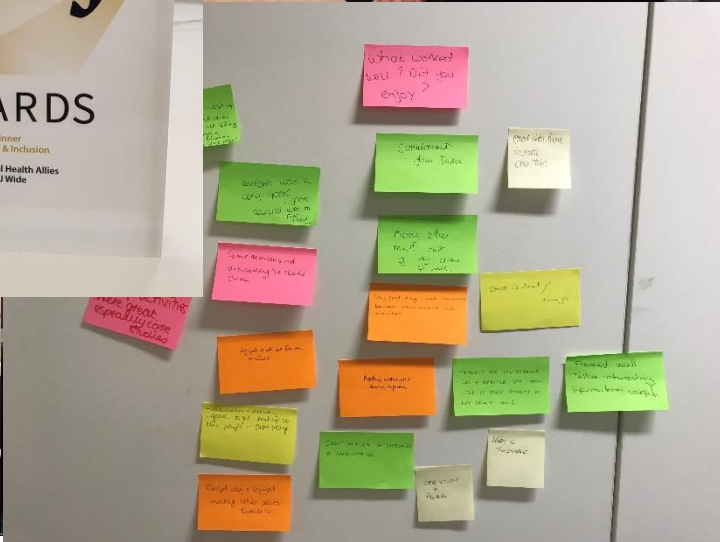


GOING TO A COUNSELOR OR THERAPIST WHEN YOU'RE FEELING SAD OR OVERWHELMED SHOULD BE AS NORMAL AS GOING TO THE DOCTOR WHEN YOU HAVE THE FLU. LET'S END THE STIGMA ABOUT MENTAL HEALTH!









Next Steps...



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- Please now review Part 3 of the MHAs training that includes:
 - Mentoring Scheme
 - Debrief Allies
 - Next Steps Document
 - SPOC Guide