

MWH Treatment Mental Health First Aid



GambleAware



Mental Health

First Aid Box

- 1—Mental Health—Helpful Question sets**
- 2—Helping in a Crisis—Suicidal thoughts**
- 3—Your Mental Health First Aiders**
- 4—Mental Health Resources**
- 5—Alcohol Addiction Support**
- 6—Drug Addiction Support**
- 7—Gambling Addiction Support**
- 8—Your Employee Assistance Programmes**

MHFA Helpful Questions and Tips

ALGEE Action Plan



Mental Health First Aid

Approach

Assess for crisis

Assist in crisis

Listen and communicate non-judgementally

Give support and information

Encourage appropriate professional help

Encourage other Supports

MHFA Helpful Questions and Tips

ALGEE Action Plan

A

Approach, Assess for crisis, Assist with crisis

Approach

- Open conversation
- Consider your own judgements
- Right me/place?
- Be sensitive/mindful of personal space
- Respect privacy unless risk of harm to self or others

Assess for crisis

- Watch for warning signs
- Suicidal crisis?
- Self-harm?
- Panic Attack?
- Traumatic event?
- Severe psychotic state?
- Medical Emergency

Assist with crisis

- Ensure own personal safety
- Ensure person not left alone if immediate crisis
- Seek immediate emergency help in doubt
- Inform external helpers of situation and mental health needs
- Encourage person to talk
- Don't give advice, argue, deny their feelings/experience
- Reassure help is available and can be found

MHFA Helpful Questions and Tips

ALGEE Action Plan

- Stay calm—it's infectious
- Physical first aid for medical emergencies

L

Listen and communicate non-judgementally

- Set aside any judgements you hold
- Listen without interrupting
- Ask appropriate clarifying questions
- Reflect back what person has said, use minimal prompts ('Mmm', 'Ah' etc.)
- Silence can be supportive
- Open body language
- Comfortable eye contact
- Don't invade their space
- Don't be critical, argue or get frustrated
- Don't offer glib advice (e.g. 'Cheer up')
- Avoid confrontation unless necessary in crisis
- Remember, you can acknowledge emotional experience without agreeing with concerning actions and/or pretending delusions/hallucinations are real.

G

Give emotional and practical support and information

- Treat person with respect and dignity
- Don't blame them for their difficulties (mental health issues are real and they're coping as best as they can)
- Have realistic expectations for them (any behaviour change takes time; they're not weak or lazy)
- Offer consistent emotional support and understanding
- Give hope for recovery (effective treatments are available)

MHFA Helpful Questions and Tips

ALGEE Action Plan

- Give practical help, but don't try to take over and solve all problems; instead support new coping strategies
- Give high quality info relevant to their condition
- Where risk to self or others exists, don't keep a secret, but try to consult person before sharing any details

E

Encourage the person to get appropriate professional help

- This can be difficult step to take, but vital, so help person make decision—early intervention aids recovery
- Discuss wide range of options: GPs, counsellors, psychologists, psychiatrists, NHS—IAPT, Early Intervention in Psychosis, Crisis Resolution, Community Mental Health Teams, inpatient, voluntary sector—e.g. Mind, helplines
- GP first port of call 999 in crisis
- Medication & psychological treatments both important, balance side effects and negotiate with professionals

What if person doesn't want help?

- Explore reasons why (costs, fears, negative experience?)
- Tell person you'll support if they change their mind
- Respect person's right not to seek help unless they are risk to self or others
- If person very unwell, seek help on their behalf; try to involve them as much as possible
- Never threaten with forced treatment—legalities are complex, seek advice

E

Encourage other support

- Family/friends can play key roles and can help by listening, encouraging and providing practical and emotional support

MHFA Helpful Questions and Tips

ALGEE Action Plan

- Support groups and informal befriending services can validate experiences, reduce isolation and provide peer learning for self-help
- Voluntary and community sector support
- Self-help strategies can help and also give people sense of regaining control of their lives and doing something positive. Includes: books/leaflets, groups, computerised packages, websites, or apps, often cognitive-behavioural based
- Wellbeing strategies (5 ways to Wellbeing, 10 Keys to Happier Living)
- Complementary therapies, e.g. mindfulness, massage therapy, yoga, relaxation strategies, nutrition, exercise, creativity, avoiding alcohol /drugs
- Wellness Recovery Action planning

