

Supporting the mental health of NHS staff

The role of NHS line managers
in supporting better mental health



About this guide and this series

The Coronavirus (Covid-19) pandemic has presented our NHS workforce with one of their greatest challenges to date and whilst it's unlikely that we'll understand the full impact of Covid-19 on the mental health and wellbeing of the NHS workforce for some time yet, what we do know is that compassionate leadership is needed now more than ever and staff wellbeing needs to be a priority.

This resource series has been funded by the British Medical Association, and developed by Mind. It aims to provide practical advice and tips to help NHS leaders, and line managers, reduce mental health stigma, create mentally healthy cultures and support better mental health. We have also created information about the role of champions and peer supporters, given the high level of informal support given by peers across the NHS to support the mental health and wellbeing of their colleagues.

In developing this guidance, it was clear from the evidence that the biggest barriers to staff accessing support is the stigma associated with mental health and lack of senior leadership in creating cultures where mental health and wellbeing is prioritised and talked about openly.

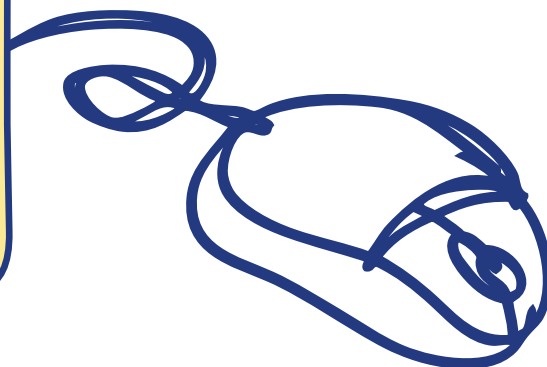
These barriers are not unique to Covid-19, they have existed in the NHS for a long time. And whilst providing individuals with information about self-care, support for their mental health and access to effective interventions is essential, this can only be done alongside tackling the work-related causes of poor mental health within the NHS workforce if true systemic change can take place.

Stigma, an unsupportive culture and lack of compassionate leadership are key root causes. This resource series is a starting point for NHS leaders and line managers, who want to tackle these and prioritise the mental health and wellbeing of their people. If now is not the time to do this, then when?

There are three resources in this series:

- 1 The role of NHS leaders in reducing mental health stigma and creating mentally healthy cultures.
- 2 The role of NHS line managers in supporting better mental health.
- 3 The role of champions and peer supporters.

The three resources can be found on the [Mental Health at Work website](#).



Helpful definitions

For the purpose of clarity, when we refer to ‘mental health’ in this guide we are using it in the broadest possible sense. Some useful definitions to terms used in this guide can be found below.

Mental health

We all have mental health, just as we all have physical health. How we feel can vary from good mental wellbeing to difficult feelings and emotions, to severe mental health problems.

Mental wellbeing

Mental wellbeing is the ability to cope with the day-to-day stresses of life, work productively, interact positively with others and realise our own potential. When we talk about well-being we are referring to mental well-being.

Poor mental health

Poor mental health is when we are struggling with low mood, stress or anxiety. This might mean we're also coping with feeling restless, confused, short tempered, upset or preoccupied.

We all go through periods of experiencing poor mental health – mental health is a spectrum of moods and experiences and we all have times when we feel better or worse.

Mental health problems

We all have times when we struggle with our mental health. A mental health problem is when difficult experiences or feelings go on for a long time and affect our ability to enjoy and live our lives in the way we want.

You might receive a specific diagnosis from your doctor, or just feel more generally that you are experiencing a prolonged period of poor mental health.

Common mental health problems

These include depression, anxiety, phobias and obsessive-compulsive disorder (OCD). These make up the majority of the problems that lead to one in four people experiencing a mental health problem in any given year. Symptoms can range from the comparatively mild to very severe.

Severe mental health problems

These include conditions like schizophrenia and bipolar disorder which are less common. They can have very varied symptoms and affect your everyday life to different degrees, and may require more complex and/or long-term treatments.

