



MEDIGOLD
HEALTH

Delivering Mental Health in the Workplace

Mental Health in the Workplace

Mental health is now at the heart of our national debate on health at work.

The findings of the Stevenson-Farmer report, “Thriving at Work” (25/10/2017) will have a far-reaching impact:

- ✓ Annual cost to UK employers is between £33 to £42 billion
- ✓ Mental ill health is now the leading cause of sickness absence in the UK (Time To Change, MIND 2017)

Mental Health Core Standards



The Stevenson-Farmer reports recommends new mental health core standards to be followed by all employers:

Key points include:

- ✓ Develop a mental health corporate strategy
- ✓ Promote mental health awareness among employees
- ✓ Train, equip and empower HR and line managers
- ✓ Provide support services for employees (EAP)

Medigold can help schools deliver these new mental health core standards in your workplace.

Our Approach

Medigold can help schools place mental health at the heart of your broader employee wellbeing and absence management strategy:

✓ **Integrated Services:**

We efficiently combine occupational health, wellbeing, mental health and absence management

✓ **Specialist Partners:**

We partner with one of the UK's leading workplace mental health & EAP specialists – Wellbeing Solutions Management (WSM)

WSM – Values & Background



- An independent specialist EAP and mental health provider, established in 2001.
- WSM offers a powerful combination of commercial acumen with clinical integrity.
- Committed to delivering meaningful life enhancing change to all employees who assess our EAP resources.
- A strong belief that effective workplace mental health delivers a real win-win for employers and employees.

Delivering Mental Health

We deliver effective and practical workplace mental health solutions through 3 main channels:

1. Employee-Led:

Confidential self-referrals through an Employee Assistance Programme (**EAP**)

2. OH-Led:

Management referrals for mental health support when identified in a thorough OH Assessment

3. HR-Led:

A comprehensive range of mental health interventions to address a variety of specific workplace issues

Employee Assistance Programme (EAP)



- ✓ EAPs are a core component of a broader wellbeing and health & safety strategy
- ✓ EAP's deliver employee **self referral** for confidential counselling and advice
- ✓ A management resource for employers
- ✓ Helping employers by supporting the wellbeing of employees

EAP Core Components

Support for your Employees



- ✓ **24/7 Helpline Access**, via a free-phone 0800 number
- ✓ **Telephone Counselling**, 24/7 access to specialist telephone counsellors
- ✓ **Face-to-face Counselling**, UK-wide coverage with our network of over 2,000 accredited counsellors
- ✓ **Life Management Advice**, “citizens advice bureau style” legal and money advice
- ✓ **Family members included**, access for any family member aged 16+ and living in same household as your employee
- ✓ **Employee EAP Website**, access to information and sign-posting

Employee's EAP "Journey"

- ✓ 24/7 call intake, UK based specialist team
- ✓ Triage to determine counselling or advice
- ✓ *If* counselling, an initial telephone counselling assessment
- ✓ A choice between face to face or telephone counselling
- ✓ Legal, money, expert advice and sign-posting

