

# Mental Health and Wellbeing in the Workplace

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# Time to Talk about Mental Health at Work

[lancashiremind.org.uk](http://lancashiremind.org.uk)



# Who are we?

We are more than a mental health charity. We're a passionate movement leading the mental wellbeing revolution in Lancashire.


Our vision is:

*Mental Wellbeing for All*



# What I want to help you with

- To understand the scale and impact of mental ill health in the workplace
- To discuss why people don't talk about mental health
- To look at ways to raise the profile of mental health and to start helpful conversations in the workplace



**Raise your hand  
if you have  
mental health?**

# Spectrum of mental health

Current state of mental health

Healthy

Coping

Struggling

Unwell



How this may look in the workplace

Engaged with work and colleagues

Moody

Withdrawn

Erratic behaviour

Pushing back

Short term absence

Interested in developing self and business

Resistant to change

Late (in work or on deadlines)

Short – long term absence

# Talking about mental health

Unhelpful	More Helpful	Why
“Victim of/suffering from”	“Living with”	Reinforces negative image of experience
“Has a diagnosis of”	Using conditions as pronouns	The person is more than their condition
Using conditions as figures of speech	Find another way to describe things	It denigrates a serious condition
“Committed suicide”	“Completed suicide”	Not criminal act

# What's the impact on employers of mental health conditions?

How many sick days are lost to due to mental health issues each year

15.4 million days due to stress, anxiety or depression (self reported)



# But does that tell the whole story?

What per cent of employees calling in sick with stress, cite a different reason?

Over 80%

# So what's the real impact on employers of mental health conditions?

How many sick days are lost to due to mental health issues each year

70 million days due to stress, anxiety or depression  
£2.4billion per year

# But, surely awareness is getting better?

How many people with a mental health condition report losing their job due to stigma and discrimination in the workplace?

1 in 5

# Is it really still that bad?

What percent of people are still fearful of disclosing poor mental health to their boss?

58%

# So is it getting better at some employers?

What per cent of employees felt their organisation encourages openness and discussion about mental health

41%

# Still a culture of fear and silence

Employer perspective

Employee perspective



# Would you employ them?

- **'H'** has acute anxiety when meeting new people due to PTSD (from childhood trauma and time in the services) – and feels he has come close to a complete breakdown
- **'J'** is clinically depressed after a failed marriage, a miscarriage, the death of her mother, and several years living on benefits
- Several years ago **'M'** was hospitalised after a complete mental breakdown. It was then she was diagnosed with bipolar disorder (type 2)
- **'W'** struggles with a depressive personality and thoughts and drinks every day, often at lunchtime, despite currently holding down a stressful job

# Not all stigma are equal...

Things are getting better...

Common mental health conditions are less stigmatised

Public attitudes have improved overall (slowly)

Change in terms of more serious mental illness has been slower

Other stigma play a role: alcohol, drugs, homelessness, claiming benefits etc

...but some stuff hasn't changed



# What does discrimination look like?

- **Losing contact with loved ones**, because their friends or family don't want to 'deal' with them
- **Being refused work**, having their status or role changed at work, or losing their job, because of their mental health problem
- Having their illness **dismissed or minimised**, for example being told to "man up" or "get over it."
- **Being called offensive names** because of their mental health problem
- **Being over-protected** by friends, family or colleagues because of an assumption that they are less capable.



I was talking to a guy on a night out, and I mentioned I had bipolar. He said 'I can't stand you bipolar lot. You bipolar women are a nightmare.' The comment made me feel like I was unlovable and I was broken.

*Katie*

# So...would you employ them?



'H' has acute anxiety when meeting people due to PTSD – feels close to a complete breakdown



'J' is clinically depressed after a failed marriage, the death of her mother, and several years living on benefits



Several years ago 'M' was hospitalised after a complete mental breakdown. It was then she was diagnosed with bipolar disorder



'W' struggles with a depressive personality and thoughts and drinks every day, including at lunchtime

# Where to start (organisationally)

- **Promoting wellbeing to all**
  - Normalise mental health
- **Create a culture of wellbeing**
  - Lead by example
- **Involve lived experience**
  - Champions
- **Challenge stigma**
  - Time to Change
- **Educate**
  - Managing mental health is an essential leadership competency



let's end mental health  
discrimination

## Creating an open culture

- Where leaders are confident and supported to discuss mental health
- Where employees know what to expect and feel able to speak about mental health



"Drucker famously said 'Culture eats strategy for breakfast'. I think he's wrong; culture eats everything. And culture in every company starts with how senior people behave."

