

MENTAL HEALTH TOOLKIT

#HONESTCONVERSATIONS

Supporting our staff



Creating a safer
Cambridgeshire



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The Mind
Blue Light
Programme

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INTRODUCTION

Policing is a very rewarding career but it is not an easy one.

Nine out of 10 emergency service staff and volunteers who completed a survey by Mind said they had experienced stress, low mood or poor mental health at some point whilst working for the emergency services.

With the stresses of our job, it is important for us to look out for each other.

Please do not feel ashamed to talk about issues you are dealing with.

This guidance document has been produced as part of the Wellbeing presentation which formed part of the autumn 2017 Chief Constable’s Seminars. This ‘delegate pack’ is designed for use by all staff, but particularly as a reference guide for line managers.

Line managers play a critical role with wellbeing in Cambridgeshire Constabulary. They are the ‘front line’, managing staff on a daily basis through the stresses and strains of a demanding role. The value of an approachable, supportive and engaging manager cannot be overestimated.

A copy of the Wellbeing PowerPoint presentation can be loaded by clicking on the icon below.

Document prepared by Detective Sergeant Mark Butler. Please read the [disclaimer](#) at the end of the document for more information about it.

Wellbeing Chief's Seminar Presentation



Launch Presentation

Please note:

- The images have been converted to low resolution to embed in this document. If higher resolution is required (e.g. for presenting / printing) please request a high res copy.
- The video has been removed to embed in this document. The video (plus another created by CPSL Mind) can be accessed via the following link - <http://www.cpslmind.org.uk/videos>
- The interactive poll will not work as this was live during the seminars and has now closed.

MENTAL HEALTH INFORMATION

Stress

Stress is a necessary and natural part of everyday life. It is the strain we experience because of time pressures and the demands placed upon us at work and home. Different people experience it in different ways and it has both positive and negative aspects. Some people thrive on the adrenaline of it and other feel under pressure and 'stressed out'. If these pressures start to affect the quality of our lives we need to do something about it.

Signs of stress can include:

- Negative or depressive feeling
- Loneliness or feeling withdrawn
- Loss of motivation, commitment and confidence
- Mood swings
- Poor concentration and memory
- Increased smoking, drinking or drug taking 'to cope'
- Changes in sleep patterns

Anxiety

Mind defines anxiety as:

"...a word we use to describe feelings of unease, worry and fear. It incorporates both the emotions and the physical sensations we might experience when we are worried or nervous about something. Although we usually find it unpleasant, anxiety is related to the 'fight or flight' response – our normal biological reaction to feeling threatened."

Signs of anxiety can include:

- Nausea (feeling sick)
- Tense muscles and headaches
- Pins and needles
- Feeling light headed or dizzy
- Sweating or hot flushes

- A fast, thumping or irregular heart beat
- Difficulty sleeping
- Churning in the pit of your stomach

Depression

Mind defines depression as:

“...a low mood that lasts for a long time, and affects your everyday life. In its mildest form, depression can mean just being in low spirits. It doesn’t stop you leading your normal life but makes everything harder to do and seem less worthwhile. At it’s most severe, depression can be life-threatening because it can make you feel suicidal or simply give up the will to live.”

Signs of depression can include:

- Feeling down, upset or tearful
- Feeling restless, agitated or irritable
- Feeling empty and numb, hopeless and despairing
- No self-confidence or self-esteem
- Avoiding social events and activities you usually enjoy
- Difficulty in remembering or concentrating on things
- No appetite and losing weight, or eating too much and gaining weight
- Physical aches and pains with no obvious physical cause

THE OCCUPATIONAL HEALTH UNIT

The Occupational Health, Safety and Wellbeing Units (OHU) have Wellbeing Advisors you can access via a line management referral.

For more information about line manager referrals please head to iQuery.

The Health Advisors will focus on assessing and supporting fitness for work, initial assessment of severe trauma cases to determine the need for external referral and TRiM coordination.

The Health Advisors can be contacted for advice and their details can be found in the force directory

If you are experiencing any difficulties that are work related then some in-house therapeutic sessions may be appropriate. If you would like to seek support externally, please see the lists in this document.

For more information, go to the OHU intranet page

NHS – The NHS provides treatment for adult anxiety disorders and depression. You can either self-refer or be referred by your GP, depending on where you are registered with a GP.

Wellbeing Champions

Wellbeing Champions raise awareness of mental health and help to break down stigma in the workplace. How they do this is completely up to the Champion!

Primarily, a Champion is someone who is committed to reducing stigma and can signpost individuals to support.

Suggested Champion activities include:

Information sharing - Distribute leaflets, posters and other materials developed through the Wellbeing Programme.

Staff intranet - Advertise the Wellbeing Programme's activities and resources on the intranet (see the Wellbeing Portal).

Social Media - Promote the Wellbeing Programme. Join the Yammer group.

Speaking Up - If you have your own personal experience of a mental health problem you may wish to speak about these to an audience of your colleagues, blog or write about them, though **please note there is absolutely no pressure to do so.**

If you don't have personal experience of mental health problems, you can find opportunities to talk to colleagues about the importance of challenging mental health stigma and promoting wellbeing.

Training days and inductions - Speak to new recruits about the importance of wellbeing and mental health during staff inductions. Flag the support that's available to them in their new workplace so that they know yours is a working environment where it's okay to talk about mental health.

Family and friends - Think about how you could reach the family and friends of emergency service staff and volunteers with anti-stigma messages around mental health and details of the support available to them. For example, run outreach activities or host a Blue Light information stall at a family or community fun day.

Be a point of contact - Look into setting up a network of peers who can signpost people to mental health support, wellbeing resources, and be an additional point of contact for staff and volunteers who might need to talk.