MHFA Helpful Questions Assisting in Crisis - Suicidal Thoughts



Mental Health First Aid

Approach

Assess for crisis

Assist in crisis

Listen and communicate non-judgementally

Give support and information

Encourage Appropriate professional help

Encourage other Supports

Your Mental Health First Aiders

Assessing for Suicidal crisis

1. Suicide warning signs

- Declaring intent
- Intense/fluctuating emotions
- Hopelessness
- Sudden unexplained recovery
- Withdrawal
- Good byes
- Risky Behaviour, increased substance use

2. Ask Directly

“Are you having thoughts of Suicide?”

3. Explore & assess risk level

“Why do you feel this way, have you felt it before?”

Do they have PLAN, MEANS, TIME SET?

4. Find out about prior behaviour

Previous attempts?

Risk-taking behaviour?

Self-harm?

5. Find out about supports

MHFA Helpful Questions Assisting in Crisis - Suicidal Thoughts

Family, friends, professionals?

Existing treatments?

Crisis plans?

Assisting in suicidal crisis

- 1. Ensure own personal safety**
- 2. Ensure person not left alone if risk high**
- 3. Seek immediate help:**

Emergency GP visit, 999 or take to A&E. Samaritans 116 123

- 4. Discourage acute alcohol/drug use**
- 5. Try to limit access to means to take life**
- 6. Encourage person to talk**

(Follow L in ALGEE). Don't give advice or deny their feelings

- 7. Consider helping create a support plan**
- 8. Remember—confidentiality does not apply to suicide.**

Crisis Contacts

- NHS: 999 emergency or nearest A&E department**
- 111 for professional health advice 24/7**
- Emergency GP Appointment**
- Samaritans: 116 123 (24/7 freephone)**
- Early Intervention in Psychosis Teams**

Your Mental Health First Aiders

- **Crisis Resolution and Home Treatment Teams**

Assisting with panic attacks or Traumatic event

Panic Attack:

1. If unsure what it is—call 999
2. If sure, try to move to a quiet, safe place, mind personal space
3. Stay calm—it's infectious. Speak clearly and slowly
4. Acknowledge terror feels real
5. Reassure person they're safe and symptoms will pass
6. Get person to focus on something non-threatening
7. Ask what would help (if possible)

Traumatic Event

1. Ensure own safety, attend to basic needs, and seek help
2. Introduce self, remain calm, caring, communicate as equal
3. Normalise their reactions (normal to abnormal event)
4. Protect from sights or bystanders etc
5. Don't force person to talk/relive trauma but listen if they want you to
6. If stress reaction continues for more than 1 month, encourage professional help

MHFA Helpful Questions Assisting in Crisis - Suicidal Thoughts

Assisting in severe psychotic state

1. Ensure own safety
2. Contact emergency help. Explain person has mental ill health and needs help
3. Follow mental health crisis card/advance directive if available; find out who person trusts and get their help
4. Don't leave person alone
5. Stay calm, speak quietly, in short sentences
6. Empathise, be reassuring and concerned (hallucinations can cause extreme fear and distress), but don't pretend they're real for you
7. Comply with reasonable requests and try to de-escalate situation

Your Mental Health First Aiders

Anglian	CMDP	ESD	Severn Trent
Gary Slater	Garry Burgess	Angus Lambie	Adrian Green
Karen Sheridan	Ian Brown	Patrick Martin	Kel Smith
Linda Greener	Andrew Gardham	Scott McKirdy	Adrian Woods
Adam Bullers	Gary Hall		Maria Gonzalez Rodriguez
Aidan Hickey	Jonathan Wood		Craig Thompson
Simon Barr			Mark Townshend
			Jason Lawford
			Tony Sixsmith

Soapworks	Thames	UU
Ajaz Dad	Mike Green	Mark Birtles
Pauline Callaghan Yates	Karen Nayler	Phil Woolley
Neil Holman		James Macdonald
Tom Standring		
Thomas Charnley		
Leanne Hutchinson		

MHFA Resource

Mental Health Charities



The Samaritans is a UK Charity aimed at providing emotional support to those that are struggling to cope, in emotional distress, or at risk of suicide. The Samaritans allow for individuals to talk to a volunteer through many avenues including on the phone or through email.

