

# RESOLVE

How to have wellbeing conversations and develop skills to become a **Wellbeing Champion**

Training for Managers and Seniors

**Course Provider:** Keeping Well for staff in South East London  
Brought to you by South East London Integrated Care System



# Social Support at Work

Teams who support each other and talk to each other are stronger and this improves the wellbeing of individual team members, both at work and at home.



# Wellbeing Champions

Evidence tells us that immediate manager or senior support is the number one factor in protecting staff's mental health.



How a Wellbeing Champion can do this:

- They check in with how their team members are.
- They let their team know it's OK to be scared, upset or struggling.
- They support team members to take a break, meet practical needs, identify and support getting more help if needed.

# Supporting Yourself



- Tired leaders cannot lead
- Plan to look after yourself – build your own support system.
- Acknowledge that you will make mistakes (personal, professional, communication).
- Forgive yourself and others.
- Prioritise wellbeing – it isn't just for you, it for your service users, your team and your loved ones.

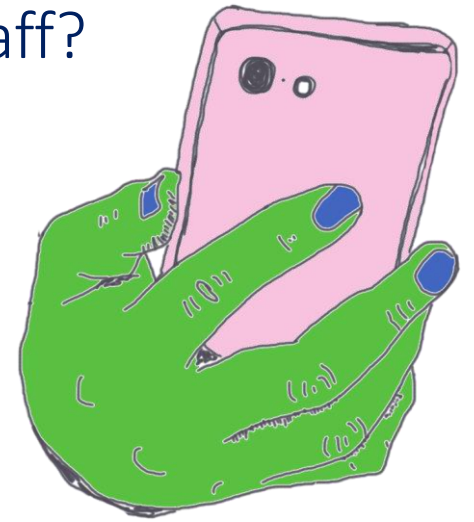
# What about You?

- It might feel like extra pressure, to support your colleagues, when you are already in a demanding role.
- As a Wellbeing Champion, it's important to:
  - 1. Ask for support from your own leader
  - 2. Look after your own wellbeing



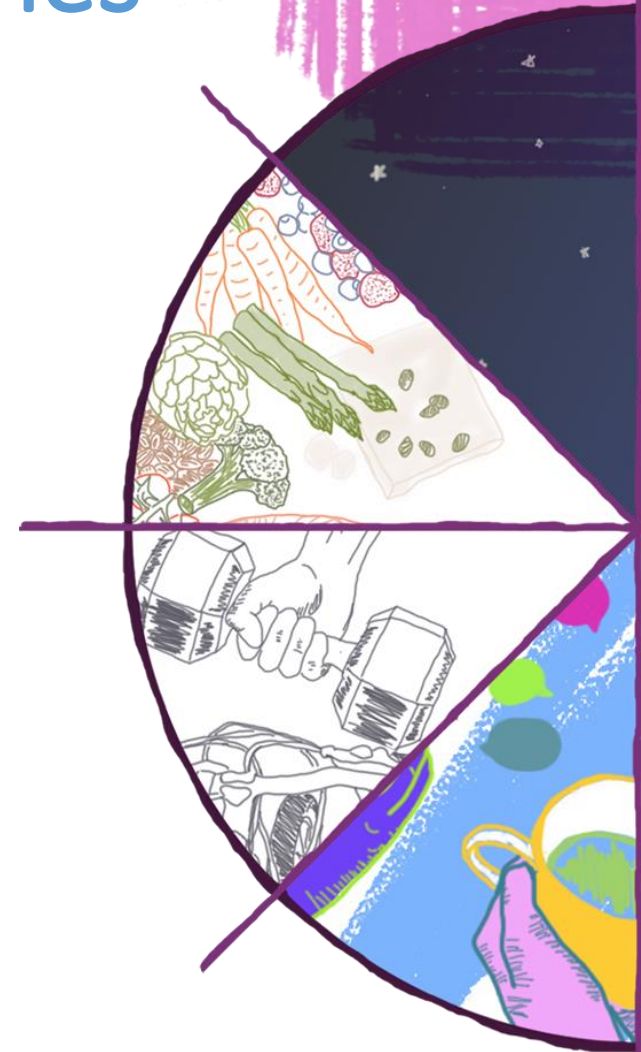
# Support for You

- Managers and seniors may feel pressure to prove they can manage alone.
  - These are unprecedented times; no one expects you to know or do everything.
  - Ask for support
  - Who else in your team will staff open up to?
  - Who can you open up to?
  - What support do you need from your manager in supporting staff?
- 
- You are **not** alone, do call **on** them.