Advice and Information



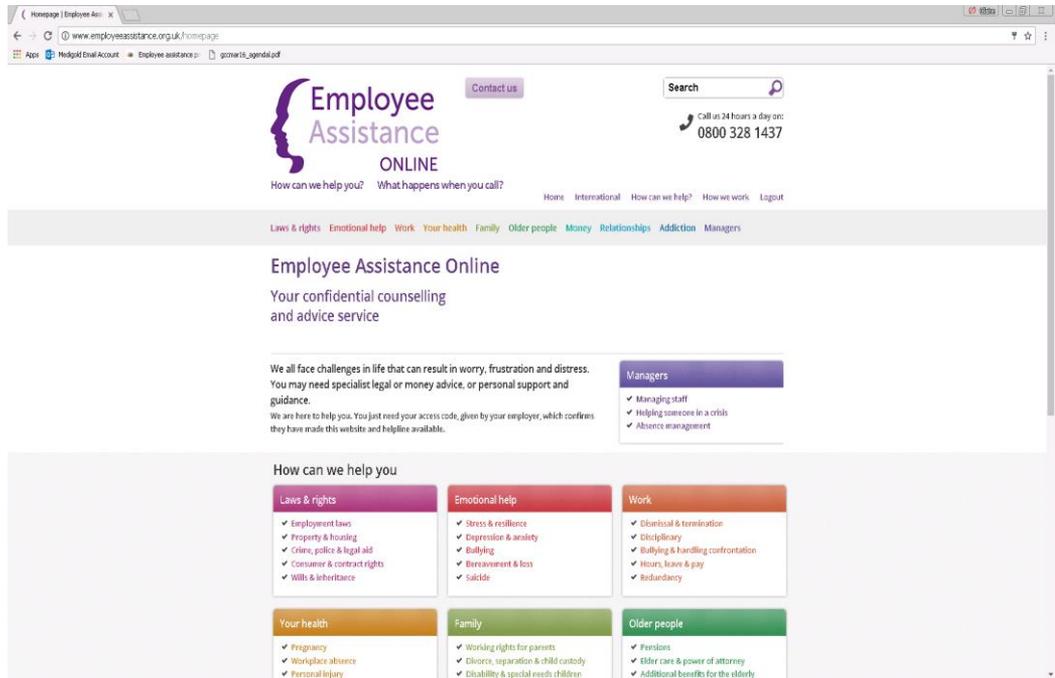
- ✓ Up to 50% of all EAP calls can be for **practical advice**
- ✓ Comprehensive “Citizens Advice Style” telephone resource
- ✓ Legal – on all aspects of law, including employment law
- ✓ Money – debt advice specialisation, including gambling
- ✓ Life-management, childcare, eldercare, health, wellbeing

EAP Employee Website

- ✓ EAP website gives employees practical help and advice, including details of other specialist help-lines.
- ✓ The website also gives employees another way of getting in touch with our EAP team.

www.employeeassistance.org.uk

Access code: **WSM Guest**



The screenshot shows the homepage of the Employee Assistance Online website. The browser address bar displays 'www.employeeassistance.org.uk/homepage'. The page features a navigation menu with links for Home, International, How can we help?, How we work, and Logout. A search bar is located in the top right corner, along with a contact number: 'Call us 24 hours a day on: 0800 328 1437'. The main heading reads 'Employee Assistance ONLINE' with a sub-heading 'Your confidential counselling and advice service'. Below this, a text block states: 'We all face challenges in life that can result in worry, frustration and distress. You may need specialist legal or money advice, or personal support and guidance. We are here to help you. You just need your access code, given by your employer, which confirms they have made this website and helpline available.' A 'Managers' section lists services: 'Managing staff', 'Helping carers in a crisis', and 'Absence management'. The 'How can we help you' section is organized into six categories, each with a list of services:

- Laws & rights:** Employment laws, Property & housing, Crime, police & legal aid, Consumer & contract rights, Wills & inheritance.
- Emotional help:** Stress & resilience, Depression & anxiety, Bullying, Bereavement & loss, Suicide.
- Work:** Disciplinary & termination, Disciplinary, Bullying & handling confrontation, Hours, leave & pay, Redundancy.
- Your health:** Pregnancy, Workplace absence, Personal injury.
- Family:** Working rights for parents, Divorce, separation & child custody, Disability & special needs children.
- Older people:** Pensions, Elder care & power of attorney, Additional benefits for the elderly.



MEDIGOLD
HEALTH

Clinical Network

- ✓ Over 2,000 affiliated counsellors, psychotherapists and psychologists.
- ✓ Counsellors are all BACP accredited, insured and have over 2 years experience.
- ✓ Face-to-face counselling within a 15 minute travelling time.
- ✓ Managed by WSM's Clinical Network Manager.

