

 SHAKESPEAREMARTINEAU

SHMA People Wellbeing Toolkit

Mental Health Action Group

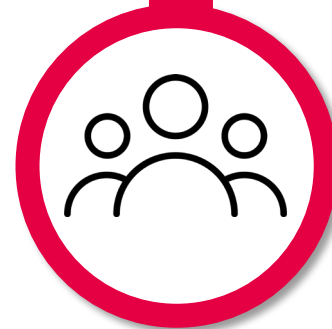
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About This Toolkit

This **toolkit** offers readers an exploration of the **People Wellbeing Offering** at Shakespeare Martineau.

It is designed to provide a detailed account of all of the holistic support that we have available to you as well as providing some of useful links to these resources via our **Wellbeing Hub**.



Should you require any further guidance or information on any of the information contained within this toolkit please contact [Our HR Team](#).

Employee Assistance Programme

- Free service available to all employees and your families 247, 365 days per year
 - Professionally trained consultants are available to help with personal or work issues
 - Up to 3 complimentary sessions are offered initially
 - If you accept a referral outside of the service you are responsible for any associated costs
- Find more information about the [EAP](#)

Bupa

Members of the Bupa scheme (selected via your benefits platform), gives you access to private healthcare treatment, including mental health provision.

- Babylon GP
- Healthline
- Family Mental Healthline
- Corporate rewards



[Here](#) is the BUPA benefit overview. Terms of cover are detailed in the Bupa [booklet](#).

Mental Health First Aider

- Listen non judgmentally
- Offer supportive conversation
- Encourage to access professional support



You can talk to a MHFA [here](#)

Nutritional Advice

Access to nutritional advice via a triage service run by Joe Smith. Joe can provide guidance on weight gain/loss as well as the correct diet plan to help you achieve your goal.

You can book an appointment with Joe [here](#).

Wellbeing Hub

Access to support on mental, physical, social and financial wellbeing



Access the wellbeing hub [here](#)

Get Abstract

Access to one of the world's leading online libraries. Including topics such as resilience and work-life balance.



Access [here](#)

Access to Exercise

- MyActiveDiscounts
- MyGymDiscounts
- Lunchtime HIIT classes
- Top tips from our Personal Trainers

You can access more information along with some top tips on how to help support your mental health by using physical health [here](#).

Who to contact?

Mental Health First Aiders



Please email mhfa@shma.co.uk

Health Benefits



Please email benefits@shma.co.uk

Rachel Cutler Coaching



Please email your HR Business Partner/Advisor [here](#) for a referral.

Employee Assistance Programme



Please call or access the website
0800 048 2702
unumuk.lifeworks.com.

Username: unum
Password: lifeworks

Supporting Your Health & Wellbeing

Whenever you let us know that you have specific requirements to help you perform well in your role, we promise to listen and support you in a way that is useful. The types of support we can offer will be based on your individual needs but this guide will give you an idea of how we might be able to help.

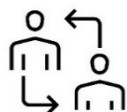
Your Line Manager

Your line manager is a great first point of contact when it comes to discussing how you're feeling at work. If any aspect of your health is affecting how you are performing in your role, your line manager will have access to a wealth of resources to ensure that you are supported on a long and short term basis.

Your Line Manager can also support you to access various types of learning through our Award Winning Academy. [The Academy](#) regularly offers skills workshops and courses on: Time and Workload Management, Dealing With Conflict, Building Confidence, Mental Health Awareness, and Embracing Change amongst others. You can also access one to one coaching or mentoring by getting in touch with TheAcademy@shma.co.uk directly.

The earlier you speak to your line manager the sooner the support you need can be put in place.

"I'm so pleased that I was able to talk to my line manager. At first I was nervous about what might happen but the action plan we put in place helped me to get things moving in the right direction again. The one to one Coaching also really helped"



Mental Health First Aiders

If you want to speak to someone privately about how you're feeling you can get in touch with one of our **Mental Health First Aiders**. Our Mental Health First Aiders are trained listeners who are available to offer a friendly ear during normal working hours. They can also signpost to various specialist services if it might be useful for you. The key is, it's completely up to you how much or how little you choose to share. You may find that speaking to a Mental Health First Aider when you're feeling low, or just need to vent, is just the ticket. After all, a problem shared really is a problem halved. You can find the most up to date list of Mental Health First Aiders and their phone numbers on the [Wellbeing Hub](#). Or if you'd like a someone to call you, you can also email MHFA@shma.co.uk and a Mental Health First Aider will get back to you.

