



# Mental Health First Aid and wellbeing practical application

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OCCUPATIONAL  
HEALTH



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PREVENTION



# Wider context – based on a new report

**£42bn**

estimated maximum cost to employers per year in sick pay and lost productivity

**<50%**

of line managers say their organisation is proactive in support of the mental health of its employees

**57%**

of respondents say their organisation offers no mental health and wellbeing training and/or support for managerial staff

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**25%**

of employees would feel more comfortable discussing their own mental health with their colleagues than with their line manager

**79%**

of respondents report that in most cases, training and support within their organisation is optional

**80%**

of respondents say they would be reluctant to discuss their mental health with their line manager for fear of being seen as incapable in their role

- ▷ How well-equipped line managers are with the skills needed to safeguard the mental health of their direct reports
- ▷ What approach organisations are taking to create a work environment and work culture that promotes positive mental health and wellbeing
- ▷ The stigma surrounding mental health and how this affects the manager/employee relationships

# Mental Health First Aid – in practice



Before looking at this years focus on Wellbeing lets consider how we ensure or maintain wellness in ourselves by considering the things that impact on our wellness. When it comes to the physical and the mental everything interacts but there is one more factor which impacts on our wellness which is our social situation. Below we have a few examples of this. If one area is detrimental to us sometimes others help to support our general mental health and what we call wellness. Sometimes we might have a few from each of these interconnecting areas either helping or hindering our wellness. This is what we call an **integrated view of health**.

## Social

- Work
- Colleagues
- Leader
- Friends
- Family members
- Home environment
- Political environment
- Trauma

## Mental

- A safe place to work.
- Coping skills
- Self-esteem.
- Resilience
- Relationships with others
- Emotional intelligence/communication skills



## Physical

- A safe place to work
- Ergonomics
- Working hours
- Habit's (exercise and diet) and hobbies
- Medical conditions
- Disability
- Genetics

# 2019 – Wellbeing – how it works



YOURBEST

## EAP



The service provides;

- A counsellor
- Marital & relationship difficulties
- Responsibility at work
- Dealing with Change
- Alcohol and drug misuse
- Workplace issues
- Loss of confidence
- Dealing with conflict
- Stress
- Bereavement

0800 917 9330



[www.myemployeeecare.com](http://www.myemployeeecare.com)

username: 72221

password: employeeecare



## AXA Portal



The Gateway has a diverse range of tools already provided free that can make a big difference in everyday health. To begin with you can check out your health age by completing the AXA PPP Health Age Calculator. You can assess your current health state and see instantly how making some small lifestyle changes can have a huge impact. Then use the tools on the site to make these changes and log your progress.

The Gateway and tools is divided into 5 key groups; Health, Fitness, Nutrition, Lifestyle and Mindset.

[www.axapphealthcare.co.uk/rsa](http://www.axapphealthcare.co.uk/rsa)



## Dr@Hand



DR@Hand is available to all UK-based RSA employees, free of charge, 24 hours a day, from anywhere in the world. This new benefit enables you to access GP consultations via phone or video and at a time and place convenient to you, up to three times per calendar year.

<http://www.doctorcareanywhere.com/signup>,  
<https://member.doctorcareanywhere.com/Account/Login>



App: <https://doctorcareanywhere.com/mobile-apps/>



## RSA Money



We know that managing your money can be complicated so RSA has introduced YOUR MONEY to help you better understand and make more of your finances. It's a confidential, personalised and sales-free financial education tool paid for by RSA, at no cost to you.

Your money covers lots of things such as; Children and Family, Debt and Borrowing, Divorce and Separation, Holidays and Travel, Insurance, Investing, Life after Work, Mortgages, Savings etc.

Every so often, you'll get a series of 'nudges' - giving you bite-sized tips and guidance when there's something you need to know about.



[www.rsayourmoney.com](http://www.rsayourmoney.com)

## Mental Health First Aid (MHFA)



- Through MHFA we normalise society's attitudes and behaviours around mental health, by developing the skills we need to look after our own and others' wellbeing.
- We have over 100 people trained in MHFA across our 9 main UK sites.
- This programme continues to run across our UK sites in 2019.
- Refresher training will begin in Q4 2019.
- Training will become available via Horizon.
- Leader training in MHFA has been piloted in Halifax and Motability with wider work focussing in Peterborough in 2019.

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## Ergonomics



- Our workers are mainly sedentary resulting in absence and issues with bad backs, neck and arm issues etc.
- We have over 70 people trained as HSO's across our 9 main UK sites.
- These support the UK Head of health safety and Wellbeing in delivering detailed ergonomic assessments and solutions as part of reasonable adjustments.
- This is supported by online information and learning.