Clinical Standards



- ✓ Confidentiality and Data Protection
- ✓ Risk management process to identify and manage high risk employees
- ✓ British Association for Counselling and Psychotherapy (BACP)
- ✓ Employee Assistance Professional Association (EAPA)



Support for Schools HR Teams

- ✓ **EAP Leaflets for all employees**, high quality, comprehensive communication to be shared with employees
- ✓ **Posters for notice-boards**, E-material and regular e-posters
- ✓ **EAP Usage Reports**, sector leading, detailed EAP usage analysis
- ✓ **Pro-active Account Management** with a dedicated, named account manager
- ✓ **Bespoke EAP web portal**, EAP management for your HR team
- ✓ **Evaluation quality measurement**, online monitoring survey

An Employer Focused Approach



- ✓ Positive, pro-active and constructive employment advice
- ✓ Support for managers and HR
- ✓ Specialist in-house employment lawyer
- ✓ WSM's "eyes and ears" policy
- ✓ Unique combination of legal and clinical consultancy

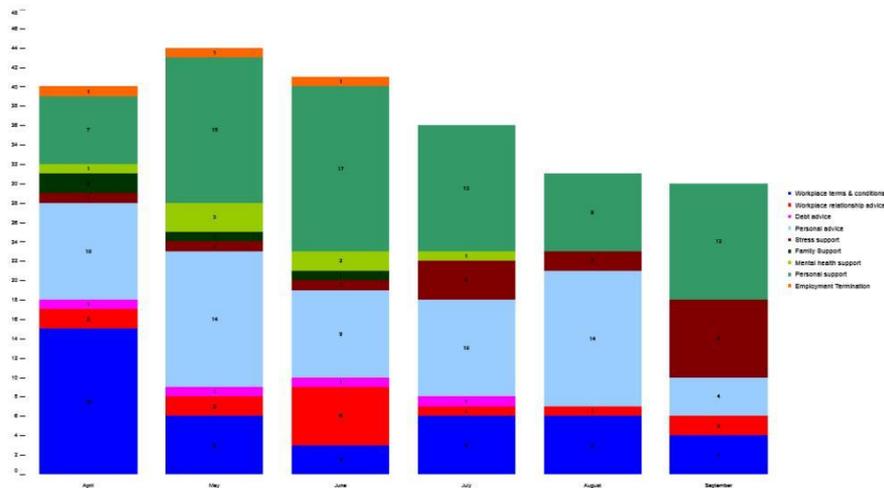
EAP Usage Analysis



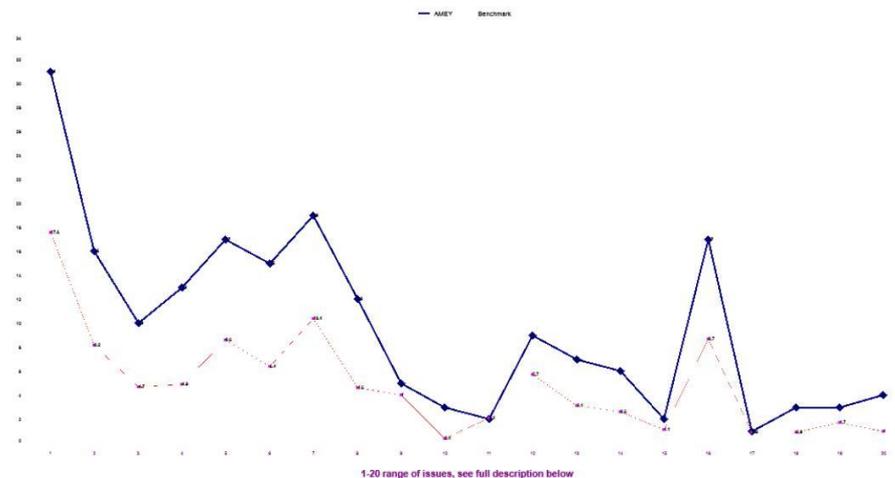
- ✓ Accurate and informative regular reporting
- ✓ Detailed analysis on why people call the EAP
- ✓ Unique benchmarking comparison analysis

EAP Usage Reporting:

Employment Related Presenting Issues



Comparative Benchmarking Analysis



1-20 range of issues, see full description below

Account Management & EAP HR Portal:



- ✓ Dedicated Account Manager
- ✓ HR Portal to manage your EAP

A screenshot of a web browser displaying the WSM Employee Assistance HR Portal. The browser address bar shows "www.wsm-welbeing.co.uk/portal/user". The page layout includes a navigation menu on the left with "Home", "Contact WSM", and "Logout". The main content area is titled "EAP HR Portal" and contains several sections: "Your Account" (with a sunflower icon and "EMPLOYEE ASSISTANCE HELPLINE"), "Counselling" (with a photo of a man on a phone), "CBT", "Psychological Assessments", and "Critical Incident Debriefing". Each section includes a brief description and a "Read more >>" link. On the right side, there are two vertical panels: "Quarterly Posters" (listing various poster topics like "Not just for women", "Panic it now", etc.) and "Launch Resources" (listing "EAP Communication Guide", "Self-Learner", "Resource Pack copy", and "Leaflet distribution covering letter"). Below these are "Bespoke Resources" (listing "Bespoke EAP Poster") and "Usage Reports" (with a description of the reports available).