Work-related stress

Work-related stress is defined by the Health and Safety Executive as the adverse reaction people have to excessive pressure or other types of demand placed on them at work. Stress, including work-related stress, can be a significant cause of illness. It is known to be linked with high levels of sickness absence, staff turnover and other issues such as increased capacity for error.

Stress is not a medical diagnosis, but severe stress that continues for a long time may lead to a diagnosis of depression or anxiety, or other mental health problems.

Burnout

Burnout isn't technically a diagnosis, but instead refers to a collection of symptoms. You may feel exhausted, have little motivation for your job, feel irritable or anxious and you may see a dip in your work performance.

Stigma

Stigma is the perception that a certain attribute makes a person unacceptably different from others, leading to prejudice and discrimination against them.

Self-stigma

Self stigma is where a person with a mental health problem becomes aware of public stigma, agrees with those stereotypes and internalises them by applying them to the self.

Compassionate leadership

Compassionate leadership in practice means leaders listening with fascination to those they lead, arriving at a shared (rather than imposed) understanding of the challenges they face, empathising with and caring for them, and then taking action to help or support them. (The King's Fund, 2019)

The role of NHS line managers in supporting better mental health

The most impactful intervention for line managers in the NHS to be accountable for is to create a culture promoting and encouraging mental health help-seeking behaviour, challenging the stigma associated with mental health and letting their direct line reports know that they are there to support them.

In response to Covid-19, many mental health and wellbeing interventions were put in place to support staff, which you can read about further [here](#). While well received by many staff, we heard from our focus group participants that this at times felt tokenistic, and that committing to prioritising staff mental health and wellbeing needed to go beyond Covid-19.

“There was a lack of leadership and fundamentals not in place. There was a lot of talk and a lot of signposting but mostly felt token and ‘remember to take care of yourself’ while not being able to take breaks to eat”. Focus group participant

This resource builds on the hints and tips we shared in resource one: *The role of NHS leaders in reducing mental health stigma and creating mentally healthy cultures* and is aimed at helping line managers in the critical role they have to play in supporting their direct reports health and wellbeing. Line managers in the NHS are best placed to influence, and should be responsible for supporting, the mental wellbeing of their teams.

This guide sets out 6 areas for line managers to consider in supporting better mental health:

- Promoting wellbeing
- Driving cultural change
- Spotting the signs in those you manage
- Talking about mental health
- Setting Boundaries
- Role modelling.

However, there are three overarching themes that should be considered throughout each of these steps:

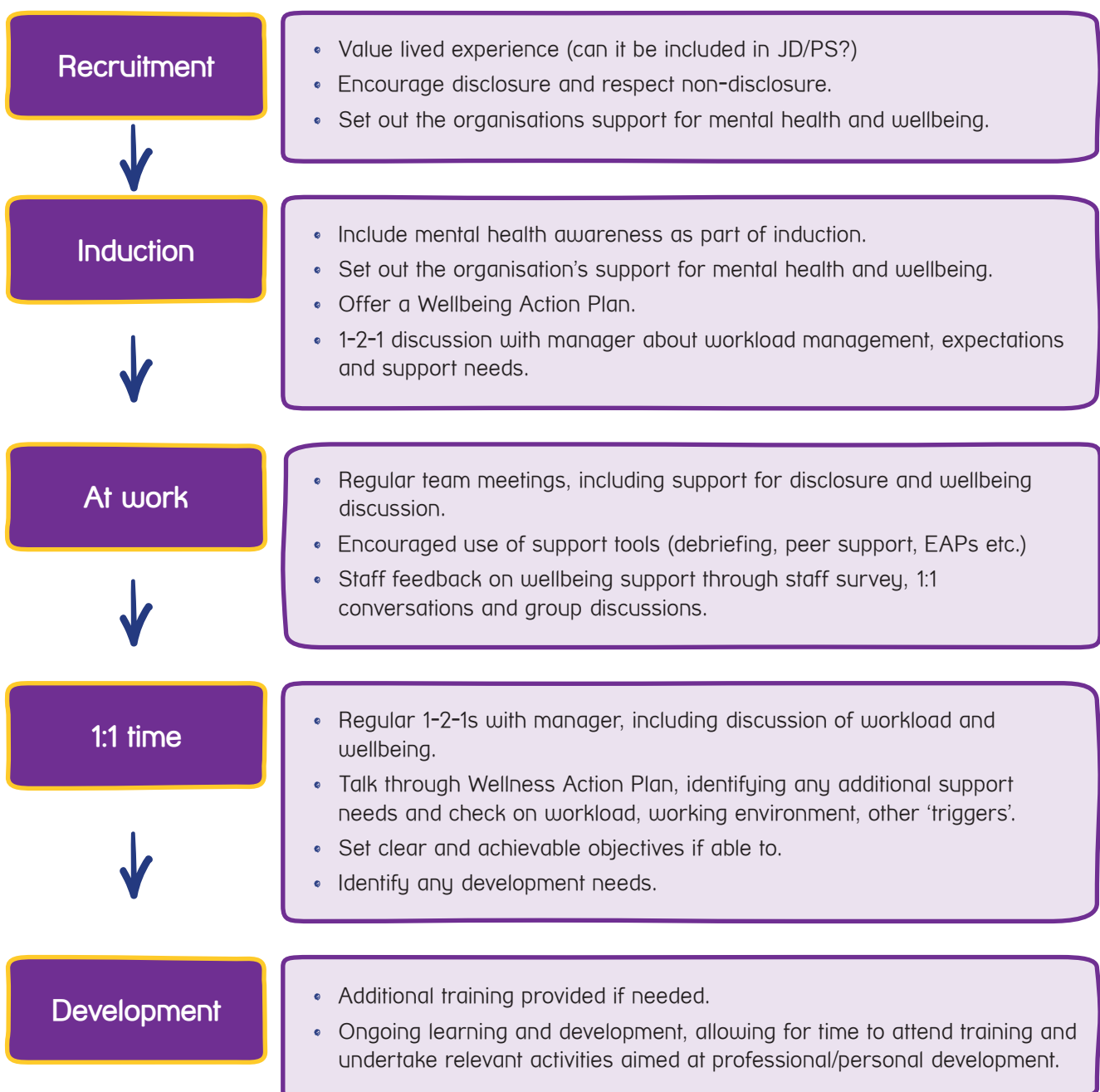
- 1 Interventions and support should be tailored to the environment and specific culture the team operates in.
- 2 Promoting the understanding that mental health isn't binary, it is a spectrum.
- 3 Encourage prevention strategies, promoting mental well-being and self-care as a way to improve work and patient care

Promoting wellbeing

Promoting staff wellbeing is something all effective line managers should be doing, but it can often be hard to know where to start.

Supporting Wellbeing Pathways

Consider creating a 'Supporting Wellbeing Pathway' that outlines how you can promote wellbeing from the moment a team member is recruited. Below is an example of what this pathway could look like, which can be adapted to different environments:



Normalise conversations about mental health

Put mental health on the agenda and talk about wellbeing regularly. This can be brought into 121 meetings with your team and you can use a gentle light touch framework called the 121-wellbeing temperature check to support your discussions. This involves:

- Asking how are you?
- Asking the question twice if necessary and listening for the answer.
- Asking what can you can do to help
- Asking when you should we check in again.

Get the basics right

If fundamental needs such as adequate breaks aren't being met then it can make it harder for people to perform at their best, it can lower job satisfaction and can increase employee turnover. It can also make people more susceptible to stress, anxiety and burnout.

Being given protected time to take breaks to eat, drink, go to the toilet and even just take a step back from work for five minutes are essential to keeping teams healthy both physically and mentally. While staff may be able to go through a few shifts without any breaks, or a few months without any leave, it is likely to be having a long term impact on their wellbeing.

Helpful Tip

Promote the **five ways of wellbeing** to your team members and ask them to create a plan of how they can incorporate this into their working day. If staff are struggling to identify simple ways to incorporate this, then this is a sign that their fundamental needs aren't being met.

Promote the benefits of self-care

Learning to breathe more deeply can help us all feel a lot calmer. Encourage your staff to use Mind's 'Breathing window' and 'Stress scan' on the next page, short relaxation exercises, which employees can use to step away from stressful thoughts and feelings.