Champion networks - Share experiences, challenges and suggestions with other Wellbeing Champions by building a network across local emergency services. You might find that you want to do activities together with other Wellbeing Champions in your workplace or local area.

Events - Get a platform at workplace events to raise the profile of mental health and wellbeing, perhaps with a table-top stand or speaking slot. Or take the lead in organising wellbeing events.

For more information go to the Wellbeing Portal via the intranet.

TRAUMA RISK MANAGEMENT (TRiM)

Management Overview Guide

TRiM aims to identify those traumatic incidents where Cambridgeshire Constabulary personnel are involved and to provide management, peer and Occupational Health welfare support where appropriate.

When to initiate the TRiM process

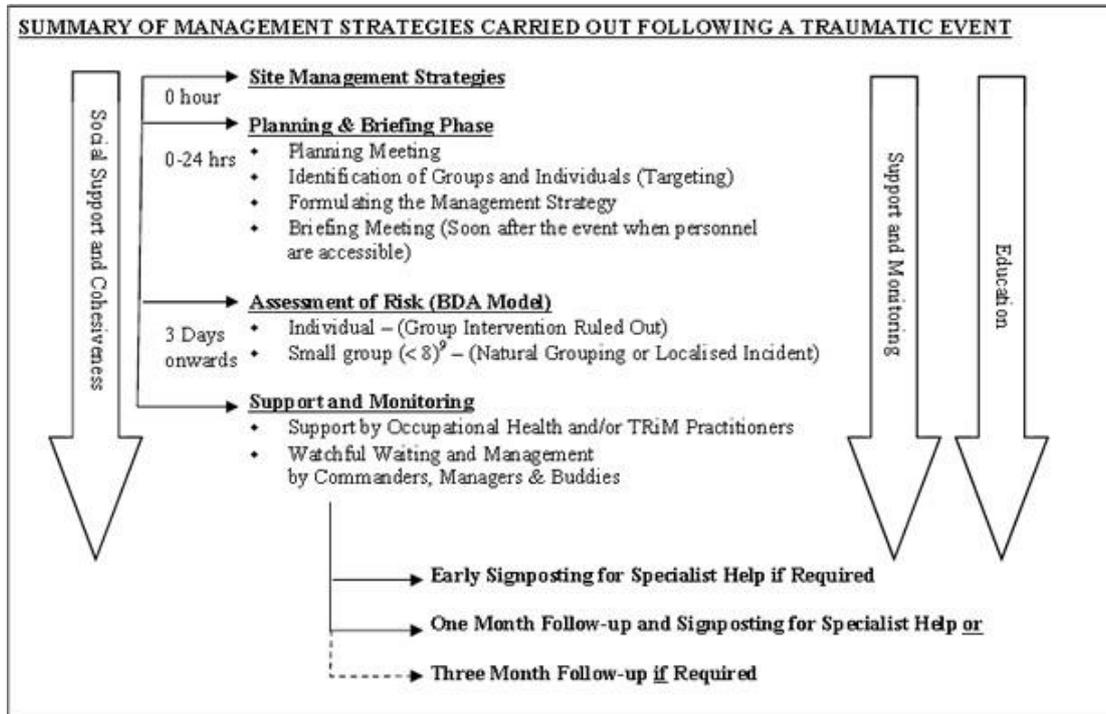
- Serious injury to self or others, particularly to colleagues
- Where an incident involves, disablement or disfigurement
- The trauma involves death, particularly grotesque death
- When the incident is complex, long lasting and/or multiple
- When a member of staff has been involved in a 'near miss'
- Where personnel experience overwhelming distress after the event
- In situations where the mistreatment, death or injury of children, women or elderly disabled people occurs
- Where members of staff request the intervention

Welfare Check

Before the end of the shift managers should ensure that a welfare check is carried out including:

- A check on wellbeing
- Fitness to drive
- Support at home
- Let them know someone will contact them the next day
- Let them know that an action plan is being drawn up to support them

Time Scales for Action



If criteria for TRiM intervention has been met

- Establish contact with a TRiM Assessor/Territorial SPOC
- Provide details of the incident to the TRiM Assessor/Territorial SPOC
- Inform staff that a TRiM intervention will be arranged
- Inform the local SPOC where one is assigned
- Assessor/Team Leader will advise on elements of TRiM that should be initiated i.e. Briefing &/or BDA assessment

3 days - Briefing Main Points to Remember

- Staff should be informed of the possible psychological and/or physical effects post incident
- Staff can be reminded of the benefits of supportive colleagues/family.
- Staff should be informed of the support available via the Health and Wellbeing Unit Welfare, together with the process of self-referral.
- Opportunity should be given at the end of the briefing for questions to be asked.

To make a TRiM referral (which can be a self-referral) email:

- trim@cambs.pnn.police.uk

The force lead for TRiM is Inspector Shane Fasey (shane.fasey@cambs.pnn.police.uk).

More detail about TRiM can be found on the intranet.

SUICIDE

Suicide is everyone's business.



Samaritans Suicide Statistic Report 2017

Figures released today by the Office for National Statistics (ONS) show the suicide rate in Great Britain has fallen by 4.7 per cent in the last year. Deaths by suicide in Great Britain as a whole were down on 2015, falling from 5,870 to 5,668 in 12 months. It is the lowest rate of suicide since 2011.

The ONS said the fall in suicides is likely to be due to prevention work by the government, the NHS, charities including Samaritans and the British Transport Police.

There has been a drop of 9.4 per cent in the rate of women taking their own lives in 2016. In 2015 female suicide hit a ten-year high. In 2016 1,381 suicides by women were registered, compared with 1,493 in 2015.

Deprivation raises the risk of suicide and relationship breakdown can contribute to suicide risk.

Men are still more than three times more likely to take their own lives than women. Middle-aged men are still at greatest risk and the highest risk is among divorced men.

