



# Durham University Mental Health Support - Signposting Guide for Colleagues & Managers



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# Support Services for Colleagues and Managers

## Occupational Health support for Colleagues

The [Occupational Health Service](#) provides advice and support on health-related issues that may impact you at work. Colleagues can be referred by their line manager for the following reasons:

- The Colleague or Manager have concerns regarding their health and wellbeing
- Following sickness absence due to illness or injury, please see the [Absence Management Hub](#)
- For psychological support following exposure to distressing events in the workplace
- Staff reporting work related stress – a stress risk assessment should be complete prior to referral if possible
- Physiotherapy assessment and treatment for musculoskeletal conditions affecting work ability

**Support for Managers during office hours** - If Managers require additional support during office hours they can contact their HR Business Partner or [Occupational Health Services](#)

**Support for Managers outside of office hours** – If urgent support is required during a critical or major incident please contact the Business resilience team via [University Security](#) on 0191 3342222



## Management tools and guidance to support Colleague Mental Health

**Stress Risk Assessments** - Preventing ill due to work-related stress is part of creating a good working environment for staff and managing work related stress is also a legal requirement. Guidance and templates for managers on stress risk assessments are available via the [Occupational Health Services SharePoint](#) and an online training module is available via Oracle Learning.

**Wellness Action Plans** - Wellness Action Plans(WAPs) aim to facilitate dialogue between individuals and their manager to identify personal triggers that affect health and wellbeing and measures that both the individual and manager can implement to support health and wellbeing. WAP can be beneficial for individuals and teams. Guidance and templates for WAPs are available via the [Occupational Health Services SharePoint](#) and an online training module is available on Oracle Learning.

**Support for Staff Exposed to Distressing Events at Work** - Staff may experience or witness single, repeated, or multiple incidents at work which may be distressing including: providing first aid support, responding to incidents involving self-harm and sudden death, and supporting individuals during and/or following a critical or major incident. This guidance document available via the [Occupational Health Services SharePoint](#) provides information on what to expect following a distressing incident, and advice regarding self-help following after an incident, and the actions to be taken by line managers to support wellbeing.



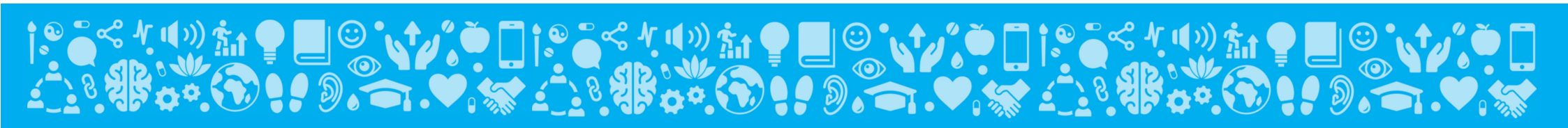
# Mental Health and Wellbeing Support in the University

## Staff Mental Health First Aiders

Over 50 staff volunteered to be trained by Mental Health First Aid England to become accredited Staff Mental Health First Aiders and further information about what kind of support they can offer and how to contact them is via the [Health & Wellbeing Hub](#).

## Chaplain services

Our Chaplain service provides pastoral, spiritual and religious support to students and colleagues of all faiths, beliefs and worldviews. Myth-busting: You don't have to be religious to talk to a chaplain. You can meet with them by arrangement or attend a drop-in.



# Employee Assistance Programme

The [Employee Assistance Programme](#) (EAP) is a confidential employee service which provides support with personal and professional problems that might be affecting a colleagues home life or work life, health and general wellbeing. Advice is also available for line managers on how to support a staff member or team when psychological support may be beneficial.

## **EAP Services available include:**

- Telephone helplines available 24/7, including in the moment emotional support, financial and legal information/advice
- Advice to line managers on how to support staff mental health and wellbeing
- Structured counselling sessions, either face to face or telephone
- Online video counselling and online Cognitive Behavioural Therapy
- Critical incident support following a critical or major incident
- Online portal and My Healthy advantage App providing access to health and wellbeing support including videos, podcasts & webinars, 4 week Plans and Mini Health checks

## **To access the EAP:**

Call 0800 028 0199

- Access the online portal via [www.healthassuredeap.com](http://www.healthassuredeap.com) with log in credentials

**Username:** Durham

**Password:** University

- Download the My Healthy Advantage App with the **Employer Code:** MHA152349.



## Staff concerned about themselves or a colleague

Staff are encouraged to seek support from the following services:

- **Line Manager** for work concerns
- **GP services:** contact your GP for non-urgent physical and mental health worries. They can offer information, advice, assessment and treatment and can refer to specialist services
- **NHS 111:** call 111 or access online via [Get medical help - NHS 111](#) for general health information and advice
- [NHS Talking Therapies](#) - individuals can access talking therapies for free on the NHS.
- [Employee Assistance Programme](#) – 24/7 in the moment support, with onward referral to counselling.
- [Human Resources](#)
- [Occupational Health](#)

**Things to remember when supporting a colleague** : Make sure you take care of yourself. Trying to support someone can be difficult, especially if there are more serious issues present. It is not your responsibility to provide on-going care for your friend or colleague and you cannot solve their problems. Urge them to seek the appropriate help identified above.

