

Mental Health First Aid Awareness

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**Please complete the above, in the blocks provided, as clearly as possible.
The date should be the day you finish & must be written in the DD/MM/YYYY format.**

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Contents

Index.	Page 2
Learning outcomes.	Page 3
Fundamental standards.	Pages 3 - 4
Introduction.	Page 5
Unit One.	Pages 6 - 9
<i>Issues that impact on mental health.</i>	
Complete Unit One exercises.	Pages 7 / 8 / 9
Unit Two.	Pages 10 - 14
<i>Signs, symptoms, approach and treatment.</i>	
Complete Unit Two exercises.	Pages 10 / 11 / 14
Unit Three.	Pages 15 - 19
<i>Reducing stigma and discrimination.</i>	
Complete Unit Three exercises.	Pages 16 / 19
Unit Four.	Pages 20 - 25
<i>Strategies to support positive mental health.</i>	
Complete Unit Four exercises.	Pages 21
Conclusion.	Pages 25

N.B: We are aware that official practice is to use the terms “service users” or “people using this service” to describe those receiving care. We prefer the term “client” and use it throughout our training package.

Key:



worksheet



important



Mental Health First Aid Awareness

Learning outcomes.

- Understand the issues that impact on mental health.
- Recognise signs of mental health issues and stress.
- Understand the five step action plan.
- Identify ways to reduce stigma and discrimination.
- Identify early intervention strategies.

Fundamental standards.

The fundamental standards are the standards by which CQC will inspect social care. The standards are based on the regulations from the Care Act 2014 and CQC have changed the focus for the purposes of inspection.

The fundamental standards are those standards that no care setting must fall below.

The standards are based on five areas as follows:

- | | |
|--------------------|---|
| Safe. | People are protected from abuse and avoidable harm. |
| Effective. | People's care, treatment and support show quality of life and promote good outcomes, and providers should show evidence to prove it. |
| Caring. | Care should be person centred involving dignity and respect, and compassion. |
| Responsive. | Following correct working procedures as agreed by your workplace and as set out in the client's care plan. |
| Well led. | Management leadership and governance should ensure all of the above happens. Staff training should be recognised and openness and fairness be apparent. |

These areas are known as key lines of enquiry or KLOES. Each KLOE has a set of criteria which CQC use to check whether the fundamental standards are being met.



Mental Health First Aid Awareness

The fundamental standards are as follows:

- Person centred care.** Ensuring that those receiving the care are at the centre of all decisions.
- Dignity and respect.** Providing the client with dignity and respect in all aspects of their care.
- Need for consent.** Asking the client's permission before carrying out tasks that affect them.
- Safe care and treatment.** Following correct working procedures as agreed by your workplace and the client's care plan.
- Safeguarding service users from abuse.** Following agreed working and safeguarding procedures and being aware of signs and symptoms.
- Meeting nutritional needs.** Being aware of dietary needs, working with the care plan, ensuring clients have the right equipment and conditions to eat.
- Cleanliness, safety and suitability of premises and equipment.** Carrying out required checks of premises and equipment, implementing cleaning rotas and carrying out safety checks.
- Receiving and acting on complaints.** Having a complaints policy and procedure in place that is accessible to all and act in accordance with the policy when dealing with complaints.
- Good governance.** Ensuring that all aspects of the workplace is overseen and policies and procedures are implemented and monitored regularly.
- Staffing.** Fit and proper persons employed.
Fit and proper person requirement for Directors is followed.
- Duty of candour.** Relevant information must be volunteered to all persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.

Our Redcrier manuals will provide your staff with training to support attainment of the fundamental standards.



Mental Health First Aid Awareness

Introduction.

One in four people will experience mental ill health in any given year. It is estimated that around 70 million working hours are lost each day through mental ill health and that 1 in 6 people experience mental health problems each week.

At some point in our life we will all go through a difficult or challenging time, for many of us this will happen more than once in a lifetime. A natural reaction to these difficulties is to have negative emotions. These emotions may be anger, sadness, hate, jealousy, guilt, disappointment, fear or despair. It is normal to have these emotions and feelings, but how we deal with them will depend on factors such as:

- What else is happening in our life, for example are there positive things happening as well as negative?
- Are we able to see and recognise the positive things as being greater than the negatives?
- Do we have support around us, such as friends, family etc?

If we have none of the above, we are reliant on looking for the positives ourselves and sometimes the negative emotions are too strong, and we begin the downward spiral to poor mental health. At this point we may not realise that we need support, but those who are close to us or know us well enough may spot the little changes. This is why mental health first aid is so important, not just to support those who are in crisis, but also those who are showing signs of heading that way. Having people around us who can spot these changes can make all the difference to our mental wellbeing.

Mental health is important to our overall wellbeing, it identifies how we are feeling and how well we cope with daily life. It is ever changing, not just on a daily, weekly, monthly basis, but sometimes minute by minute. Maintaining good mental health means we are not only able to cope with our own life challenges but are also able to support others when they need it.