Suicide is not just an issue we face in an operational environment, we know of colleagues who have contemplated suicide. If you are experiencing suicidal thoughts, or you know someone who is, the next two sections provide guidance on what to do. This guidance has been provided by CPSL Mind as part of their Stop Suicide campaign. The headings are:

- [Coping with suicidal thoughts](#)
- [Supporting someone who is suicidal](#)

Coping with suicidal thoughts

Having suicidal thoughts is nothing to be ashamed of.

Around 1 in 5 of us has had suicidal thoughts at some point¹. You may feel very lonely right now, but you are definitely not alone.

Suicidal feelings can be terrifying.

If you are thinking about killing yourself, you may be feeling frightened, desperate, guilty or hopeless. You may be feeling all these feelings, and more.

Feeling this way can make it very difficult to believe that anyone, or anything, can help. But you can challenge these feelings. You can choose to live and there are people who can help you with that.

You can survive this and stay safe.

There are people you can talk to and things you can do that will help you through these dark times.

Thinking about suicide? Thing you can do right now:

- **Talk to someone** - You don't have to keep these feelings to yourself and it's OK to ask for help. Many people who have felt suicidal say that talking to someone else about these distressing thoughts and feelings was the first step to feeling better.
- **Call a helpline** - If you don't feel able to speak to someone close to you, use one of the [helplines listed on the next page](#). That's what they're there for. They help thousands of people who are going through hard times every single day.
- **Keep yourself safe** - Agree with yourself and someone else that you won't act on your suicidal thoughts while further help is being arranged. This includes removing any means of killing yourself, especially if you already have a plan in mind. It's OK to talk openly about this.
- **Be aware** - Alcohol and drugs can often make things worse. It might be tempting to "drown your sorrows" but it may make you more likely to act on suicidal thoughts. -
- **Get help** - If you are feeling desperate and unsafe, make an urgent visit to your GP, dial 999 or go to A&E and tell them exactly how you are feeling. No one is saying it will be easy – but keep holding the hope that it will get better.
-
- **Remember** - People DO get through this.

Suicide Helplines

Samaritans

08457 90 90 90 (24 hour helpline)

www.samaritans.org

¹ Source: OPCS Surveys of Psychiatric Morbidity 2007

Lifeline

Cambridgeshire helpline

0808 808 2121

(Freephone) 7pm – 11pm every night

CALM (Campaign Against Living Miserably)

A charity dedicated to preventing male suicides

0800 58 58 58

(5pm - midnight every day) 07537

404717 (SMS)

www.thecalmzone.net

Papyrus

Advice for young people at risk of suicide

0800 068 4141 (helpline) 07786

209697 (SMS) [www.papyrus-](http://www.papyrus-uk.org)

[uk.org](http://www.papyrus-uk.org)

Supporting someone who is suicidal

You don't have to be a mental health professional to help someone who is feeling suicidal.

Suicide is everybody's business. Around 1 in 5 of us has had suicidal thoughts at some point² and an estimated 75 per cent of suicides are by people who have not had contact with mental health services in the year before their death.

Asking directly about suicide is the right thing to do if you are worried about someone.

Many people fear talking directly about suicide in case they "give the person the idea", but there is no evidence that talking about suicide can be harmful – quite the opposite in fact. For many people it can be huge relief to be asked the question in a direct way.

It is a MYTH that people who talk about suicide are unlikely to go through with the act.

Anyone who talks or writes about taking their own life should be taken seriously. Never assume that a person who has spoken about suicidal thoughts before and not acted on those thoughts won't do so this time.

Worried about someone? We can all do things to help create a suicide-safer community:

- **Be alert** - Not everyone who thinks about suicide will tell someone and there are some people who give no indication at all of their intention. However, there are warning signs that we can all look out for.

These include, if a person is:

- Talking or writing about death, dying or suicide.
- Actively looking for ways to kill themselves.
- Talking about feeling hopeless or of having no reason to live.
- Talking about being a burden to others.
- Talking about feeling trapped or in unbearable pain.
- Increasing the use of alcohol or drugs.
- Suddenly very much 'recovered' after a period of depression.
- Visiting or calling people unexpectedly to say goodbye either directly or indirectly.
- Making arrangements; setting their affairs in order. ▪ Giving things away, such as prized possessions.

- **Be honest** - Tell the person why you're worried about them, and ask about suicide.
- **Be direct** - Suicide remains a huge taboo in our society and the person at risk may have kept these feelings to themselves for a long time. By asking about suicide directly you are getting across the message that it's OK to talk about it - and that you are there to listen. Say what you mean.

Ask: *"Are you having thoughts of suicide?"* or: *"Have you been thinking about killing yourself?"* and avoid phrases like: *"You're not going to do anything silly are you?"* or: *"Are you thinking of ending it all?"*

- **Don't panic** - Hearing that someone is feeling suicidal can be shocking, but it won't help the situation if you panic. Try and stay calm and supportive.

² Source: OPCS Surveys of Psychiatric Morbidity 2007

- **Listen and Empathise** - Listening in a compassionate and non-judgemental way is one of the most helpful things you can do. Avoid the temptation to try and change the subject or to list all the "positives" in the person's life. Just listen and try and see things from their point of view.
- **Ask if they have a plan** - If the person has a specific suicide plan and the means to take their own life then they need urgent help.
- **Get help** - If you have serious concerns for the individual's immediate safety, do not leave them on their own. You can ring 999 or, depending on your relationship with the person, you might support them to get an urgent GP appointment or take them to A&E. See also [a list of helplines](#) that may be helpful.
- **Do not put yourself at risk** - Your own safety must come first.
- **Take care of yourself** - Supporting someone who is suicidal can be shocking and distressing. Be mindful of your own wellbeing – and talk to someone you trust about how it has made you feel. Alternatively, it may help to [phone one of the helplines](#) to talk it through.