# Taking breaks & maintain routines

- It is important that you role model taking a break, leaving at a reasonable time and taking your leave.
- What help do you need to feel confident that things will be OK in your absence.
- How will you switch off mentally from the team/office as well as not being physically there.
- Role model what you need your team to do: eat, rest, hydrate, exercise, reduce digital media and say when you need time out.



# Mental Health and Stress Sources



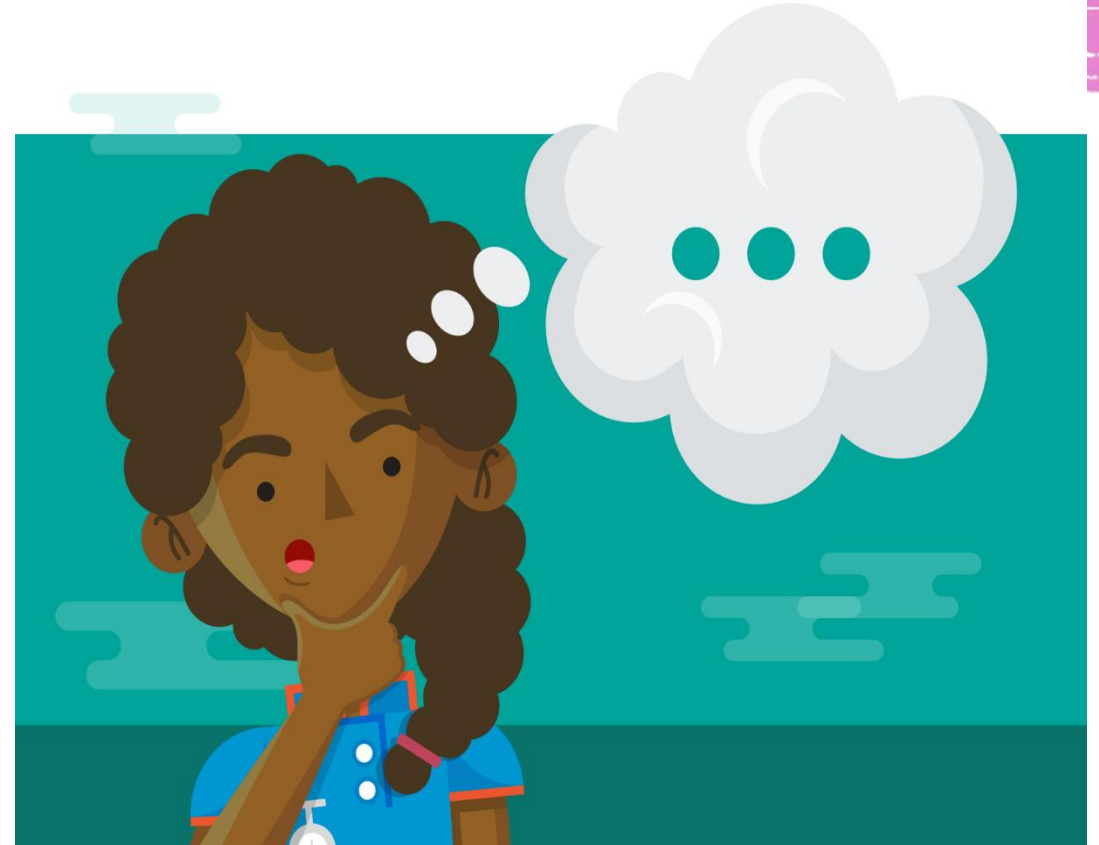


# Why don't people seek help for mental health conditions?

- Not recognising that they are stressed or worried.
- Concerns about what family, friends and people at work will think.
- Worries about how seeking help might affect their work.
- Embarrassed
- I can't let people down.
- No time to seek help
- Fears about treatment
- No idea how to get help
- There isn't the support out there for people like me.

