**Pathway for supporting staff with a mental health condition**

This leaflet is intended as a guide to support staff who are experiencing mental health difficulties. It should be used in conjunction with the Mind Ur Mind Toolkit

<http://www.bwellbelfast.hscni.net/wp-content/uploads/2015/10/20170908_Mind-Ur-Mind-toolkit-Nov-2017.pdf> (available on the b well app and Website <http://www.bwellbelfast.hscni.net/?page_id=1675>) and we would encourage all managers to avail of training available within the Trust including Mental Health First Aid, Managing Difficult Situations, Managing Conflict. The Belfast Recovery College <http://www.belfasttrust.hscni.net/BelfastRecoveryCollege.htm> also offers a range of courses on Mental Health.

***Example 1***

**Managing a crises of acute mental health distress e.g. staff member reports feeling suicidal or threatening self harm or harm to others.**

Where safe to do so, stay with the staff member or ask a colleague to stay with them.

Tell a colleague or supervisor as soon as possible.

Help the person keep as safe as possible. Try to ensure that they are kept away from windows, staircases, balconies, dangerous objects.

If immediate and serious risk (e.g. person tells you they are leaving the premises to harm themselves or others - call security (Tel. 028950 42000) police or ambulance (Tel. 999)

**In less immediate risk circumstances you should advise the individual that you are concerned for their health and wellbeing and that you would like to contact Lifeline\* with them** <http://www.lifelinehelpline.info/>**. Tel: 0808 808 8000.** You could also ask the individual who they would like to be involved e.g. a trusted family member, friend, work colleague.

Encourage the individual (or trusted family member, friend, colleague etc. with the individual’s permission) to contact their GP. GP’s are a gateway to several services including mental health hubs and community-based services and also in relation to any medications that may be prescribed.

\*Lifeline <http://www.lifelinehelpline.info/> is a 24/7 NI crisis response helpline service for people who are experiencing distress or despair irrespective of age or where they live in NI.

Lifeline <http://www.lifelinehelpline.info/> counsellors are available 24 hours a day, seven days a week to listen and help, **in confidence**. Counsellors are experienced in working with trauma, suicide, self-harm, abuse, depression and anxiety. All callers will receive immediate help on the phone. Should individuals require further support Lifeline <http://www.lifelinehelpline.info/> can provide a face-to-face counselling appointment in any local area within seven days.

Lifeline <http://www.lifelinehelpline.info/> also provides support and guidance to families and carers, concerned friends, professionals, teachers, youth workers, clergy and communities.

**What to do after the critical situation**

Managers should keep in touch with the individual and encourage them to contact their GP and signpost to Staffcare <http://intranet.belfasttrust.local/directorates/hr/OH/Pages/Staffcare.aspx>, Mind Ur Mind Toolkit <http://intranet.belfasttrust.local/directorates/hr/Documents/Mind_Ur_Mind_Toolkit_Sep17.pdf>,

b well app and or website <http://www.bwellbelfast.hscni.net/>, Chaplaincy Service <http://intranet.belfasttrust.local/Pages/News/Chaplaincy-on-the-Hub.aspx>

Belfast Recovery College, <http://www.belfasttrust.hscni.net/BelfastRecoveryCollege.htm> , Trade Union, Lifeline <http://www.lifelinehelpline.info/> , Occupational Health <http://intranet.belfasttrust.local/directorates/hr/OH/default.aspx> .

If appropriate report under adverse incident procedure. Remember to take care of yourself and other staff who may have been involved or witnessed the situation. Being involved in such a situation is distressing. The following support is available for you:

* Your line manager
* Staff care <http://intranet.belfasttrust.local/directorates/hr/OH/Pages/Staffcare.aspx>
* Occupational Health <http://intranet.belfasttrust.local/directorates/hr/OH/default.aspx>
* Your GP

***Example Two***

**A staff member with a history of depression/anxiety advises you they have concerns that their depression is returning and/or they are frightened of “slipping back”**

Try to spend time with the staff member**.**

Provide a listening ear with regards how they are feeling.