TIPS FOR IMPROVED MENTAL HEALTH

The Centre for Clinical Interventions (CCI) is a specialist state-wide program that is administered through North Metropolitan Health Services in Western Australia. They conduct clinically applied psychosocial research and provide training and supervision for various psychological interventions.

They also offer a clinical service for adults suffering from anxiety, mood and eating disorders.

The clinical service provided by CCI is based on current evidence-supported practice and aims to best meet the needs of our clients. As CCI forms part of the public mental health system, the service they offer is free.

CCI is a specialist public mental health service that:

Treats adults suffering from complex anxiety, affective and eating disorders.

Conducts clinically applied research.

Provides training and supervision for mental health practitioners in psychotherapy.

CCI has also developed a number of resources for consumers, mental health practitioners, and doctors, many of which are freely available through their website. The website was created as part of a quality improvement project funded through the Office of Mental Health.

www.cci.health.wa.gov.au

The Centre for Clinical Interventions has free-to-download workbooks with practical strategies and advice for a number of different areas:

- Always Worrying?
- Know you are a Perfectionist?
- Putting everything off?
- Low self-esteem?
- Can't say no?
- Depressed?

NHS Guidance

The NHS has self-help guides with tips and advice for anxiety, depression, stress, anger, and many more topics.

Useful tips

- Socialise with friends and family - talk over problems and how you feel.
- Take control of your out-of-work life – plan in for each week some activities, exercise, seeing friends.
- Eat and drink healthily - take time over meals and drink alcohol responsibly.
- Exercise is a good way to deal with stress, and also helps you sleep better.
- Deal with angry feelings constructively and positively and channel them into positive tasks.
- Take time to unwind after work.
- When appropriate say no to extra work demands and leave work at work.
- Prioritise your tasks and plan ahead. Remember to plan time for you.
- Use relaxation exercises, breathing or stretching exercises or yoga. - Get help to stop smoking.
- Time Management - In today's fast paced world it is so important to use your time efficiently.
- Try to where possible not wear uniform on journey to and from work.
- Turn airwave set on only when you start work

WELLNESS SUPPORT PLAN

The way employers view workplace wellbeing is changing.

The focus is shifting from reactive management of sickness absence to a more proactive approach of prevention through promoting wellbeing and improving employee engagement.

The Wellness Support Plan (WSP), has been created to help all employees manage their health and wellbeing at work. This guide is designed to be a helpful starting point in your journey as a line manager towards supporting your team members with their health at work.

You might be:

- Managing someone who is experiencing a health challenge and want to know more about how you can support them
- Interested in using the WSP with staff who are currently well, as a proactive tool to promote and maintain their health at work
- An HR professional looking to promote this guide to managers, to help them support the wellbeing of their teams

What is a WSP?

Given the high levels of stress and poor mental health we are seeing in the workplace, there is a growing demand for innovative and proactive ways of managing our mental health at work. The WSP is inspired by Mary Ellen Copeland's Wellness Recovery Action Plan® (WRAP®): an evidence-based system used worldwide to manage mental health.

The WSPs are a personalised, practical tool we can all use, whether we have health challenges or not, to help us identify what keeps us well at work, what causes us to become unwell and the support we would like to receive from our manager to boost our wellbeing or support us through recovery.

As a manager, encouraging your team to draw up a WSP gives them ownership of the practical steps needed to help them stay well at work or manage a health challenge. It also opens up a dialogue between you and your team member, to help you better understand their needs and experiences and therefore better support their wellbeing.

This in turn can lead to greater productivity, better performance and increased job satisfaction.

How will the WSP benefit my team members?

If your team member does experience a health challenge, you will then both have an idea of the tailored support that could help, or at the least a tool to use in starting that conversation.

By regularly reviewing the agreed, practical steps in the WSP, you can support your team member to adapt it to reflect their experiences or new approaches they find helpful.

By allowing the individual to take ownership of the process and of the WSP itself, you will be empowering them to feel more in control.

- ✓ Approaches the individual can adopt to support their wellbeing
- ✓ Early warning signs of poor health to look out for
- ✓ Any workplace triggers for poor health or stress
- ✓ Potential impact of poor health on performance, if any
- ✓ What support they need from you as their manager
- ✓ Actions and positive steps you will both take if they are experiencing stress or poor health

- ✓ An agreed time to review the WSP and any support measures which are in place ✓ Anything else they feel would be useful in supporting their mental health

The WSP is not legally binding, but is intended as an agreement between you and your team member in order to promote their wellbeing or address any existing health needs, including any adjustments they may wish to discuss.

The Wellness Support Plan (to download and use)



WSP

SEMINAR EXERCISE - 'I JUST CAN'T COPE ANYMORE'

At the autumn 2017 Chief Constable's Seminar wellbeing was discussed in detail, leading to the production of this document.

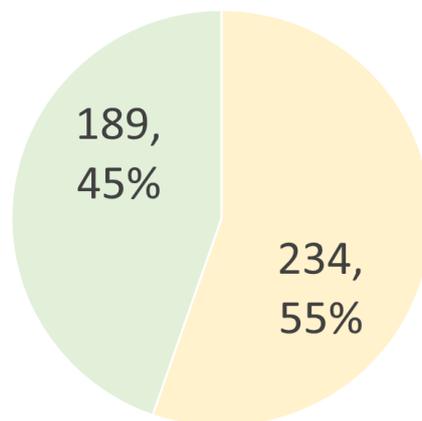
The presentation is embedded in this document.

During the presentation, delegates were asked to consider a scenario where a member of their team approached them and said "I just can't cope anymore". Working in groups, delegates were then asked to consider what they would do and what anxieties they would have during this scenario.