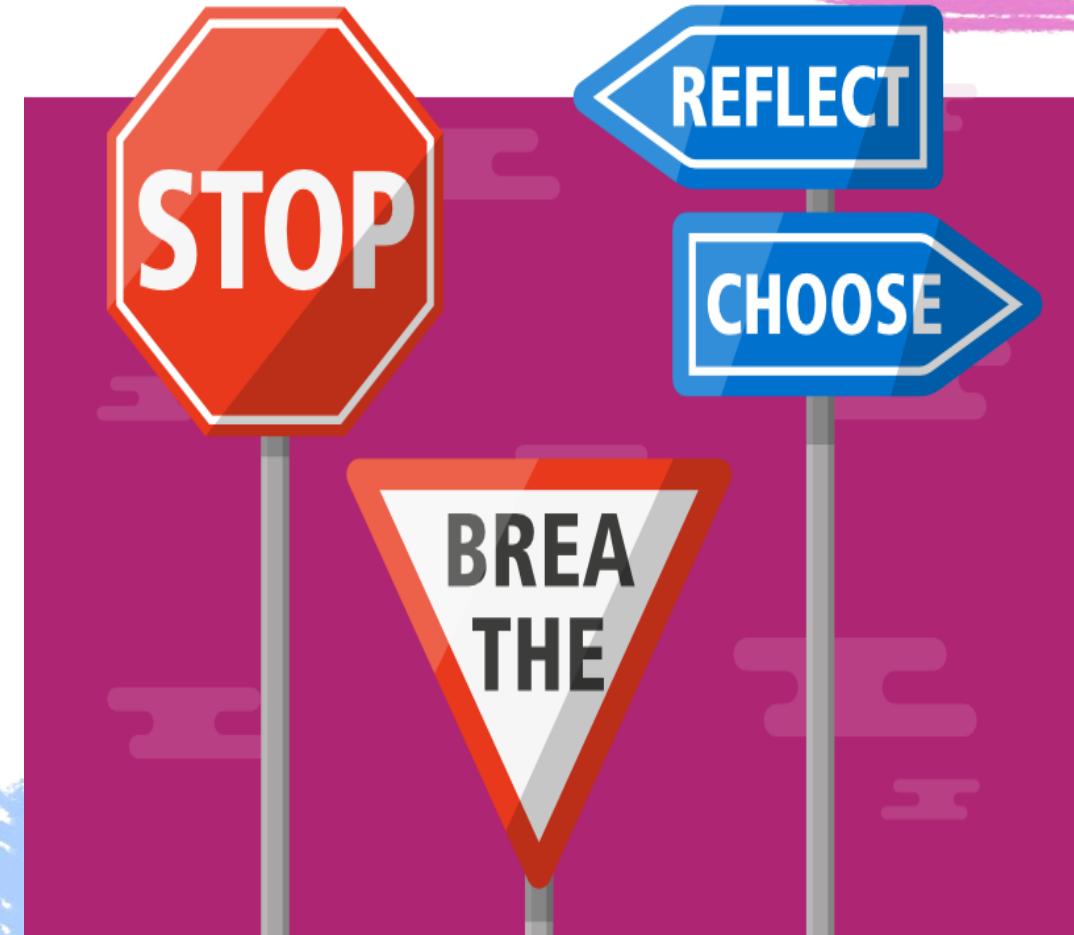
# Becoming a Wellbeing Champion will...

- Help you to spot someone who might have a problem
- Find out how they are really doing
- And help them to improve their situation



# Active Monitoring

- Emotional distress and periods of struggle are normal.
- Active monitoring means all of us checking in with ourselves, our colleagues and those we manage to see if things are feeling overwhelming and we need more support.
- We should make ourselves available to check in with them, listen and signpost them as necessary.



# Active Monitoring

- We know our colleagues all have strengths, we understand too that they will also have vulnerabilities and circumstances beyond our control.
  - Living situations, childcare, and financial worries.
  - Personal losses and bereavements.
  - Past problems
  - BME staff statistically more likely to be personally impacted by COVID 19
  - Staff shielding, isolated at home more vulnerable to losing support of team, feeling anxiety and guilt.

# When a 'wellbeing conversation' might be appropriate...

- Being exposed to a challenging role
- 'Out of character' behaviour or performance
- After significant negative life events or crisis
- When someone asks to talk – and this may not only be about their own wellbeing.

# RESOLVE

## The “Wellbeing Conversation” Approach

- Recognise
- Engage
- LiSten
- Open questions
- Learn about Risk
- ConVErsations
- Keep discussions confidential as far as possible.