"From the moment I spoke to a Mental Health First Aider, it felt like a huge weight had been lifted and I could finally see a light at the end of the tunnel."



The HR BP Team

Your HRBP Team can offer a listening ear or support you with a more robust plan of action if it's needed. This might include access to coaching, mentoring, training, or any special equipment you might need. We can also signpost to further support or guidance. In some circumstances we have been able to direct people to emergency counselling services where necessary.

Our friendly, reliable team could offer support with improving your relationships with your team, your colleagues or your managers and can even offer mediation if necessary. They can provide information about staff benefits such as the Employee Assistance Programme too.

If you're not sure who to speak to or what support you can access, the BP Team should be able to help. You can find contact details for your HR Business Partner [here](#).

"I wasn't sure what to do or who to tell, but I did know that it was having an impact on how I was performing in my role. The more I missed my targets the worse I felt"



Wellbeing Conversations



Why?

If you notice that a team member does not seem their usual selves it might be necessary to have a supportive conversation with them.

Great wellbeing conversations start from a position of support and without judgement. It's just about opening up the conversation to show that you are interested, that you do care and that you want to support where possible. It's also a great opportunity to signpost to relevant services should they need it.

Meeting tips:

- Give some advance notice that you'd like to have a private conversation and be open to this being by in person or by phone rather than video call. Depending on personal circumstances, this may give them more opportunity for privacy (particularly if people are working from home)
- Give the conversation your undivided attention, turn off phones/emails.
- Listen more than you speak – you are trying to understand what is going on for them.
- It's ok not to have all of the answers. Thank them for sharing and ask how you can help.
- If relevant, direct them to the EAP or encourage the use of a MHFA.
- Let them know that you are available for them if they need to speak to you.



Team member conversation starters:

- I'd like to discuss a private matter with you
- I've not been feeling myself recently and wanted to speak to someone about it
- I'm going through X at the moment and am worried this may have an impact on my work. Can I talk to you about it?
- I'm finding X difficult at the moment can I ask for some help?
- Can I ask for your support on something?



Line manager conversation starters:

- How are things going?
- I've noticed that you've not quite been yourself recently, what's changed?
- I've noticed a difference in you. Is there anything that you'd like to talk about?
- Is there anything that you'd like to talk about?
- Is your workload manageable?
- Can I do anything differently to make things easier for you?
- How can I better support you?
- How are you?
- Do you know where you can find out about additional support that might be available to you?



Mental Health First Aid

Mental Health First Aid (MHFA) Training was introduced to SHMA in early 2018. It is the mental health equivalent of physical first aid training. We have a group of trained Mental Health First Aiders across the firm. You can find a list of Mental Health First Aiders [here](#).

What is a Mental Health First Aider (MHFA)?

Mental Health First Aiders at SHMA have attended training accredited by MHFA England. They are trained to listen non-judgementally, recognise symptoms of common mental health concerns and guide people towards the right support.

If I speak to a MHFA does it mean I have a mental health problem?

No. It just means you would like to speak to someone. It can be difficult to decide who the right person to speak to might be and a MHFA could help signpost. A problem shared really can be a problem halved but it doesn't even have to be a problem; sometimes just speaking to someone willing to listen can be really helpful.

Everyone is really busy, will a MHFA have time for me?

Our MHFA's have agreed to make themselves available to anyone who needs to speak to them. You can get in touch with them directly wherever they are based, irrespective of office or team. You can also email MHFA@shma.co.uk and someone will get in touch with you at a time that is convenient if you'd prefer.

But I don't want to burden anyone at work with my issues...

It isn't a burden. MHFA's have chosen to take on their role because it is something that they care passionately about and they really are happy to listen.

Next time you speak to a colleague that is a MHFA, why not ask why they trained?

I don't feel comfortable sharing personal circumstances with people in my Office/Team...