Groups were asked to write down what they would do on yellow sticky notes and what anxieties they had on green sticky notes. These were then collected up after each session.

In total, 423 thoughts and views were captured, divided up as:

SEMINAR EXERCISE - Sticky Notes

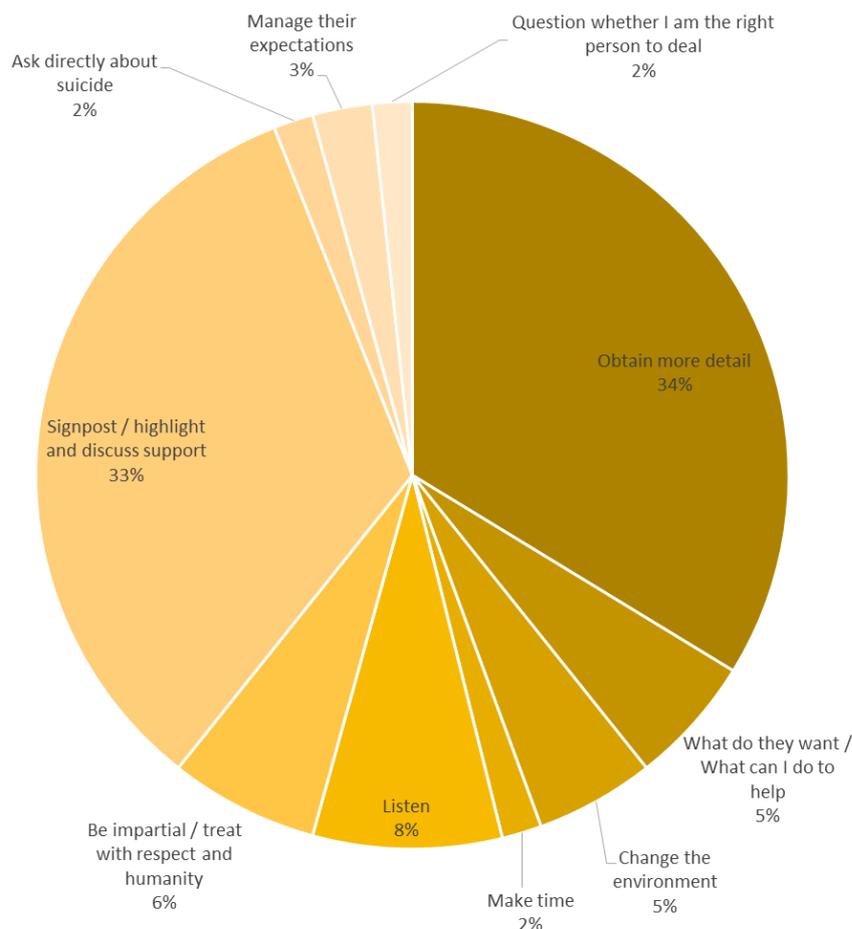


The thoughts and views on each sticky note have been reviewed and placed into categories to see what the most common actions would be (yellow) and what the most prevalent anxieties are (green).

The results are presented over the next couple of pages in charts which highlights what the most common thoughts are around these topics.

Some examples of what thoughts were raised are set out in the tables below each chart.

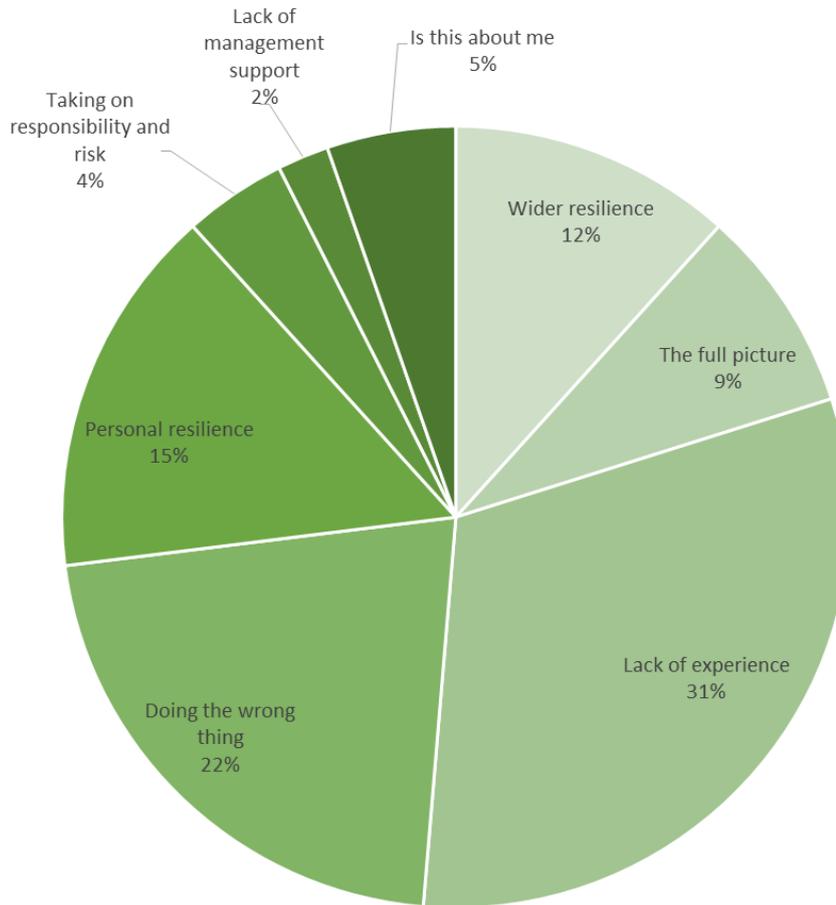
What would you do?



