

# Mental Wellbeing

		Level of intervention/Support										High/Reactive							
		Information				Working Practice, Policy & Governance				Proactive intervention									
		Low/Proactive																	
<b>Healthy</b> Normal Functioning	Generally happy Able to flex to work/life demands Can handle stressful situations	<b>Provide positive information</b> Awareness campaigns Onsite drop in sessions Positive feedback Recognition of good work\practice Early, honest & proactive communication of change	<b>PAM Assist</b> Confidential phone line & website, leading to face counselling/ CBT if required	<b>Accessible information/ signposting to resources/ opportunities to give feedback</b> Information provided at induction/ throughout career Staff/Wellbeing surveys Evaluation of interventions	<b>Positive recruitment</b> Positive statements about mental wellbeing in recruitment literature Recruitment staff briefed on mental health issues & Equality Act 2010	<b>Clarity of job design &amp; role</b> Appropriate role planning, review of workload, clarity of requirements of role	<b>Ongoing support</b> Wellbeing questions at PDR Appropriate training & development fitting to the role	<b>Promoting work/life balance</b> Effective policies/ working practices that support and promote flexibility, trust, a sense of value (inc. shift patterns etc.)	<b>Health Trainers</b> Personal & individual 1:1 support & advice	<b>Staff Training - Building resilience &amp; Coping Strategies</b> Time management Recognising stress management Stress management Relaxation techniques	<b>Management Training</b> Recognising stress management Stress management\ management styles (supportive management behaviour, creating positive work relationships) Performance\ workload management	<b>Post Incident Care (PIC) Process</b> Only required as response to a traumatic incident	<b>Wellbeing Referral</b> Counselling CBT EMDR	<b>Trained onsite staff counsellors</b>	<b>Trauma Awareness Training</b> Only required as a response to a major incident	<b>PTSD Forum/ Open Meetings</b>			
<b>Reacting</b> Common & reversible distress	Anxious Stressed Feeling overwhelmed			Information provided at induction/ throughout career Staff/Wellbeing surveys Evaluation of interventions	Positive statements about mental wellbeing in recruitment literature Recruitment staff briefed on mental health issues & Equality Act 2010	Appropriate role planning, review of workload, clarity of requirements of role	Wellbeing questions at PDR Appropriate training & development fitting to the role	Effective policies/ working practices that support and promote flexibility, trust, a sense of value (inc. shift patterns etc.)	Personal & individual 1:1 support & advice	Time management Recognising stress management Stress management Relaxation techniques	Recognising stress management Stress management\ management styles (supportive management behaviour, creating positive work relationships) Performance\ workload management								
<b>Tippling point</b> On the verge of long term feelings of mental unrest	At breaking point Loss of control Persistent low mood Regular changes in mood Feeling overwhelmed																		
<b>Unwell</b> Persistent functional/ clinical impairment	Depression Inability to function at work/home																		
<b>Very unwell</b> Severe functional impairment	Suicidal thoughts Post Traumatic Stress Disorder																		

The intention of the above is to identify the most appropriate mechanisms of support for individuals who are at, or have the potential to be at, different stages of mental wellbeing. Whilst it is appreciated that those at the lower end of the spectrum may still undertake surveys/PDR's at which concerns can be raised, the above is there to represent the likely intervention that would be most appropriate for the level of wellbeing in evidence.