Steve Hatch, Managing Director, Facebook UK

# Talking about mental health doesn't have to be scary...

1. A few small words
2. Avoid clichés
3. Find out more
4. Give them time
5. Don't just talk about mental health

# How can I make a difference?

1. **Arrange a meeting:** with a senior manager to discuss tackling stigma in the workplace
2. **Have statistics on hand:** show your colleagues how much of a difference tackling stigma can make
3. **Come prepared with ideas and activities:** hold a coffee morning, myth busting quiz or signing the time to change pledge
4. **Show leadership:** don't underestimate the power of a senior person sharing their own story (with appropriate support)
5. **Source training:** buy in some expert help!

# Our Workplace Wellbeing Services



## 1 INSIGHT AND PLANNING:

Don't know where to start? Our engagement and planning products will help you discover what matters to your staff team to ensure an approach that truly fits your organisation.

## 2 LEADERSHIP DEVELOPMENT:

Are your leaders confident supporting wellbeing? Managing mental health is an essential leadership competency. We have line manager training and resources to ensure your leaders can identify and respond to issues early.



## 3 WORKFORCE DEVELOPMENT:

Everyone has a role to play in supporting their own wellbeing. Our ranges of seminars will empower your workforce with the skills to support their own and colleague's wellbeing.

## 4 EMBEDDING WELLBEING:

Looking for lasting impact? Workplace wellbeing is much more than a tick box exercise. Embedding wellbeing in the workplace is essential to create a culture that enables people to thrive. We have range of proven approaches to help you do, just that.





# Insight and Planning

- **Wellbeing Action Plan Design Session** – short intervention with key stakeholders
- **Electronic Wellbeing Survey** – design, implementation and interpretation
- **Staff Wellbeing Engagement Sessions** – more in depth engagement across staff groups

**Real life example:** *Conducted a staff wellbeing survey across a complex multi-site operation, with teams in very different roles – provided a feedback report which is creating real world impact for staff*



# Leadership Development

- **Managing Mental Health in the Workplace** – tailored training for managers and HR professionals
- **Supporting Toolkits** – resources and guides to help managers deal with a range of mental health and wellbeing issues. From dealing with disclosures to supporting crisis planning

## Real life example:

**BOOTH'S**  
FOOD, WINE AND GROCERY

*Worked with all managers, including the Executive Team to enable them to understand mental health challenges for both staff and customers and how to create a positive supportive environment for them*

# Workforce Development

- **Self-awareness of Stress, Anxiety and Depression Seminar** – help staff identify symptoms, support each other and care for themselves
- **Introduction To Resilience Seminar** – helps staff learn some day to day techniques to improve their mental wellbeing for life
- **Christmas Survival Guide**
- **The Stress Buster!**
- **Bespoke Delivery**

**Real life example:**

**BAE SYSTEMS**

*Worked with various staff groups to look at particular job related challenges and provided supporting in overcoming them*

# Embedding Wellbeing

- **Wellbeing Coach Support** – one to one support for individual members of staff facing particular challenges
- **Workplace Peer Support Training** – equipping staff to support each other in the workplace
- **Peer Support or Mental Health First Aider (MHFA's) Supervision**
- **Bespoke Policy Review**



## Real life example:

*Helped with set up of internal support networks and offered wellbeing coaching to individuals who needed to address acute threats to their wellbeing*

North West Ambulance Service   
NHS Trust

# Why choose Lancashire Mind

Local charity with access to the latest knowledge and resources of the national Mind Federation

Many years experience in the field

Informed by the lived experience of employees with mental health conditions

Significant access to aftercare support – which may be funded

Other funded opportunities (e.g. SP Contract)

Lots of satisfied employers -range of organisations (from less than 10 up to more than 10,000 employees)

# Want to know more?

## Lancashire Mind – get in touch

**Telephone:** 01257 231660

**Email:** [admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

**Web (general):** [lancashiremind.org.uk](http://lancashiremind.org.uk)

**Web (workplaces)** [lancashireworkplacewellbeing.org.uk](http://lancashireworkplacewellbeing.org.uk)



Leave your details with Karen  
on the Lancashire Mind stall!