# Resolve - Recognise

- You think someone might have a problem when you notice:
  - Behaviour changes (performance, time keeping, irritability, withdrawal)
  - Becoming more emotional (tears, anger, despair)
  - Displaying negative or self critical thoughts
  - Physical symptoms (not readily explained)
- You could try asking “how are things?”, “how are you doing?” etc. (open Questions)
- And say what changes you have recognised
  - “Hope you don’t mind me saying, but I noticed that you are quieter than usual and withdrawn; it’s not like you, is there anything can I can do to help?”
- If someone wants to open up; *seize the moment, stop talking and let them speak*

# Resolve - Engage

- They may not immediately accept your offer of a chance to talk.
- You may need to ‘work’ to overcome reluctance gently and sensitively.
- It might be helpful to disclose some personal information (“*I remember when I first started working here, I found it incredibly tough and talking to someone helped*”)
- Or disclose what others have said (“*a number of your colleagues have told me that they have been finding it really tough lately*”)
- Gentle encouragement with a clear focus on their situation [not yours, or the boss’ or their colleagues] is the key



# Resolve -LiSten

- Let them talk when they start; don't solve problems until the end
- Maintain good eye contact and non-verbal encouragers (e.g. nodding)
- Reflect & acknowledge emotions (e.g. "that sounds really tough")
- Acknowledge possible concerns about speaking to you (e.g. "I guess you might be worried about speaking to me about this")
- Reflect their words back to them regularly to ensure they know you are listening and to check out that you are understanding them.
- Remember listening is an action

# Resolve – Open ended questions

- Opening the door....
- Open ended questions are questions that cannot be answered by a simple “yes” or “no” response.
- Open ended questions are worded in a way that encourages a longer responses.
- Open ended questions could be “What do you need?”, “How can I help”.

# Resolve – Learn about risk

- Once you have listened, learn about risk.
- Check for dark thoughts (e.g. self harm, harm to others) or not coming back
- Do not hold back from **asking direct questions using a stepped approach** (e.g. “so have you ever felt that there’s no point in going on” ... “thought that you won’t bother coming back”) and if in doubt make sure you put their safety first (or the safety of others, is the risk to someone else)
- The **level of questioning** depends on the nature of their situation
- However, even if you try your best, some people do not talk about their mental health.

# Resolve -ConVErSations

- End the discussion with a specific plan to improve their situation
- If appropriate plan to talk again and check in.
- If in doubt or concerned direct them to additional resources. i.e. IAPT
- Follow up and check that they have taken the action they planned to take.
- Monitor, by actively listening, their progress and symptoms.
- Reassess and make additional plans as needed.



# Outcome Measures

- Green – No further action
- Yellow – provide advice and arrange a catch-up conversation
- Amber – feedback, advise, monitor and /or support taking action.
- Red – act to manage risk and support a referral appropriately.

# Practice

## Colleague

You are a senior in a care home for older adults. Cameron is one of your colleagues who has been working with you for a number of weeks. You have both spoken a number of times over coffee although you do not know each other. It's the end of your shift and as you leave the building you see Cameron sitting alone on a bench staring into space and although you cannot be sure, there are some indication that Cameron looks upset. You decide it would be a good idea to speak with Cameron to find out if anything is up.

## Cameron

You are 30 years old, married and your first child has been recently born. Before this your work life balance was very good. Having started this job, you found the work both challenging and rewarding. Since the arrival of the baby, your life balance has been affected. Nights out socialising are a thing of the past and have been replaced by sleepless nights, arguments at home about working hours and time spent at work. Your partner seems to be struggling at home. You are hoping that things will settle down soon and your partner will return to work part time whilst the baby is at nursery during the day. You are very happy at work, if a little emotional at times and although you recognise that you have been a bit snappy with the team, you put this down to lack of sleep. There has been an incident with a colleague who pointed out that you were being forgetful which resulted in a full-blown argument. (You think this is why your team leader wants to speak with you, however your colleague has not mentioned it to the team leader). You have recognised your shortfalls and are keen to get back to normal, you are going to make a bigger effort to return to your normal self.

Try out your RESOLVE Skills in pairs.