We know that regular physical activity is associated with lower rates of depression and anxiety across all age groups and is essential for promoting wellbeing. It can also be a reactionary coping mechanism as exercising provides an outlet to the Fight, Flight or Freeze response and can help to lower stress levels in the moment.

What do you do to encourage your staff members to get active?

Helpful Tip

Make a list of physical activity staff can do throughout the day that you as a line manager can encourage and support.



Take 90 seconds for **YOU**

Stress scan

Look out regularly for your stress signature. The sooner you spot stress, the sooner you can manage it.

- > Scan your body slowly from head to toe.
- > Identify any physical signs of stress, such as tense muscles, an upset stomach, or shallow breathing.
- > Now scan your mind and mood. Notice if you are snappy, easily startled, or having racing thoughts.

 **mind**
for better mental health

Driving cultural change

Fundamental to the creation of a mentally healthy workplace is the need for strong leadership and a positive, transparent and clear organisational culture which values staff and their wellbeing. Line managers need to take the first step by sending a signal that staff mental health is valued and that employees can feel confident that disclosure of poor mental health will lead to support, not discrimination.

Consider how you might contribute to the following, both as managers and leaders:

- A culture of respect where people are recognised and acknowledged for their input and contribution at all levels
- A culture of pride in the service the team provides to our communities
- A culture of openness and approachability that encourages good communication and co-operation
- An honest culture where failings are recognised, acknowledged, and addressed with the aim of continually improving
- A blame free culture where accountability is encouraged, not feared
- A culture where the ever-changing demands presented during the working day are viewed with flexibility, both as individuals and as an organisation

Build trust, give space and support

As a line manager building trust is essential for creating safe spaces for staff to raise issues. Covid-19 has pushed the limits of many NHS workers. This is an ongoing challenge and will therefore require support throughout but also after the crisis.

Staff need space to experience their emotions and process what they have gone through, whether this be through one on one individual support and counselling, team debriefs, facilitated sharing spaces or training programmes to learn coping techniques.

Talk with your staff and understand how you can help them get the support they need while also being proactive about offering preventative solutions.

Implement support for staff to manage stressful or traumatic events at work

These could be routinely requested by the team or scheduled following a known workplace trauma situation. This meeting format should allow for team members to share or express emotions and feelings that may have had adverse impact on their wellbeing. Schwartz Rounds can provide a framework and structured forum for staff to come together regularly to discuss the emotional and social aspects of working in healthcare.

To ensure that these are not overly burdensome a guided framework on boundaries should be utilised for the discussions to allow for sharing of ideas and tips for supporting or coping during stressful times, whilst learning from each other.

Signpost staff to other support available

A wide range of support is available – internal and external to the NHS.

Staff Common Rooms creates an opportunity for NHS people to come together virtually and support each other during this difficult time. Open to absolutely anyone working within the NHS across England, regardless of job role, organisational context or hierarchy and includes all final year students who have been working on the Covid-19 pandemic.

The Common Rooms are a safe and supportive environment hosted by an approved practitioner. They are one-off meetings for one hour with a maximum of 10 NHS staff. Discussion in the room is guided by the participants and focus on present and future coping and support. They are an opportunity to share experiences and learning with hosts also guiding people to additional support and resources.

Our Frontline offers round-the-clock one-to-one support, by call or text, from trained volunteers, plus resources, tips and ideas to look after your mental health. Mind's online community, Side by Side, provides a supportive space where you can feel at home talking about your mental health with others who understand what you are going through." See page 18 in this guide for further information on how to access these services.

Helpful Tip

Signpost staff to the NHS Staff Common Rooms if they need to talk to somebody outside of the line manager relationship.