**If your colleague is unwilling to access appropriate support themselves you can speak to your line manager or HR business partner for advice.**



## Urgent support for individuals in crisis

If you or a colleague are in urgent need of emotional support and there are concerns regarding safety contact the following support services:

**NHS 111:** if you think you or a colleague need medical help right now but you are unsure if it is classed as a medical emergency. NHS 111 can direct you to the most appropriate support option

**NHS Mental Health Crisis Team:** call 0800 0516 171, available 24/7 for people of all ages living in County Durham, Darlington, Teesside, North Yorkshire and York. If you live further afield, you can search for your local NHS Mental Health Crisis Team via [Mental Health Helpline for Urgent Help - NHS \(www.nhs.uk\)](https://www.nhs.uk). They can offer advice, assessment and emotional support and arrange a face to face visit if needed

**Accident and Emergency:** call 999 or attend A&E for physical injuries or health concerns that require urgent medical attention, or mental health crisis that require an urgent response

**Online and in person training is available for all staff on how to support distressed individuals. Suicide awareness training can also be access online.** For further detail and booking information can be accessed via Oracle Learn





## Health and Wellbeing Hub and Development opportunities

The [Health and Wellbeing Hub](#) provides information on events, development opportunities and support tools and resources for both colleagues and students across the Durham University community.



# Health and Wellbeing Development Opportunities

Development opportunities can be accessed via [Oracle Learning](#)

## **HROD: Open Course Programme – Developing Self**

HROD: Building Personal Resilience through Mindfulness

HROD: Manage your Energy not your Time

HROD: Mental Health Awareness for Individuals

HROD: Men's Health

HROD: Stress and Resilience

## **HROD: Open Course Programme – Leadership Workshops**

HROD: Menopause Awareness for Managers

HROD: Supporting the Health and Wellbeing of your Team

## **HROD: SkillsBoosters eLearning packages**

SkillsBoosters: Building Resilience

SkillsBoosters: Allyship

SkillsBoosters: Assert Yourself

SkillsBoosters: Building Trust

SkillsBoosters: Dealing with sensitive issues in the workplace

SkillsBoosters: Developing emotional intelligence

SkillsBoosters: Handling difficult conversations

SkillsBoosters: How to be more productive



# Mental Health (MHT) eLearning packages

## Suite includes

- **MHT: Modules for Line Managers** including Wellness Action Plans, The Role of the Line Manager, Stress Risk Assessments, Initiating a Wellbeing Conversation
- **MHT: Core Modules for Staff** including Mental Health Awareness for Residential Services Assistants, Mental Health Awareness for Colleagues in Academic Departments, Mental Health Awareness for All Staff
- **MHT: Modules for Staff in Student Support** including Mental Health Awareness for Staff in Student Support Roles
- Accessed via [Oracle Learning](#)





# Charities and other Organisations - Information and advice

**MIND:** call the infoline on 0300 123 3393 available Monday to Friday, 9am to 6pm or access online via <https://www.mind.org.uk/>

**Rethink Mental Illness:** call 0808 801 0525 from 1pm to 4pm, Monday to Friday, excluding bank holidays or access online via [We are Rethink Mental Illness](#)

**BEAT:** call 0808 801 0677 available 365 days a year from 9am to midnight during the week, and 4pm to midnight on weekends and bank holidays or access online via [The UK's Eating Disorder Charity - Beat \(beateatingdisorders.org.uk\)](#) for information relating specifically to **eating disorders**

**Young Minds:** call the parents helpline on 0808 802 5544 from available Monday to Friday, 9:30am to 4pm or access online via [YoungMinds | Mental Health Charity For Children And Young People | YoungMinds](#) for mental health worries about a **child or young person up to the age of 25**



# Charities and other Organisations - Practical advice and support

**Trade Unions** and **professional associations** may also offer health and wellbeing information, advice and support. Colleagues are advised to contact their representative for further information

**Citizens Advice Bureau:** call 0808 278 7821 available Monday to Friday, 10am to 4pm, for general advice about **finances, work, housing, legal and more**

**Step Change:** call 0800 138 1111 available Monday to Friday, 8am to 8pm and Saturday, 8am to 4pm or access online via <https://www.stepchange.org/> for help and advice about **money worries** and **debt**

**Shelter:** access online via <https://england.shelter.org.uk/> or for **emergency housing issues** call the helpline on 0808 800 4444 Monday to Friday, 8am to 8pm. Weekends and bank holidays, 9am to 5pm

**Durham County Carers:** call 0300 005 1213 Monday to Friday, 9am to 5pm or access online via [Durham County Carers Support | County Durham \(dccarers.org\)](#) for **information and advice for carers**



# Information and advice about alcohol or drugs:

**Need [County Durham Drug and Alcohol Recovery Service](#):** call their helpline on 03000 266 666, Monday to Friday, 9am to 5pm, for free and confidential support if you would like to make changes to your **drug or alcohol use**

[NHS Live Well Website](#) for information about **drugs** and how to access support

[NHS Website](#) for information about **alcohol** and how to access support

**Frank:** call their helpline, 24/7 on 0300 123 6600 or access via their [website](#) for information about drugs, their effects and the law

Visit [DrinkAware](#) for support with alcohol including advice, practical tips and tools to reduce or stop your drinking



## Support in the Local Area

[ARCH Recovery College](#): The College offers a range of **educational courses, workshops, activities** and resources for those recovering from **mental health difficulties**. ARCH Recovery College is located in central Durham, based at St Margaret's Health Centre

[St Margaret's Centre](#): St Margaret's Centre offers **activities and training** for adults in County Durham who need support with their **mental wellbeing**. You can also visit their [Old School Café 'Chatty Café'](#) for a chance to meet and talk with others. It is located in Durham City Centre, close to St Margarets Health Centre

[RT Projects](#): RT Projects support people **experiencing mental health difficulties** by providing group **art therapy** sessions and one to one support at their 'Open Art Surgery' in Gilesgate, Durham