There is a self-help app that individuals can download and use in which you can track your mood, create a safety plan, try coping techniques and keep track of which activities are beneficial to your mental health.

Samaritans helpline is open 24 hours, 7 days a week. All calls are confidential.

Contact Number — 116 123

MHFA Resource

Mental Health Charities



Health in Mind promotes positive mental health and wellbeing throughout Scotland since 1982 and offer a wide range of services and courses to support people enabling them to make a positive difference in their lives.

What Health in Mind offers;

- In person support
- Support from someone with similar experiences
- Support on the phone
- Support with others (group)
- Informa on
- Drop in's

Email Address — contactus@health-in-mind.org.uk

Contact Numbers for Offices:

MHFA Resource

Mental Health Charities



Breathing Space is a free, confidential phone and webbased service for people in Scotland experiencing low mood, depression or anxiety. The aims of Breathing Space are to;

- be an alternative and easily accessible ‘first stop’ service
- assist at an early stage in order to stop problems escalating
- empathy, understanding and advice through active listening
- provide hope when none exists
- direction for those who do not know where to seek help

Call Line open 6pm to 2am Monday to Friday and 6am to 6pm Saturday and Sunday.

Contact Number — 0800 83 85 87

MHFA Resource

Mental Health Charities



Mind offers many services including

- Online peer support
- Local Mind Services
- Support including abuse support, addiction and dependency and Crisis Services
- Information non mental health problems
- Tips for everyday living
- Information on drugs and treatments

MHFA Resource

Mental Health Charities

**Contact Number — 0300 123 3393 Email Address —
info@mind.org.uk**



Men Sheds Association provide support and guidance to individuals throughout the UK creating a community space for men to connect, create and communicate with one another. They promote the building of men sheds and creation of new shed projects throughout the UK. Provide guidance on starting up and running a Men's shed in a community and holding networking events for the men within the community to connect.

Contact Number - 0300 772 9626

Email Address - admin@ukmsa.org.uk

MHFA Resource

Mental Health Charities



Mates in Mind is a UK charity that aims to provide clear information and support to employers on the mental health and well-being of their employees focusing on the construction industry. Mates in Mind is committed to improving mental health and resources within the construction industry.

Mates in Mind offer:

- **Awareness and Education** for the workforce with tailored training for every employee including mental health 'champions'. This approach ensures all employees understand their roles and responsibilities when it comes to mental wellbeing at work.
- **Research and development.** Mates in Mind have built a strong evidence base, that they use to share good practice. Since Mates in Mind was established, the charity has produced research, as well as supporting many organisations throughout the UK to help build an evidence base around how mental ill-health can be addressed in the workplace.
- **Communication and Advocacy.** Mates in Mind have a suite of resources to enable organisations to visibly support the framework throughout an organisation with relevant and accessible communication materials.
- **Guidance and Support.** Mates in Mind works together with workplaces to help them identify the areas for improvement and growth, assess their requirements and work in partnership to roll out programmes and continues to support and provide guidance after implementation.

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Contact Number — 020 3510 5018

MHFA Resource



Alcoholics Anonymous (AA) creates a safe space for individuals struggling with alcohol use to start and work through recovery they offer in person support groups and online helpline. AA is concerned with aiding in the personal recovery and sobriety of individuals that turn to the fellowship for help. AA preserves the anonymity of its members at a public level new members are ensured that their identity will not be discussed with anyone out with the fellowship and that each member speaks only for him/herself. **Contact number— 0800 9177650**

MHFA Resource

Email Address — help@aamail.org



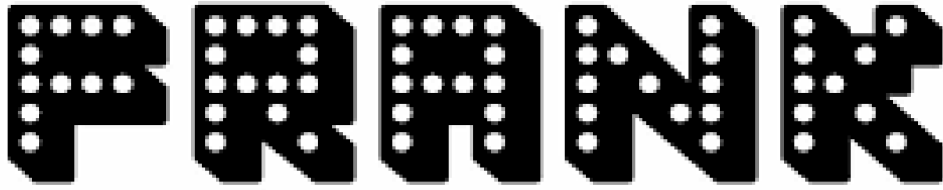
Alcohol Change UK offers support to individuals struggling with alcohol use. On their site you can check your drinking, see apps to cut down alcohol consumption, get help now and information on alcohol treatment. In the treatment section you are able to see where to start reaching out to get help and what treatments are available to you.