Understand the importance of effective internal communication

A people-centred approach to mental health and wellbeing is central to the creation of a mentally healthy workplace. The below are a few simple steps to begin the conversation with your team:

- Take time to talk to your team as a group and as individuals on a regular basis.
- Communicate openly about mental health and promote mental health help-seeking behaviour. Make it okay not to feel okay and encourage self-help through the many interventions available.
- Create feedback mechanisms so that your team members can tell you in a trusted environment what is going well and what isn't. Make sure that where issues can be addressed, they are actioned, and where they cannot be addressed, there is an honest conversation about why not.
- Make sure that communication on work issues is clear, consistent and timely. Provide the opportunity for team members to seek clarity or ask questions. Briefings should be honest and frank, but with empathy.

Spotting the signs of poor mental health in the people you manage

Many roles within the NHS come with high pressure and this can be a good thing to help stretch teams and bring a sense of satisfaction through their work. However, too much stress leads to strain and possible crisis. Understandably, feeling anxious has been a common response by NHS staff to Covid-19.

As line managers you cannot always control what happens during your staff members work day, but you do have a role in spotting the general signs that normal work pressure is turning into strain or crisis.

Some of these signs include:

- Being irritable, aggressive, impatient, or wound up
- Avoiding situations that are troubling, snapping at colleagues
- Finding it hard to make decisions, restless, constantly worrying
- Over-burdened **anxious**, nervous or afraid, your thoughts are racing and you cannot switch off and unable to enjoy yourself
- Being tearful or wanting to cry
- Feeling neglected or experiencing **loneliness**
- Eating too much or too little
- Nail biting, skin picking, hair pulling
- Smoking or drinking alcohol more than usual
- Depressed, uninterested in life and lost your sense of humour

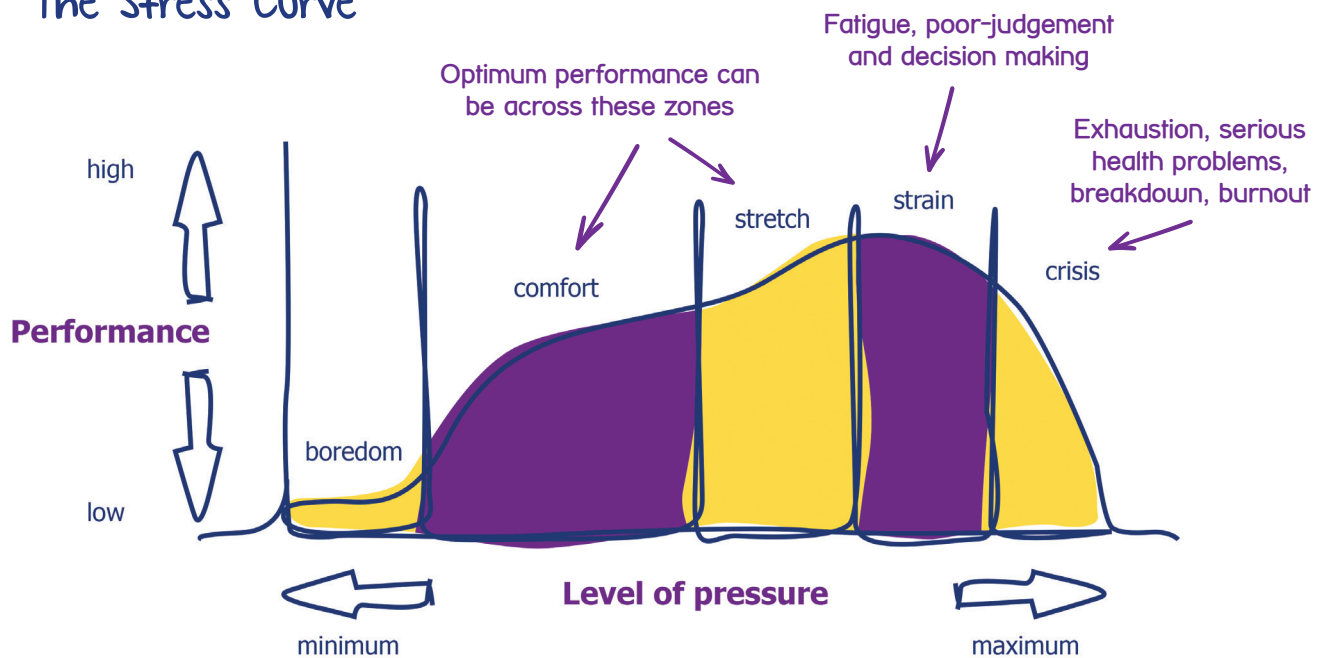
There are also physical indicators to look out for:

- Shallow breathing or hyperventilating, or **panic attacks**
- Muscle tension, blurred eyesight, or sore eyes
- Problems with sleep, not getting enough sleep, tired all the time or having nightmares,
- Sexual problems, such as losing interest in sex or being unable to enjoy sex
- Grinding your teeth or clenching your jaw, headaches
- Chest pains, high blood pressure, indigestion, or heartburn
- Constipation or diarrhoea
- Nausea, feeling dizzy or fainting

Helpful Tip

Use the Stress Curve with your team members to help them identify when they may be edging towards strain or crisis.

The Stress Curve



Helpful Tip

Wellness Actions Plans are an easy, practical way of helping NHS leaders support the wellbeing of their teams. They are a personalised, practical tool we can all use – whether we have a mental health problem 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 a recovery.

By encouraging teams to draw up a Wellness Action Plan, managers give ownership of the practical steps needed for staff to help stay well at work or manage a mental health problem. It also opens up a dialogue between the manager and the team member, to help them better understand their needs and experiences and therefore better support their wellbeing.

Mind has three guides to Wellness Action Plans, which can be printed or completed electronically: A guide for managers; A guide for employees; and a guide for those working remotely as a result of coronavirus. All three can be found by visiting www.mind.org.uk/waps.

Encourage staff to name the causes of their poor mental health

Supporting your staff to put feelings into words and describing it reduces stress and anxiety physiologically. Encourage your staff to write journals or make notes on their phone, which if they feel comfortable they can talk you through.

Encourage staff to let go of the day

Encourage your staff to take just five minutes to think about their day at the end of the day. Encourage them to identify and accept anything that didn't go well and choose an action to represent letting go of the day. This is a healthy habit that signals the end of their working day.

Helpful Tip

Encourage staff to use the 'Going Home Checklist' below, to support letting go of the day.

Going home checklist

- ☐ Take a moment to think about today.
- ☐ Acknowledge three things that were difficult. Let them go.
- ☐ Consider three things that went well.
- ☐ Choose an action that signals the end of your shift.
- ☐ Now switch your attention to home.
- ☐ How will you rest and recharge?



Talking about mental health with your team

Sometimes we avoid talking about mental health or shut down the conversation because we don't know what to say or we are worried about getting it wrong. Often line managers feel that they don't have the relevant experience to have a discussion about mental health.

Don't worry about having all the answers. The fact you are asking and listening will make an enormous difference. Practicing these types of conversations can be very helpful, so finding a peer that you are comfortable with and practicing is recommended. Use the conversation checklist and question suggestions below to guide you.

Conversation checklist

Facilitating the conversation

- Avoid interruptions – switch off phones, ensure colleagues can't walk in and interrupt.
- Ask simple, open, non-judgemental questions.
- Avoid judgemental or patronising responses.
- Speak calmly.
- Maintain good eye contact.
- Listen actively and carefully.
- Encourage the employee to talk.
- Show empathy and understanding.
- Be prepared for some silences and be patient.
- Focus on the person, not the problem.
- Avoid making assumptions or being prescriptive.
- Follow up in writing, especially agreed actions or support.

Questions to ask

- ✓ How are you doing at the moment?
- ✓ You seem to be a bit down/upset/ under pressure/frustrated/angry. Is everything OK?
- ✓ I've noticed you've been arriving late recently and I wondered if you're OK?
- ✓ I've noticed the reports are late when they usually are not. Is everything OK?
- ✓ Is there anything I can do to help?
- ✓ What would you like to happen? How?
- ✓ What support do you think might help?
- ✓ Have you spoken to your GP or looked for help anywhere else?

Questions to avoid

- ✗ You're clearly struggling. What's up?
- ✗ Why can't you just get your act together?
- ✗ What do you expect me to do about it?
- ✗ Your performance is really unacceptable right now – what's going on?
- ✗ Everyone else is in the same boat and they're okay. Why aren't you?
- ✗ Who do you expect to pick up all the work that you can't manage?