| WHAT WOULD YOU DO? - Categories and some thoughts that were raised by the groups | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Obtain more detail | Be impartial / Treat with respect and humility |
| <ul style="list-style-type: none"> - Talking to the individual - Getting more details - Asking questions | <ul style="list-style-type: none"> - Don't judge - Treat them as a person - Empathise and try to understand |
| What do they want / What can I do to help? | Signpost / Highlight and discuss support |
| <ul style="list-style-type: none"> - Is there support I can help you access? - What do they see as the solution? - What do they need? | <ul style="list-style-type: none"> - Talk them through what support is available - OHU, EAP, Mind, GP etc. - What current support do they have in place? |
| Change the environment | Ask directly about suicide |
| <ul style="list-style-type: none"> - Invite them to talk somewhere privately - Remove from the situation - Quiet space to speak | <ul style="list-style-type: none"> - Are you thinking of killing or harming yourself? - Are you contemplating suicide? |
| Make time | Manage their expectations |
| <ul style="list-style-type: none"> - Sit down and speak with the person - Make time for them | <ul style="list-style-type: none"> - Be honest and truthful - I may not be able to resolve the issue(s) |
| Listen | Question whether I am the right person to deal |

| | |
|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> - Try to get them to open up - Genuinely listen | <ul style="list-style-type: none"> - Ask them whether it is 'you' they want to talk to? - Is it something I can help with? |
|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|

Anxieties



| ANXIETIES - Categories and some thoughts that were raised by the groups | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wider resilience | Personal resilience |
| <ul style="list-style-type: none"> - Who is going to do the work if they can't? - Does it affect other members of staff? - Competing priorities - Putting pressures on others | <ul style="list-style-type: none"> - Can I cope? - I haven't got time - Taking on too much - What am I not dealing with whilst I am dealing with this? |
| The full picture | Taking on responsibility and risk |
| <ul style="list-style-type: none"> - Is this something I need to address now? - Are they telling me everything? - Where might this lead? | <ul style="list-style-type: none"> - Anxiety around taking on this responsibility - Are they going to commit suicide? - What would happen if they injured themselves or someone else? |
| Lack of experience | Lack of management support |
| <ul style="list-style-type: none"> - Will I be able to help? - Will I know how to handle this? - I'll be out of my depth - I don't know what to do | <ul style="list-style-type: none"> - What control do I have? - Impression of senior management - Reputational damage |

| Doing the wrong thing | Is this about me? |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> - An inability to implement support - Will I say the right thing? - Will I say the wrong thing? - Misdirection - signposting down the wrong route | <ul style="list-style-type: none"> - Have I caused this? - Am I the cause? - Is it my fault? - Am I the problem? |

Tips around the anxieties

The largest proportion of anxieties (31%) were thoughts associated with a lack of experience. Delegates were concerned as to whether they would be able to help the person and were concerned at being out of their depth.

It is fair to say that dealing with this kind of scenario is challenging because you are dealing with raw emotions at a personal level (one-to-one). There isn't any particular training around emotional intelligence and, if you haven't dealt with this kind of scenario before, then it can be daunting and stressful.

The key thing to remember is that, even though you are anxious, you must do something.

That 'something' can be a bespoke thing - dependent on the context - but it is important to take responsibility, show humility and support the person who is in distress. The something may be just listening to the person (8% of delegates said they would do this), giving them the space and time to get things 'off their chest'.

Consider the question: How would you want to be treated if you were distressed and felt you couldn't cope anymore? After you had told someone this, what would you want them to do? What would you want them to say?

There is a wide range of resource available to assist with this and a large proportion of them are signposted in this report.

- [Occupational Health Unit](#)
- [Mental Health Information](#)
- [Wellbeing Champions](#)
- [TRiM](#)
- [Tips for improved mental health](#)

REMEMBER - If you are dealing with someone who is suicidal (or threatening to harm others) confidentiality does not apply³. Take positive action to keep them safe for now.

See the section '[Supporting someone who is suicidal](#)' for more information.

³ Confidentiality does not apply within the context of keeping the person safe for now. It does not mean that it is removed entirely. Discretion still applies to this sensitive information.

SIGNPOSTING - FACE TO FACE SUPPORT

BCH Employee Assistance Programme (EAP)

EAP offers short term counselling, and financial and legal advice. The website also provides information for line managers as well as general wellbeing information.

EAP is available 24 hours a day, 7 days a week



0800 0328101

<http://bch.helpeap.com/>

111 Option 2

People living in Cambridgeshire and Peterborough can now access a new mental health team when they dial 111. Specially-trained mental health staff will speak to callers and discuss with them their mental health care needs – instead of them having to go to accident and emergency departments of local acute hospitals.

When people call they are given the opportunity to be referred to one of the Sanctuaries.



111 Option 2

The Sanctuary

The Sanctuary provides a safe place for individuals experiencing an emotional or mental health crisis. It offers practical and emotional support in a warm, welcoming and friendly environment.

It is open seven days a week from 6pm to 1am and may be used as an alternative to admission to statutory services.



111 Option 2

CPSL Mind Wellbeing Service

Offers free face to face support to those suffering with a range of mental health issues – no formal diagnosis is required.

The support consists of one to one sessions, a choice of workshops and peer led support groups.



01733 362990 (Peterborough)

01480 470480 (St Neots)

01223 311320 (Cambridge) <http://www.cpslmind.org.uk>

Insight Healthcare

Offers free talking therapies and can help with: low mood, depression, anxiety, stress, panic, anger, trauma, and bereavement. Sessions can take place at your GP surgery or at another convenient location.



0300 555 0888

www.insighthhealthcare.org

Psychological Wellbeing Service (via the NHS)

Offers free Cognitive Behavioural Therapy and can help with depression, anxiety, obsessive compulsive disorder and Post-Traumatic Stress Disorder. People have to be registered with a GP in Cambridgeshire or Peterborough to access the service which is self-referral (via the website).