Ask them what has helped in the past?

Suggest to the individual that they speak to their GP, counsellor or Lifeline <http://www.lifelinehelpline.info/>.

Offer to individual “Would it help if I made the initial call” then pass the phone over?

Signpost to the range of Trust resources available including; Staffcare <http://intranet.belfasttrust.local/directorates/hr/OH/Pages/Staffcare.aspx> , Mind Ur Mind Toolkit <http://intranet.belfasttrust.local/directorates/hr/Documents/Mind_Ur_Mind_Toolkit_Sep17.pdf>, b well app and or website <http://www.bwellbelfast.hscni.net/>, Chaplaincy Service <http://intranet.belfasttrust.local/directorates/nue/Pages/Chaplaincy%20Service/About-the-Chaplaincy-Service.aspx> , Belfast Recovery College <http://www.belfasttrust.hscni.net/BelfastRecoveryCollege.htm> , Trade Union, Lifeline <http://www.lifelinehelpline.info>, Occupational Health. [Home - Occupational Health](http://intranet.belfasttrust.local/directorates/hr/OH/default.aspx)

***Example Three***

**You have noticed that a staff member appears, quiet, withdrawn and not their usual self**

Have a chat with the individual over a cup of tea or coffee in a quiet area and ask how they are doing?

Advise that they seem a bit down/quiet/angry/frustrated/under pressure and if everything is ok?

Ask is there anything you can do to help and what support if any, they think might help?

Ask if they have spoken to their GP or sought help elsewhere?

Signpost to the range of Trust support available including; Staffcare <http://intranet.belfasttrust.local/directorates/hr/OH/Pages/Staffcare.aspx> , Mind Ur Mind Toolkit<http://www.bwellbelfast.hscni.net/wp-content/uploads/2015/10/20170908_Mind-Ur-Mind-toolkit-Nov-2017.pdf> , b well app <http://www.bwellbelfast.hscni.net/?page_id=2491> and or website <http://www.bwellbelfast.hscni.net/>, Chaplaincy Service <http://intranet.belfasttrust.local/directorates/nue/Pages/Chaplaincy%20Service/About-the-Chaplaincy-Service.aspx> , Belfast Recovery College <http://www.belfasttrust.hscni.net/BelfastRecoveryCollege.htm>, Trade Union, Lifeline <http://www.lifelinehelpline.info/> , Occupational Health <http://intranet.belfasttrust.local/directorates/hr/OH/default.aspx>

***Example Four***

**During a meeting with an individual, they become agitated, raise their voice, and display aggressive behaviour.**

If an individual’s behaviour causes you to feel unsafe, end the meeting and leave the room immediately.

If you are meeting with someone who you know can become easily agitated, it is important to plan your meeting in advance. This will include seating (place yourself between the person and the door so you can make an exit, if needed), holding the meeting in a venue that is not secluded, being accompanied by a colleague, suggesting that the individual is also accompanied. Perhaps ensure other colleagues are aware of the situation and estimated start/end time of meeting

During the meeting, it is imperative to adapt a calm, approach and be aware of any changes of body language, facial expressions or language used by the individual.

If the individual becomes agitated, suggest a short break of 15-20 minutes and or reconvene at a later date.

Remind the individual of the Trust’s Working Well Together <http://intranet.belfasttrust.local/policies/Documents/Working%20Well%20Together%20Policy.pdf> and Zero Tolerance <http://intranet.belfasttrust.local/policies/Documents/Zero%20Tolerance%20Policy.pdf>

and that it is in everyone’s interest to conduct the meeting in a respectful manner.

Useful BHSCT training resources for Managers include:

Conflict Resolution, Managing Difficult Situations. Management of Actual and Potential Aggression (MAPA), Mental Health First Aid.

<http://intranet.belfasttrust.local/Learning/Pages/Learning%20and%20Development/Training-Materials.aspx>

<https://view.pagetiger.com/LDPortfolio2016-2017/LD-Portfolio2018-2019>