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# 2019 – Wellbeing – what we will do to promote our materials



YOUR **BEST** 

EAP

AXA Portal

Dr@Hand

RSA Money /  
Flexible Benefits

Mental Health  
First Aid

Ergonomics

Wellbeing Leaflet / card (distributed via either site or posted to employees homes)



Wellbeing Committees / People Managers (PM's) & volunteers (MHFA's and HSO's) work on sites



Social Media (Yammer) – to make materials available outside of work based computers



Continue to provider Leader support with Delivery of Mental Health First Aid Training (two days per site for 2019)



Page one (where relevant)



Promotional emails to volunteers throughout the year to continue promotion of all of the above



Induction (embed the wellbeing leaflet/card and other material into the RSA induction). Use learning from all of the above in 2019.



Through Development, and available to everyone, L2L and or as part of the business skills programme create a module to cover Wellbeing, Mental Health and Resilience



Based on this integrated view of health and the resources currently available to us we have developed a plan to try and cover most of these areas during 2019.

## January – April 2019 Mental Wellbeing

During January-April we'll help tackle the stigma around mental health, signpost our employees towards further information and help sort fact from fiction

**2/3**

The amount of people that say they've experienced a mental health problem

## May – August 2019 Physical Wellbeing

Together, let's do something about sedentary lifestyles! From May we'll be encouraging your teams to be up and active, culminating in National Fitness Day in September

**7 hours**

The number of hours per day many adults spend sedentary and this typically increases with age

## September – December 2019 Social/Prevention of ill health

From October - December encourage our employees to make small but significant lifestyle changes in an effort to lower their health risks

**4 in 10**

Experts estimate this is the number of cancer cases that could be prevented largely through lifestyle changes – this impacts everyone in a family

# Protecting the mental wellbeing of our workforce

January – April 2019



YOUR **BEST**

**From dealing with stress effectively through to managing a good night's sleep, our mental health campaign seeks to tackle mental health stigma and provide employees and leaders with the tools and resources to cope when they, or someone in their team is facing a mental health concern.**

January	February	March	April
<p><b>Intro</b> : Dry January and beyond. The benefits of drinking less.</p>	<p><b>Intro</b> : Time to Talk Supporting our workforce to recognise, talk and act when it comes to mental health.</p>	<p><b>Intro</b> : A better night's sleep during National Bed Month</p>	<p><b>Intro</b> : Stress awareness. Focussing on tackling stress, both inside and outside of the office.</p>
<p><b>What :</b></p> <ul style="list-style-type: none"> <li>Podcasts and tips on how to substitute alcohol for other drinks (Yammer).</li> <li>Inspirational books, suggestions, podcasts etc (on Yammer).</li> <li>Celebrity stories (Ant &amp; Dec).</li> <li>Calories vs drink – what it means to your weight – counting calories <a href="#">app</a>.</li> <li>Share stories of dry January on Yammer.</li> <li><a href="#">Booze goggles for wellbeing committees for fun promotion (cost).</a></li> </ul>	<p><b>What :</b></p> <ul style="list-style-type: none"> <li>7<sup>th</sup> February; Time to talk day;</li> <li>Yammer: <a href="#">QUIZ</a></li> <li><a href="#">Woebot</a> app</li> <li>Free online CBT programme</li> </ul> <p><b>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</b></p>	<p><b>What :</b></p> <ul style="list-style-type: none"> <li>Video/ podcast available on Yammer</li> <li><a href="#">Podcast</a></li> <li>Suggested websites/apps (<a href="#">Calm</a>)</li> <li><a href="#">AXA</a> portal for tips on sleeping.</li> <li>EAP sleep resources.</li> <li>Sleep hygiene books</li> <li>How sports men and women leverage sleep for competitive advantage.</li> </ul> <p><b>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</b></p>	<p><b>What :</b></p> <ul style="list-style-type: none"> <li>Share – <a href="#">Will's story</a> Understanding how to act on my stress levels was the key to managing his condition.</li> <li>Free training on suicide prevention and stress life skills (resources below).</li> <li>Advertise <a href="#">EAP</a> resources. (username: 72221, password: employeecare).</li> <li>Resilience stories from famous people – how they cope with pressure.</li> <li><a href="#">Black dog pins for the top 100 – its ok to talk (cost)</a></li> </ul> <p><b>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</b></p>
<p><b>Resources</b> : Alcohol Concern <a href="http://www.alcoholconcern.org.uk">www.alcoholconcern.org.uk</a> Intranet resource page; <a href="#">Wellbeing Calendar resources</a></p> <p>Ant and Dec – recovery from alcohol addiction</p>	<p><b>Resources</b> : Time to change <a href="http://www.time-to-change.org.uk">www.time-to-change.org.uk</a> <b>Time to Talk Day</b> 2019 is taking place on Thursday 7 February. <b>Resources &amp; EAP</b> <a href="https://serene.me.uk/kiosk-0/anxiety_menu.php">https://serene.me.uk/kiosk-0/anxiety_menu.php</a> Free basic CBT program to help people deal with anxiety (Note: only their basic program is free; they charge for their more comprehensive program)</p>	<p><b>Resources</b> : National Sleep foundation <a href="http://www.sleepfoundation.org">www.sleepfoundation.org</a> Seven nights to a better nights sleep; <a href="https://sleepcouncil.org.uk/seven-steps-to-a-better-nights-sleep/">https://sleepcouncil.org.uk/seven-steps-to-a-better-nights-sleep/</a> See the Calendars intranet page for resources; <a href="https://intranet.rsa-ins.com/sites/UK/Policies-and-procedures/People-Zone/Health-and-Safety/Pages/Wellbeing-Calendar-2019.aspx">https://intranet.rsa-ins.com/sites/UK/Policies-and-procedures/People-Zone/Health-and-Safety/Pages/Wellbeing-Calendar-2019.aspx</a></p>	<p><b>Resources</b> : Mind <a href="http://www.mind.org.uk">www.mind.org.uk</a> Suicide prevention training: <a href="https://www.zerosuicidealliance.com/">https://www.zerosuicidealliance.com/</a> <a href="https://littf.com/home/living-life-to-the-full-series/">https://littf.com/home/living-life-to-the-full-series/</a> - free online learning giving life skills to cope with stress and low mood. <a href="#">Learn cognitive behavioural therapy skills for preventing and coping with depression with MoodGYM, for free.</a></p>