**Cambridgeshire and
Peterborough**
NHS Foundation Trust

0300 300 0055 www.cpft.nhs.uk

SIGNPOSTING - TELEPHONE SUPPORT

BCH Employee Assistance Programme (EAP)

EAP offers short term counselling, and financial and legal advice. The website also provides information for line managers as well as general wellbeing information.

EAP is available 24 hours a day, 7 days a week



0800 0328101

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111 Option 2

People living in Cambridgeshire and Peterborough can now access a new mental health team when they dial 111. Specially-trained mental health staff will speak to callers and discuss with them their mental health care needs – instead of them having to go to accident and emergency departments of local acute hospitals.

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111 Option 2

Samaritans

Samaritans offers a safe place for you to talk any time you like, in your own way – about whatever’s getting to you. You don’t have to be suicidal.

SAMARITANS 116 123

Available 24/7

Lifeline Cambridge & Peterborough (Cambridgeshire Mental Health Helpline)

If you are experiencing emotional distress and urgently need to speak to someone, Lifeline is available seven days a week between 7pm–11pm.



**Cambridgeshire and
Peterborough**
NHS Foundation Trust

0808 808 2121

7pm – 11pm / 365 days of the year www.cpft.nhs.uk

Police Federation Welfare Programme

If police officers or a family member feel like a chat, then give us a call and let us help you find a solution to your problem.



01354 669749

Available 24/7

Blue Light Info Line

Need advice on your mental health or wellbeing?

Call, email or text our confidential Blue Light Infoline; just for emergency service staff, volunteers and their families. Trained advisors provide understanding, information and signposting to local support services.



0300 303 5999

Text: 84999

9am – 6pm Monday to Friday

SANEline

SANE is a leading UK mental health charity. They work to improve quality of life for anyone affected by mental illness.



0300 304 7000

4.30pm – 10.30pm daily

Campaign Against Living Miserably (CALM)

CALM is a charity dedicated to preventing male suicide. They have an option to speak to someone about how you are feeling via a webchat



0800 58 58 58

5pm to midnight, 365 days a year

Papyrus

HOPELineUK is a confidential support and advice service for:

- Young people under the age of 35 who may be having thoughts of suicide -
- Anyone concerned a young person may be having thoughts of suicide



Tel: 0800 068 4141
 SMS: 07786 20 9697
 10am-10pm weekdays
 2pm-10pm weekends

2pm-5pm Bank Holidays

Premier Life Line

Premier Lifeline: the National Christian Helpline is a confidential telephone helpline offering a listening ear, emotional and spiritual support from a Christian perspective, prayer and signposting.



0300 111 0101
 Open 9am to midnight every day <http://www.premierlifeline.org.uk/>

SIGNPOSTING - ONLINE INFORMATION

The below table lists a wide range of reference points.

Please note that some sites are intranet pages and therefore only accessible through the internal police network.

| BCH Occupational Health, Safety & Wellbeing | | |
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| | <p>Intranet page containing lots of information about wellbeing, mental health and other things.</p> | <p>bedcambshirtsintranet/OHU</p> |
| Cambridgeshire Wellbeing Champions Yammer Page | | |

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|  | <p>Reference site for the Cambridgeshire Constabulary Wellbeing Champion Programme.</p> | <p>www.yammer.com/cambs (requires account)</p> |
| <p>BCH Employee Assistance Programme (EAP)</p> | | |
|  | <p>A website provided by HELP Employee Assistance and paid for by Cambridgeshire Constabulary. The website has articles providing practical, impartial and up to date information on a wide range of topics</p> | <p>bch.helppeap.com</p> |
| <p>CPSL Mind</p> | | |
|  | <p>The website of the local Mind charity for the residents of Cambridgeshire, Peterborough and South Lincolnshire. They provide a wide range of services across the county to support those recovering from mental health challenges, promote positive mental health and tackle mental health-related stigma and discrimination within our communities.</p> | <p>www.cpslmind.org.uk</p> |
| <p>Living Life to the Full</p> | | |
|  | <p>A CBT based self-help approach. The Living Life to the Full course is a life skills course that aims to provide access to high quality, practical and user-friendly training in life skills.</p> | <p>www.livinglifetothefull.com</p> |

Mood Gym



Mood Gym is like an interactive self-help book which helps you to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety.

www.moodgym.anu.edu.au

Mind



National Mind website which contains information and support on mental health conditions, medication, legal rights, drugs and treatments –also has links to Blue Light national campaign.

www.mind.org.uk

Rethink Mental Illness



A wide range of information with a section for family and friends. Here you'll find a wide range of over 100 factsheets on topics from medication to the Mental Health Act, which have been created by experts at Rethink Mental Illness' Advice and Information Service.

www.rethink.org

Time to Change

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|  | <p>We are Time to Change, a growing movement of people changing how we all think and act about mental health problems.</p> <p>We want everyone with a mental health problem to be free of fear and to have equal opportunities in all areas of life.</p> | <p>www.time-to-change.org.uk</p> |
| <p>Samaritans</p> | | |
|  | <p>Samaritans offers a safe place for you to talk any time you like, in your own way – about whatever’s getting to you.</p> | <p>www.samaritans.org</p> |
| <p>Cruse Bereavement Care</p> | | |
|  | <p>Cruse Bereavement Care is the leading national charity for bereaved people in England, Wales and Northern Ireland. They offer support, advice and information when someone dies and work to enhance society’s care of bereaved people. Cruse offers face-to-face, telephone, email and website support.</p> | <p>www.cruse.org.uk/ www.cbc.org.uk (information on services locally)</p> |
| <p>Anxiety UK</p> | | |
|  | <p>Provides support and help if you’ve been diagnosed with, or suspect you may have an anxiety condition.</p> <p>They can also help you deal with specific phobias.</p> | <p>www.anxietyuk.org.uk</p> |