Alcohol Change does not offer a Helpline however they recommend calling the Drinkline, the national alcohol helpline. Drinkline is available Monday-Friday 9am-8pm and Weekends 11am-4pm.

Call — 0300 123 1110

MHFA Resource

Drug Addiction



Frank is dedicated to honest information about drugs on the website there are facts about individual drugs and the effects they have on individuals. They also offer information on what to do in an emergency situation, what to do if you are concerned about a friend or family member, what drug treatment is like and help find a support centre.

Phone — 0300 123 6600

Text — 82111

Or Fill out a form on www.talktofrank.com/contact to contact via email

MHFA Resource

Drug Addiction

The logo for Re-Solv features the text "Re-Solv" in a bold, green, sans-serif font. A thick green horizontal line is positioned below the text, starting under the 'R' and extending past the 'v'.

Re-Solv is an expert charity working across the UK to end solvent abuse and support all those whose lives are affected by it. Solvent abuse affects the lives of thousands of people in the UK. If you misuse any of the above products, or if someone you know misuses them, then they are here to help.

Phone — 01785 810762

Text — 07496 959930

Email— info@re-solv.org

Employee Assistance Programmes

GambleAware[®]

Be Gamble aware helps people struggling with gambling addiction and work with specialist organisations that offer confidential advice and tailored treatments on a range of issues related to gambling.

Through the Find the right support link you can find out about these specialised organisations and other services that offer support for young people, advice, and support for financial difficulties. There are also organisations that can help with a range of other issues that can be related to gambling including mental health, domestic violence, and suicide prevention.

Types of support available from Be Gamble Aware:

- **One-to-one support**, including counselling, CBT and other therapies giving an opportunity to discuss what's on your mind with a professional in a safe, confidential and non-judgmental way.
- **Support Groups** are a safe way to connect with other people who are in a similar situation to you and share experiences.
- **Residential support** can be an effective way of helping you to regain control of your life within a safe, non-judgmental environment.

The logo for National Debt Line is a green speech bubble with a white outline. Inside the bubble, the words "NATIONAL" and "DEBTLINE" are written in white, bold, uppercase letters, stacked on two lines.

NATIONAL DEBTLINE

National Debt Line run by Money Advice Trust offering confidential and independent advice on debt throughout the UK. Their website also offers fact sheets on Debt management plans, Council tax arrears, bankruptcy and more. To find out more about how they can help you contact them via phone, email, or web chat on their website.

Contact Number — 0808 808 4000

Employee Assistance Programmes



Health Assured

A confidential support service for employees

About Your Employee Assistance Programme

Sometimes it can be difficult to balance the pressures of work with the needs of home life. Your employer recognises help is sometimes needed to deal with the challenges you may face in life, both practical and emotional.

Health Assured provides confidential support services which are available to you.

Please make that call, rather than allowing your concerns to grow - you can speak with the same counsellor more than once

What can I use this service for?

- Family Issues
- Medical Information
- Lifestyle Addictions
- Gambling
- Financial
- Relationships
- Domestic Abuse
- Insurance Claims
- Consumer Issues
- Debt
- Legal
- Stress
- Childcare
- Work
- Housing

Telephone Counselling

Your call will always be answered by a qualified and experienced counsellor who will offer help and support in a professional, friendly and non-judgmental manner. A range of additional support is available as part of your EAP, including structured telephone counselling and online Cognitive Behavioural Therapy (CBT). Further support maybe available subject to the terms of your EAP.

Online Health Portal @ www.healthassuredeap.com

- ✓ Emotional support
- ✓ Personal coaching
- ✓ Health checks
- ✓ Medical factsheets
- ✓ Fitness advice
- ✓ BMI assessment

FREE 24 HOUR 0800 030 5182
www.healthassuredeap.com