You can speak to **any** trained MHFA across the firm irrespective of where they are based or you can contact us at MHFA@shma.co.uk and someone will get in touch with you. You can also find a list of MHFA's [here](#). All MHFA's take their roles seriously and each will keep what you share to themselves unless there is a specific reason for them not to. In fact, MHFA's will often speak to other MHFA's about their own problems when they need someone to talk too!



What is it like to speak to a MHFA?

Speaking to a MHFA can be whatever you want it to be. It could be an informal 5mins or a longer more in depth conversation. It might feel daunting speaking to someone for the first time. Sometimes you may be unsure of what to say or you may struggle to put what you're thinking or feeling into words. That's ok. Letting a MHFA know that you'd like to talk, but you're not sure what to say is a great place to start.

Will the conversation I have with a MHFA be kept confidential?

MHFA's keep all of their MHFA conversations confidential. They will sometimes discuss their experiences of being a MHFA with another MHFA to review and improve the service we offer across the firm. They also share information to prevent the risk of serious harm. If it is necessary to break confidentiality, where possible they will discuss this with you.

How to get support

If you decide that you do want to speak to someone a list of **Mental Health First Aiders** can be found [here](#). You can also email at MHFA@shma.co.uk.



Supporting Someone in a Crisis – A Line Manager Guide

If you are worried about any immediate risk to life (i.e. suicide) to them or harm to someone else, let them know that you are worried about their safety.

- Are they willing to go to see their GP or visit the local A&E department?
- If not, you will need to escalate your concerns to a healthcare practitioner and/or Emergency services (by calling 999 and/or the local Crisis Intervention Team).

If you are not sure please speak to your HR Business Partner/ Head of People

A Note About Self Harm...

Though it can be very upsetting, it may not be life threatening. If you are not sure about how to respond or require some additional support please speak to our HR Business Partners/Head of People

Have you spoken to the person directly or have you received second hand information?

It is difficult to make decisions based on second hand information. If you can speak to the person yourself, do.

Things to think about might include:

- If you don't feel it appropriate to contact them directly, why?
- Does the person know that you are aware of the situation?

If you are not sure what to do, speak to your HRBP



If you are **not** worried about any immediate risk but think more specialist help is needed encourage a visit to their GP. If you are not sure please speak to your HRBP



If they need a listener you may want to direct them to a Mental Health First Aider. You can also ask if it's ok for you to ask a MHFA to contact them. You can also direct them to the EAP or the Wellbeing Hub for further resources.

Key HRBP Contacts:

Kate Lindon

Tel: 07553 364 516

Availability: Mon-Fri 8am- 6pm

Gemma Dipple

Tel: 07808 876 927

Availability: Mon-Fri 8am- 6pm

Rachel Kent:

Tel: 07980 747 296

Availability: Mon-Fri 8am- 6pm

Carmel O'Keeffe:

Tel: 07720 200 165

Availability: Mon-Fri 8am- 6pm

John Heath (Head of People)

Tel: 07929 841 614

Availability: Mon-Fri 8am- 6pm



Keep a log of your conversations, who you have spoken with and about what. If you are unsure about anything please speak to your HRBP. Remember, you may also need to speak to someone about the conversations that you have had today or how you are feeling right now.

People Business Partners & Advisors:

Provide dedicated support to Line Managers and their teams in each Business Unit, providing strategic advice and assisting with complex employee relations matters.

Litigation Services & Dispute Resolution



Kate Lindon
People Business Partner
07553364516



Lauren Pickard
People Advisor
07976413866

Life & Business



Gemma Dipple
People Business Partner
07808876927



Sandeep Gill
People Advisor
07976441062

Infrastructure & Specialist Markets



Rachel Kent
People Business Partner
07980747296



Lauren Pickard
People Advisor
07811717782

Business Operations



Carmel O'Keefe
People Business Partner
07720200165



Carly Gallett
People Advisor
07976413652

Further Information, Advice and Support



SHMA:

- [Mental Health First Aiders](#)
- [Your HR BP Team](#)
- [EAP](#)
- great stop gap if you're awaiting counselling on the NHS. It's free and it's open to family too!
- Our Employee Assistance line is available 24/7 and can be contacted on [0800 048 2702](#) or via their website (username: unum, password: lifeworks)



Community Services:

- GP
- Local IAPT service (most will accept self referrals)
- [Samaritans](#)
- Local Community Groups
- [Relate](#)