# How was that?





# Wellbeing Champion checklist

- Use a gentle, sensitive but encouraging approach
- Create safe spaces and share your own experiences/vulnerability if helpful.
- Be compassionate and inclusive. Recognise and empathise with the pain your colleague may be experiencing. Acknowledge the diverse spectrum of issues that colleagues face due to their different backgrounds.
- It is ok to name “discrimination” and “bullying” as significant stressors.
- If in doubt speak to someone else [senior colleague, supervisor] respecting confidentiality
- You may need to be persistent; leave the door open and try not to show you are frustrated

# Buddying and Active Monitoring



- There is strong evidence that Buddy Systems help build team resilience and protect staff.
- Buddied up staff get to know each other better and are therefore better placed to identify if something changes e.g. quieter than usual, more irritable etc.
- Buddies can check in – did you do what you said you would do to look after yourself?

# Signs Someone May Need More Support

- Staff will understandably feel more anxious than normal following the experiences of Covid-19.
- **Most staff will recover naturally**, without professional help and all staff should be Actively Monitored by the Wellbeing Champion and buddy to check this is happening.
- Some people may already be experiencing high levels of traumatic stress symptoms which are not showing signs of improvement. These difficulties are highly treatable with short term psychological therapies, therefore, a referral to the local IAPT service is recommended – people shouldn't wait to get help.

# Signs Someone May Need More Support

## What is Burnout?

- A feeling you may recognise
- Linked to high workload and high demands
- Characterised by exhaustion
- Linked to an absence of the bits of our role we value
- Hopelessness about making a difference
- Difficult caring and feeling emotional detachment
- Gradual build up
- If the following persist then a referral to IAPT is recommended

# Signs Someone May Need More Support

## What is low mood or depression

If depressed, someone may feel a variety of these symptoms.

- Little pleasure or interest in doing things?
- Feeling down, depressed, or hopeless?
- Trouble falling or staying asleep, or sleeping too much?
- Feeling tired or having little energy?
- Poor appetite or overeating?
- Feeling bad about yourself
- Trouble concentrating on things such as watching television?
- Moving or speaking so slowly or restless and unable to sit still?
- Thoughts that you would be better off dead, or thoughts of hurting yourself in some way?
- If the following persist then a referral to IAPT is recommended

# Signs Someone May Need More Support

- **What is worry and anxiety**
- Not being able to stop or control worrying.
- Worrying too much about different things.
- Trouble relaxing
- Being so restless that it's hard to sit still
- Becoming easily annoyed or irritable
- Feeling afraid as if something awful might happen.
- If the following persist then a referral to IAPT is recommended

# Signs Someone May Need More Support

- **What is Secondary Trauma?**
- Sometimes called Vicarious Trauma (VT)
- Caused by exposure to other people's traumatic events
- Signs include: images of traumatic things you have heard or seen pop into your mind when you are not expecting this.
- Being afraid, difficulty sleeping, avoiding reminders, avoiding service users.
- Being easily startled, and or not reacting, being numb.
- **Primary Trauma** may also occur if staff have experienced or witnessed a life threatening or serious physically/psychologically harmful event.
- If the following persist then a referral to IAPT is recommended

# IAPT – Improving Access to Psychological Therapies

- IAPT stands for Improving Access to Psychological Therapies – so called, because you can refer yourself through a simple process online, instead of having to be referred by a GP
  - When you self-refer it is important that you let IAPT know that you are health or social care staff, as you will be prioritised
  - You can self-refer to any of the 6 boroughs in south-east London, whichever you feel most comfortable with. You do NOT need to be registered with a GP in order to refer yourself to an IAPT service.
  - We are aware that privacy is a concern amongst health and social care staff - I would like to emphasise that your privacy will be protected, should you decide to seek support. You must tell the service that you wish to remain anonymous and they will make sure this happens.
  - Ordinarily people need to go to the IAPT where they live, but as health and social care staff of SEL, we have ensured that you can go to ANY SEL IAPT, whether or not you live in one of the SEL boroughs
  -



# IAPT – Improving Access to Psychological Therapies

IAPT services offer a range of interventions for common mental health difficulties, such as anxiety, low mood or trauma. However, should you need more specialised support, IAPT can also signpost you to other services. Either way, you will be guided towards appropriate support channels based on your needs.