# Supporting physical wellbeing in the workplace

May – August 2019



YOUR **BEST**

Physical activity plays a huge role in supporting our employee's wellbeing, so whether it's a brisk walk in the evenings, team sports or swimming, there are many ways in which we can encourage people to keep active. Our wellbeing campaign encourages employees to find the time and motivation to do this;

May	June	July	August
<p><b>Intro</b> : Let's get moving during National Walking Month. Also promotion of sitting correctly and the need to move.</p>	<p><b>Intro</b> : National Carers Week. Caring for carers. Arthritis awareness</p>	<p><b>Intro</b> : Food for thought Exploring the importance of a balanced and varied diet. Combatting <a href="#">Dehydration</a></p>	<p><b>Intro</b> : National Fitness Day 2019 <a href="#">Flying Start campaign</a>.</p>
<p><b>What</b> :</p> <ul style="list-style-type: none"> <li>World walking app (team and individual walking promotion).</li> <li>PM's get their sites into the World Walking Challenge to walk round the world. <a href="https://worldwalking.org/">https://worldwalking.org/</a></li> <li><a href="#">AXA</a> portal for tips on exercise and logging exercise.</li> <li>Article – best walking trainers/shoes.</li> <li>Eddie Izzard marathon story/celebrity story.</li> </ul> <p>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</p>	<p><b>What</b> :</p> <ul style="list-style-type: none"> <li>Podcast on the impact of arthritis on individuals.</li> <li>Encourage carers to share their stories on Yammer.</li> <li>Podcasts on accepting change and being a carer.</li> <li>Promote Dr @ Hand – using when you have difficulty accessing services due to caring responsibilities.</li> <li>Arthritis awareness stories</li> </ul> <p>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</p>	<p><b>What</b> :</p> <ul style="list-style-type: none"> <li>Distribute the <a href="#">Eat well plate</a></li> <li><a href="#">AXA</a> portal for tips on reducing salt and substitution for healthier food.</li> <li>PM's to promote; <a href="#">Sugar swap</a>.</li> <li>Podcast on healthy eating.</li> <li>Promote the <a href="#">drink more water app</a></li> <li><a href="#">Fruit drop on each site (cost)</a></li> </ul> <p>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</p>	<p><b>What</b> :</p> <ul style="list-style-type: none"> <li>Podcast on exercise.</li> <li><a href="#">AXA</a> portal for calculating your health age.</li> <li>Give each site a set of scales/blood pressure monitor and height measuring stick to use in the AXA portal (Cost).</li> <li>PM's; Promote <a href="#">Flying Start campaign</a>.</li> <li>Active promotion of gym flex, bike to work, talk to committees about walking/running clubs.</li> <li><a href="#">Fun Workout videos</a></li> </ul> <p>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</p>
<p><b>Resources</b> : British Heart Foundation <a href="http://www.bhf.org.uk">www.bhf.org.uk</a> Intranet resource page; <a href="#">Wellbeing Calendar resources</a></p>	<p><b>Resources</b> : Age UK <a href="http://www.ageuk.org.uk">www.ageuk.org.uk</a> Arthritis Research UK <a href="http://www.arthritisresearchuk.org">www.arthritisresearchuk.org</a> <a href="https://www.carersweek.org/">https://www.carersweek.org/</a></p>	<p><b>Resources</b> : British nutrition foundation; <a href="http://www.nutrition.org.uk/">http://www.nutrition.org.uk/</a> AXA Wellbeing gateway; <a href="http://www.axapphealthcare.co.uk/rsa">www.axapphealthcare.co.uk/rsa</a></p>	<p><b>Resources</b> : How to be more active Resources to help employees become more active and build everyday exercise into their routine. Fitting exercise in (AXA webinar tbc). <a href="#">AXA</a></p>