EAP Launch and Communication



- ✓ Comprehensive EAP launch programme
- ✓ Quality leaflets for all employees
- ✓ Online communication pack for HR
- ✓ Regular updates to maintain staff awareness

EAP Communication



How can we help you?

- ✓ Confidential support
- ✓ Counselling and advice
- ✓ 24/7 freephone contact

24/7 freephone:
0800 328 1437

From outside the UK: +44 (0) 1482 661 814
Minicom: 01482 661 911 (8.30am – 6.00pm)

Online:
employeeassistance.org.uk
Your login access code is: **Medigold guest**

- Legal
- Housing Const
- Wills Immigration
- Legal Aid Employmen
- Crime Emotions Panic
- Depression Anxiety Resilier
- Worries Suicide Bereavement
- Work Disciplinary Absence
- Dismissal Terms and Conditions
- Stress Bullying Hours Health
- Wellbeing Disease Injury Diet
- Mental Health Pregnancy Infirmary
- Absence Family Parents Disability
- Education Custody Separation Teen
- Older People Nursing Pensions
- Wills Dependants Benefits Housir
- Death Money Debt Tax Benefit
- Loans Allowances Pay Budgeting
- Insolvency Relationships Partners
- Counselling Divorce Mediation Family
- Separation Addictions Rehabilitation
- Dependence Alcohol Gambling Drugs Suppor
- Legal Housing Consumer Legal Aid Immigrat
- Wills Employment Crime Emotions Depress
- Anxiety Resilience Bereavement Worri
- Panic Suicide Work Disciplinary Str
- Dismissal Terms and Conditions Bulliyin
- Hours Absence Health Wellbeing
- Disease Injury Pregnancy Mental H
- Diet Absence Infirmary Family Pi
- Teenagers Separation Custody Di
- Education Older People Nursin
- Pensions Wills Dependants Benefits
- Housing Death Money Benefits
- Allowances Budgeting Debt
- Tax Loans Insolvency
- Pay

This employee assistance helpline is provided by Medigold Health, medigold-health.com - in partnership with Wellbeing Solutions Management, wsm-wellbeing.co.uk



Maintaining Employee Awareness

Mental Health Awareness

November 2017



What's Going on This Month

1st November Stress Awareness Day

Stress is your body's way of responding to any kind of demand or threat. When you feel threatened, your nervous system responds by releasing a flood of stress hormones, including adrenaline and cortisol, which rouse the body for emergency action. Visit: isma.org.uk/national-stress-awareness-day to see how you can get involved.

Men's Health Awareness Month

The November Foundation is a global charity committed to men living happier, healthier, longer lives. Since 2003, millions have joined the men's health movement raising money for projects focusing on prostate cancer, testicular cancer, poor mental health and physical inactivity.

13th-17th November Anti-Bullying Week

This week's theme is 'Power for Good' and shines a spotlight on bullying and encourages all children, teachers and parents to take action against bullying throughout the year.

SAD & what's next after World Mental Health Day?

As we begin the Autumn months and conversations already turn towards Christmas plans, this month's issue focusses on **Seasonal Affective Disorder (SAD)**, a type of low mood that particularly shows up in the colder months. Follow our simple steps to keep you healthy and enjoying work and home life.

With so much news attention in October for World Mental Health day, we ask the question of how we can keep the momentum at work? We'll explore looking after our own mental health as well as continuing this important conversation in the workplace.

Petra Velzeboer – Editor

Seasonal Affective Disorder (SAD)

Seasonal Affective Disorder (SAD) is a type of depression that comes and goes in a seasonal pattern.