- You will also be guided to improve aspects of your life that can have an effect on your mental health and wellbeing such healthy eating, improved sleep routines and meaningful connections with your friends and family.
- We can all agree that, especially under the current circumstances, certain life stressors that are out of our control can have a big impact on our wellbeing. We may not be able to control what goes on in the world around us, but we can access support to help us process our difficulties, learn new ways of coping, and discover more helpful ways of thinking. These are all things that IAPT can help you with.

# Referral to IAPT services

- Wellbeing Champions can help their colleagues to complete the IAPT referral forms and answer questions that their colleagues may have. Some people feel anxious about referring to mental health services, so a Wellbeing Champion or Buddy is a good support for this process.
- Here are the links to the IAPT services in South East London
  - **Bexley:** <https://gateway.mayden.co.uk/referral-v2/af3aaece-3d22-40ba-b1e6-7cd5937423d4>
  - **Bromley:** <https://gateway.mayden.co.uk/referral-v2/0188c84a-bdbf-4f83-b887-ffd143133498>
  - **Greenwich:** <https://gateway.mayden.co.uk/referral-v2/dec9c353-60f4-47d6-a4fa-2a4b16bc8a76>
  - **Lambeth:** <https://gateway.mayden.co.uk/referral-v2/a98fce9c-9ec0-4e3e-b5d4-e390ffa04b17>
  - **Lewisham:** <https://gateway.mayden.co.uk/referral-v2/ec44a5ce-1e46-465a-ad50-e9943d78d02d>
  - **Southwark:** <https://gateway.mayden.co.uk/referral-v2/28f75d9d-7d4b-4b5f-9775-815ddb637926>

# IAPT Referral Form

Below is an example of what you might find on a typical IAPT self-referral form. Some people find filling in forms daunting, so you can always offer to help.

## REASON FOR REFERRAL

Please tell us briefly what you main difficulty is:\*

Do you drink alcohol?:\*

- Yes  
 No

If Yes, what do you drink, how much and how often?:

Do you use drugs?:\*

- Yes  
 No

If Yes, what drugs do you use, how much and how often?:

NHS Number:

What is your ethnicity?\*

Please Select A Value...

What is your religion?\*

Please Select A Value...

What is your sexual orientation?\*

Please Select A Value...

Are you a Goldsmiths University student?

- Yes  
 No

Are you pregnant / have a child below 1?:\*

- Yes  
 No

Are you an NHS or Social Care worker (e.g. working in an NHS Trust / primary care / charity funded by primary care / CCG, or working in the local authority / a care home / providing care for residents at home)?:\*

- Yes  
 No

If yes, what Borough do you work in?:

# Support

- [www.nhsemployers.org/health-safety-and-wellbeing/support-available-for-nhs-staff](http://www.nhsemployers.org/health-safety-and-wellbeing/support-available-for-nhs-staff)
- There are a number of offers including free wellbeing and therapy sessions, virtual common rooms, and the National Helpline.
- National Helpline for NHS Staff: a free wellbeing support helpline **0300 131 7000**, operated by the [Samaritans](#) and available from 7.00am – 11.00pm seven days a week, providing confidential listening from trained professionals and specialist advice - including coaching, bereavement care, mental health and financial help. NHS staff can call for support, signposting and confidential listening.
- A 24/7 text alternative to the above helpline - NHS staff can simply text **FRONTLINE** to **85258**

# Resources

## Resources for Getting Help

Call 999

If you need immediate treatment, you must call 999.

Call 111

If you need advice or medical treatment quickly, and you cannot wait for an appointment to see your doctor call [111](https://111.nhs.uk/) or use the NHS 111 online service: <https://111.nhs.uk/>

Samaritans – Call 116 123

If you are going through a difficult time and need someone to talk to, call Samaritans on [116 123](https://www.samaritans.org/) for free. Trained volunteers will listen to you. They won't judge or tell you what to do. If you prefer to write, email [jo@samaritans.org](mailto:jo@samaritans.org) and you will get a response within 24 hours. For more information visit <https://www.samaritans.org/>

Shout Crisis Text Line – Text 85258

Shout is a free, confidential, anonymous texting service for anyone in the UK who feels they can't cope. It won't appear on your phone bill. All you have to do is text the word 'SHOUT' to [85258](https://www.shouttextline.com/).