The most common types:

People living with a serious mental illness have a greater risk of experiencing chronic physical conditions and those with physical conditions may experience depression and anxiety. This manual is designed to help us be aware of those around us and to help us recognise when they may need a little more understanding or need signposting to areas of support. It will also help us to recognise when we are struggling ourselves, so that we can adopt coping strategies or know where to go if we need help or support.



Unit One

Issues that impact on mental health.

What do we mean by mental health?

The World Health Organisation (WHO) describes mental health as a state of wellbeing in which an individual can realise their own abilities, can cope with normal stresses of life, work productively and is able to make a contribution to their community.

Mental Health First Aid is needed when we have poor mental health and is described as the help given to a person who is developing a mental health issue or has an existing mental health problem that is worsening or has reached a crisis point.

When we have poor mental health, coping with daily life can be difficult, we may find that just getting up, washed and dressed is a struggle. For some people it may only last a few days, while for others without professional support it can become long term and affect their job, relationships and physical health.

The term literacy is being used a lot when talking about mental health first aid, this just means having knowledge and understanding about what it is, how to recognise signs and symptoms of poor mental health, how to provide support and where to look for outside help. Mental health literacy is an important empowerment tool, that helps people to understand their own and others mental health and enables them to act upon this information. It increases the ability to gain control over mental health and improves the ability to manage their mental health. This includes knowing when and where to seek help and developing self-management skills.

Although you may have mental health first aiders in your workplace who have had more in depth training to help them identify different types of poor mental health, it is also of great benefit for everyone in the workplace to have a basic understanding of poor mental health, to help identify when colleagues may be struggling.

We often worry about trying to help when we don't have an understanding of the situation, for instance carrying out CPR when we have no first aid training can make us feel anxious, in the same way knowing someone has poor mental health can make us anxious about whether we are saying the right thing or whether we might make the situation worse by saying the wrong thing. Understanding poor mental health and how it can affect us, will help us to be more understanding when we recognise it and give us the confidence to start the process of offering support.



What does poor mental health mean to you?

Legislation.

Health and Safety at Work Act 1974.

This Act ensures the health, safety and welfare of people at work. It classifies mental health issues arising as a result of work conditions as personal injury and ensures basic rights are considered within work standards.

Mental Health Act 1993.

Ensures people with mental health issues are not detained illegally against their will in hospital, or that treatment is made compulsory or illegally given without legal processes being followed. This Act was amended in 2007, to give greater protection around unfair detention and to ensure compliance around the administration of treatment by introducing greater supervision.

Mental Capacity Act 2005.

This Act empowers and protects vulnerable people who are not able to make their own decisions and makes provision for relevant people to take those decisions for them.

Equality Act 2010.

Under this Act mental health issues are classed as a disability and are therefore one of the protected characteristics. This Act protects against discrimination. Employers have a duty not to discriminate and to make reasonable adjustments in the workplace.

Mental Health First Aid Awareness

Human Rights Act 1998.

This Act lets you defend your rights in UK courts and ensures public organisations treat everyone equally with fairness dignity and respect.

Your workplace will ensure compliance with all the above legislation and understand the law where a mental health issue has adverse effects on someone's ability to perform day-to-day tasks.

Which Act ensures basic rights are considered within work standards?

Mental Capacity Act 2005.
Human Rights Act.
Health and Safety at Work Act 1974.

Issues that may affect mental health.

We all face many challenges each day in our life and some of them may impact on our mental health. Here are some examples:

- Social isolation / loneliness.
- Discrimination and stigma.
- Poverty or debt.
- Bereavement.
- Long term health conditions / long term stress.
- Unemployment.
- Experiencing abuse.

There are also some factors that may appear to be the cause of poor mental health, these are:

- Poor diet and hydration.
- Lack of sleep.
- Working to excess.
- Drugs.

But we may have to look a little deeper to find the actual cause as there are usually other factors involved eg. The lack of sleep may be the result of being in debt or suffering long term stress.

Sometimes when we are feeling low our mind can trick us into thinking the worst.



Mental Health First Aid Awareness

Read the following scenario.

Tom waited all evening for a friend to ring, when they didn't. He convinced himself that the other person didn't care. The next morning, he realised that his phone was out of battery. When he charged the phone, he saw all the messages and the friend rang him almost immediately. Although he tried to explain what had happened, the friend just said: "But why did you not ring me"?

This explains how easily we can trick ourselves into believing we have been rejected or that we are a failure as a person because nobody cares about us. We can probably all think of similar situations we have been involved in, where we have felt this way.

When we are faced with frustrations and setbacks, it is so easy to doubt ourselves. We need to fight those feelings of helplessness and rejection, not make it all our fault. It is easy to run ourselves down and use all the things we hate about ourselves as the reason for rejection. It is important to learn to love ourselves for the way we are and realise there are people out there, such as friends and family, who also love us for who we are.

Think of a time when someone you know has felt rejected or a failure. Explain how it made you feel and, if you were able to support them, how did you do it.

When faced with a situation, it is important to think about how we feel about it, because that will determine whether we are able to support others and in what way.

Remember to look after yourself. Taking care of yourself is the first step to being able to help others.