SAD is sometimes known as 'winter depression' because the symptoms are more apparent and tend to be more severe during the winter. The symptoms often begin in the autumn as the days start getting shorter. They're typically most severe during December, January and February.

SAD often improves and disappears in the spring and summer, although it may return each autumn and winter in a repetitive pattern.

The exact cause of SAD isn't fully understood, but it's often linked to reduced exposure to sunlight during the shorter autumn and winter days.

The main theory is that a lack of sunlight might stop a part of the brain called the hypothalamus working properly, which may affect the production of melatonin, the production of serotonin and your body's 'internal clock'.

Beating SAD:

Stay in touch
Don't shut yourself away – connect to friends & family.

Be more active
Take up some form of exercise to increase your body's production of serotonin.

Drink less alcohol
Try enjoying social events that don't revolve around alcohol.

Eat a healthy diet
Try new warming winter recipes, such as roasts, stews and hot-pots.

Go outside
Walk in winter sunshine or healthy and invigorating!

Mental Health Awareness

After World Mental Health Day, keep the conversation going



With so many news articles highlighting the issue of mental health during last month, it is clear that the topic impacts millions of lives across the UK. While we can see the relevance for this issue to be discussed at work we may be so caught up in the day-to-day running of things that we are fast forgetting how to keep the momentum going.

These tips can keep the conversation alive:

- ✓ Talk about your own mental health, especially if you're a manager as this will be a way to lead by example.
- ✓ Check out **Time to Change** for ideas of workplace campaigns that are relevant throughout the year: time-to-change.org
- ✓ If your employer signed the **Time to Change** pledge, ask questions and offer suggestions for how to roll out the mental health action plan.
- ✓ Have an informal lunch time training where an employee or guest speaker talks about their own mental health at work.
- ✓ Remember that we all have mental health just like we have physical health. Challenge stigma by asking colleagues how they are and waiting for the real answer.

Finally, if you're struggling in any way, please remember:

'Your illness does not define you. Your strength and courage does!'
- Unknown

Practice Courage

Practice courage this month by talking to someone about how you truly feel and take the time to sit down and truly listen to someone. Remember, we all have a story and it is our stories that connect us.

'Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.'
- Winston Churchill

Employee Assistance HELPLINE

Your Employee Assistance Helpline provides advice, covering a variety of personal or workplace issues.

Whatever our age, background or role in life, we all have problems from time to time. Our helpline can help us find a way forward. This service is paid for by your employer and is provided by an independent company, Wellbeing Solutions, in partnership with Medigold Health. There is no cost to you and all calls are confidential.

Freephone: 0800 328 1437 Online: employeeassistance.org.uk



Legal



Emotions



Work



Health



Family



Older People



Money



Relationships



Addictions

Medigold Health is a leading provider of corporate wellness and occupational health solutions, offering a comprehensive range of services to help organisations improve their employees' health and well-being. medigold-health.com

Wellbeing Solutions (a subsidiary of Medigold Health) is a leading provider of employee assistance programmes, offering a comprehensive range of services to help organisations improve their employees' health and well-being. www.wellbeing.co.uk

OH-Led Counselling Referrals



Medigold effectively integrates mental health provision into our core occupational health service delivery:

- ✓ Expert OH assessments **identify** mental health requirements and recommended therapy
- ✓ Thorough mental health referrals mirror medical referrals and include a **clinical report** and practical recommendations for HR
- ✓ Mental health referrals through OH **keep HR informed** and deliver effective and measureable outcomes

HR-Led Referrals

- ✓ **Critical incident rapid response**
 - face-to-face trauma counselling

- ✓ **HR-led management referrals**
 - counselling assessments and reports

- ✓ **Psychological Assessments**
 - HR referrals for complex stress cases

- ✓ **Mediation & Dispute Resolution**
 - for inter-personal workplace difficulties

- ✓ **Training and Consultancy**
 - Stress, Mindfulness and Resilience training



**MEDIGOLD
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Delivering Mental Health at Schools:

- ✓ Implementing the Government's core standards
- ✓ EAP (staff self referral) and HR-Led services
- ✓ Integrating OH and mental health provision
- ✓ Partnership with expert mental health specialists