# Prevention of ill health & social health

## September – December 2019



YOUR **BEST** 

From arthritis through to cancer, we'll be exploring the common signs and symptoms to look out for, as well as work through how to manage existing conditions such as Prevention of ill health bone, muscle and joint pain.

September	October	November	December
<p><b>Intro</b> : Breast Cancer Men and women.</p>	<p><b>Intro</b> : National Cholesterol Month Highlighting the importance of keeping your cholesterol in check. October is World Mental Health day.</p>	<p><b>Intro</b> : It's not November it's Movember! Time to focus on men's physical and mental health!</p>	<p><b>Intro</b> :</p> <ul style="list-style-type: none"> <li>• A focus on women's health.</li> <li>• Time to tackle an often awkward topic and increase awareness about bowel cancer.</li> <li>• Safety during Christmas parties</li> </ul>
<p><b>What</b> :</p> <ul style="list-style-type: none"> <li>• PM's to encourage teams to sign up for a <a href="#">breast cancer run</a> or run a <a href="#">wear it pink</a> event.</li> <li>• Podcast on breast cancer.</li> <li>• Book on peoples experiences.</li> <li>• Celebrity story</li> </ul> <p>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</p>	<p><b>What</b> :</p> <ul style="list-style-type: none"> <li>• AXA Wellbeing gateway on cholesterol; <a href="http://www.axapphealthcare.co.uk/rsa">www.axapphealthcare.co.uk/rsa</a></li> <li>• The importance of social interaction on mental health.</li> <li>• Podcast on Mental health</li> <li>• Yammer: <a href="#">Superfoods for lowering cholesterol</a></li> </ul> <p>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</p>	<p><b>What</b> :</p> <ul style="list-style-type: none"> <li>• Practically speaking about testicular cancer Video case studies exploring <a href="#">how Ben, Jonny and Greg coped with the emotional and physical effects of testicular cancer.</a></li> <li>• Men's health Time to discover common health worries men face when it comes to their mental and physical health – AXA A focus on men's health (webinar).</li> <li>• PM's encourage site campaign on November (below) encourage guys to grow moustache/beard and share story on yammer.</li> </ul> <p>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</p>	<p><b>What</b> :</p> <ul style="list-style-type: none"> <li>• Checking for cancer Spread awareness to help your teams understand the risks and symptoms.</li> <li>• AXA join our expert podcast for women's health</li> <li>• Safety during Christmas parties; from not drinking too much to personal security. Intranet article and Yammer article.</li> <li>• Promote Dr @ Hand – for all ailments during the coming winter period.</li> </ul> <p>Each month we will provide a theme based on giving people a; Podcast, tv programme recommendation, book recommendation, celebrity story &amp; app.</p>
<p><b>Resources</b> :</p> <p><a href="https://www.breastcancercare.org.uk/get-involved/campaign-us">https://www.breastcancercare.org.uk/get-involved/campaign-us</a></p>	<p><b>Resources</b> : Heart UK <a href="http://www.heartuk.org.uk">www.heartuk.org.uk</a> Intranet resource page; <a href="#">Wellbeing Calendar resources</a></p>	<p><b>Resources</b> : Movember <a href="http://www.movember.com">www.movember.com</a> Prostate Cancer UK <a href="http://www.prostatecanceruk.org">www.prostatecanceruk.org</a> Intranet resource page; <a href="#">Wellbeing Calendar resources</a></p>	<p><b>Resources</b> :</p> <p>Women's health: <a href="#">NHS</a> Bowel Cancer UK <a href="http://www.bowelcanceruk.org.uk">www.bowelcanceruk.org.uk</a> Intranet resource page; <a href="#">Wellbeing Calendar resources</a></p>