| OCD UK | | |
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|  | <p>Supports children and adults affected by ObsessiveCompulsive Disorder OCD-UK is the leading national charity, independently working with and for almost one million children and adults whose lives are affected by ObsessiveCompulsive Disorder.</p> | <p>www.ocduk.org</p> |
| Bipolar UK | | |
|  | <p>Supporting people affected by bipolar.</p> | <p>www.bipolaruk.org</p> |
| Hearing Voices Network (HVN) | | |
|  | <p>If you hear voices HVN can help. They are committed to helping people who hear voices. They offer information, support and understanding to people who hear voices and those who support them.</p> | <p>www.hearing-voices.org</p> |
| Seasonal Affective Disorder Association (SADA) | | |
|  | <p>The UK's only non-commercial support organisation for SAD. A Registered Charity run by unsalaried volunteers. A reliable, free information source for the public and for health professionals.</p> | <p>www.sada.org.uk</p> |

Beating Eating Disorders



Beat is the UK's eating disorder charity. Their vision is an end to the pain and suffering caused by eating disorders. They have been a champion, guide and friend to anyone affected by these serious mental illnesses since our founding in 1989 as the Eating Disorders Association, giving sufferers and their loved ones a place where they feel listened to, supported, and empowered.

www.b-eat.co.uk

PTSD999



PTSD999 is a new and independent charity funded by private donations. It's unique in the way it will provide support; the majority of its trustees, administrators and most importantly doctors and counselling staff have served in the Emergency Services and/or Military and suffered PTSD, or have close ties with someone who has. Their remit is simply to provide help, advice and confidential treatment, provided by people who have done the job you do.

www.ptsd999.org.uk

Self Injury Support

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|  | <p>Self injury Support is a national organisation that supports girls and women affected by selfinjury or self-harm. They have carried out extensive research with women who selfinjure, and through their work have developed a deep understanding of the reasons individuals harm themselves and of the things they may find helpful or supportive.</p> | <p>www.selfinjurysupport.org.uk</p> |
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Association for Post Natal Illness

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|  | <p>The Association has a countrywide network of phone, e-mail and postal volunteers, who have had, and recovered from post-natal illness. Depressed mothers are phoned or written to at regular intervals throughout their illness and the recovery period. The Association runs a support service for husbands and families of the depressed woman.</p> | <p>www.apni.org</p> |
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British Association for Counseling and Psychotherapy (BACP)

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| | <p>Search function to find counsellors in each county. BACP is a professional body representing counselling and psychotherapy with over 44000 members and works toward a better standard of therapeutic practice.</p> | <p>www.bacp.co.uk</p> |
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UK Council for Psychotherapy (UKCP)

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|  | <p>An organisation for the education, training, accreditation and regulation of psychotherapists and psychotherapeutic counsellors in the UK.</p> <p>You can use their site to search for a therapist.</p> <p>Enter your location to find a therapist near you.</p> | <p>www.psychotherapy.org.uk</p> |
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British Association for Behavioural and Cognitive Psychotherapies (BABCP)

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|  | <p>BABCP is a multi-disciplinary interest group for people involved in the practice and theory of behavioural and cognitive psychotherapy.</p> | <p>www.babcp.com</p> |
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Campaign Against Living Miserably (CALM)

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|  | <p>CALM is a charity dedicated to preventing male suicide. They have an option to speak to someone about how you are feeling via a webchat</p> | <p>www.thecalmzone.net</p> |
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Relate

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|  | <p>The UK's largest provider of relationship support, and every year we help over a million people of all ages, backgrounds and sexual orientations to strengthen their relationships.</p> | <p>www.relate.org.uk</p> |
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Alcoholics Anonymous

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|  | <p>AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.</p> | <p>www.alcoholicsanonymous.org.uk</p> |
| <p>Mindful Employer</p> | | |
|  | <p>Provides employers with easier access to information and support in relation to supporting staff who experience stress, anxiety, depression and other mental health conditions.</p> | <p>www.mindfulemployer.net</p> <p>Keeping Well at Work</p> <p>Click here for Managers Guidance document</p> |
| <p>Papyrus</p> | | |
|  | <p>The national charity for the prevention of young suicide. Draw from the experience of many who have been touched personally by young suicide across the UK and speak on their behalf in our campaigns and in our endeavours to save young lives.</p> | <p>www.papyrus-uk.org</p> |
| <p>Police Mutual</p> | | |
|  | <p>The Police Mutual Wellbeing Zone aims to give you and your family access to a range of professionally constructed health and fitness programmes, covering all aspects of wellbeing, including physical fitness, stress levels, weight management, healthy eating and access to expert advice.</p> | <p>policemutualwellbeing.co.uk (requires account)</p> |

DISCLAIMER

This document has been prepared by

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- Jamie Smith (jamie.smith@cambs.pnn.police.uk). Jamie is the force Health and Wellbeing Coordinator.

Guidance and detailed content taken from the [BCH OHU intranet](#) site and/or [CPSL Mind](#) literature. TRiM information is taken from the force intranet.

Logos of supporting agencies are inserted for illustrative purposes only, to assist with easy identification and referencing for people who may wish to contact those agencies. Copyright is owned by the individual companies / agencies as listed.

This document is distributed for internal police guidance within Cambridgeshire Constabulary and is not intended for wider circulation or official publication outside of the police.

This toolkit is designed to be an aide memoir for Cambridgeshire Constabulary staff - particularly supervisors - and is not intended to replace official medical guidance (e.g. from a GP) or guidance from a trained professional (e.g. OHU Wellbeing Advisor).

The document was designed in Microsoft Word and is setup for optimal viewing in the 'Print Layout' view.