Refuge: Domestic Abuse Helpline – Call 0808 2000 247

Anyone forced to change their behaviour because they are frightened of their partner or ex-partner's reaction is experiencing domestic abuse. Call the freephone, 24-hour national domestic abuse helpline [0808 2000 247](https://www.nationaldahelpline.org.uk/Contact-us). You can also contact the Helpline via the online form: <https://www.nationaldahelpline.org.uk/Contact-us>. They will get back to you within 48 hours. You can also chat to them live on their website every Monday - Friday, 3pm – 10pm.

Frank: Drugs Helpline – 0300 123 6600

If you need some friendly, confidential advice for drugs, call the Frank drugs helpline on [0300 123 6600](https://www.talktofrank.com/contact).

Text a question to [82111](https://www.talktofrank.com/contact) and FRANK will text you back.

You can also email them: <https://www.talktofrank.com/contact>.

Housing – Local Council

If you need help with housing problems, get help or advice from your local council. Simply enter a postcode to find your local council here: <https://www.gov.uk/find-local-council>

Immigration – [www.gov.uk](https://www.gov.uk)

If you need immigration advice, you can get help from an immigration adviser. They can help you with most things to do with immigration. Visit <https://www.gov.uk/find-an-immigration-adviser> for more information.



## Getting More Help Psychological Therapies from IAPT

### What is IAPT?

A completely free, accessible, high quality psychological therapies service available to everyone. IAPT stands for Improving Access to Psychological Therapies. IAPT services help people who are experiencing common mental health problems such as low mood or anxiety. There is an IAPT service in every borough. You can contact IAPT yourself directly by telephone, email or online or you can ask your GP to refer you.

IAPT services offer different kinds of "talking therapies" that can help people overcome their difficulties. The first step will usually be a telephone call from a therapist who will ask about the difficulties you are having and think with you about what type of help you might need. They will then make suggestions about types of treatment offered in IAPT which might be helpful for you or sometimes they might suggest a different service that can help. During the coronavirus pandemic, IAPT services are mostly offering treatment appointments online, by telephone or video call.

The types of treatment that the therapist suggests might include Cognitive Behavioural Therapy (CBT) or counselling. Your therapist will explain the different types of therapy and talk with you about which one may be most suitable for you. The treatment offered might take place in a group with other people or individually.

### How do I get help from IAPT?

You can find your local IAPT service at the following link: <https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

Once you have found your local service you can self-refer online.

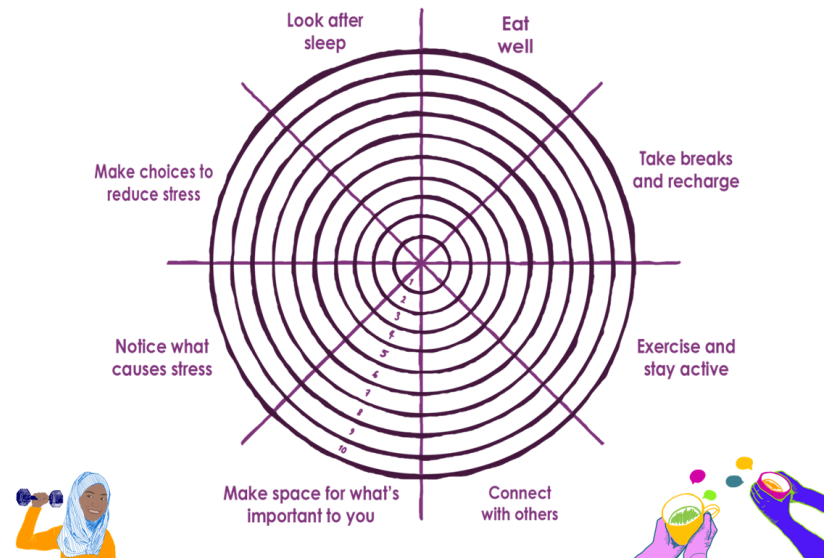


## Keeping Well for Staff in South East London

It has been a really difficult year. As social care staff, it is very important that we look after our own mental health and wellbeing.

Let's find out your score on the eight wellbeing areas.

1 = low, 10 = high



Don't worry if you score low on some areas.

Focus on 1 area that is in the Red or Amber zone.



Scan the QR codes to help you increase your wellbeing score!



Thank You!