How to have a conversation about mental health

1. Choose an appropriate place

Somewhere private and quiet where the person feels comfortable and equal. Possibly a neutral space outside of the workplace. If they are a remote worker, consider whether going to where they are may help.

2. Encourage people to talk

People can find it difficult to talk about their mental health but it helps to have an open culture where conversations about mental health are routine and normalised. Ask simple, open and non-judgmental questions and let people explain in their own words how their mental health problem manifests, the triggers, how it impacts on their work and what support they need.

3. Don't make assumptions

Don't try to guess what symptoms an employee might have and how these might affect their ability to do their job – many people are able to manage their mental health and perform their role to a high standard but may require support measures when experiencing a difficult period.

4. Listen to people and respond flexibly

Everyone's experience of a mental health problem is different so treat people as individuals and focus on the person, not the problem. Adapt your support to suit the individual and involve people as much as possible in finding solutions to any work-related difficulties they're experiencing. Remember effective workplace adjustments are often quite individual but needn't be costly or require huge changes.

5. Be honest and clear

If there are specific grounds for concern, like high absence levels or impaired performance, it's important to address these at an early stage.

6. Ensure confidentiality

People need to be reassured of confidentiality. It's sensitive information and should be shared with as few people as possible. Discuss with the individual what information they would like shared and with whom.

7. Develop an action plan

Work with your employee to develop an individual action plan which identifies the signs of their mental health problem, triggers for stress, the possible impact on their work, who to contact in a crisis, and what support people need (see next section). The plan should include an agreed time to review the support measures to see if they're working.

8. Encourage people to seek advice and support

People should speak to their GP about available support from the NHS such as talking therapy. If your organisation has an Employee Assistance Programme it may be able to arrange counselling. The Mind Infoline can signpost people on to support and our network of local Minds across the country can also help source advice and support.

9. Seek advice and support yourself

The Mind Infoline and local Minds can provide information to employers too. Occupational Health (if you have it) can provide tailored advice to support both employers and employees. If relationships have become strained or confrontational mediation can help – some local Minds run mediation services, as do ACAS. Small businesses can access the free Health for Work Adviceline service provided by NHS occupational health services.

10. Reassure people

People may not always be ready to talk straight away so it's important you outline what support is available, tell them your door is always open and let them know you'll make sure they get the support they need.

Workplace adjustments

Adjustments for mental health are often simple and it is best practice to offer support to all staff, whether or not they have a formal diagnosis or a disability according to the legal definition in the Equality Act 2010.

An important point to remember is that everyone's experience of poor mental health is different – so two people with a diagnosis of depression may have very different symptoms and need different adjustments. This may seem complex, but often the employee will be the expert on their condition, and know their own support needs. In essence this means managing the person as an individual, in the same way that you flex your general management style. Following a WAP approach and having a dialogue with the employee about what adjustments might help is a straightforward way to identify what support line managers need to put in place.

Below are some types of adjustments that may help mitigate mental health symptoms and the impact on the employee's performance at work. They are not prescriptive, but employees with a mental health condition have found some or all of these useful in their experience. It is important to be guided by the needs of the employee, however, this list could act as a prompt for line managers and employees to explore symptoms and support needs together.

Changes to how employees perform their role:

- flexible hours or change to start or finish times; change of workspace, for example quieter, more or fewer people around, dividing screens
- working from home at certain times or on certain days in a given period
- changes to break times
- provision of quiet rooms
- light-box or seat with more natural light
- agreement to give an employee time off for appointments related to their mental health, such as therapy and counselling

Changes to the role itself (temporary or permanent):

- temporarily changing duties, for example changing the balance of desk work and customer-facing work, reducing caseloads, changing shift patterns
- reallocation of some tasks or amendments to the employee's job description or duties

Extra support:

- redeployment to a more suitable role
- increased supervision or support from manager, buddy or mentor
- extra help with managing and negotiating workload
- debriefing sessions after difficult calls, customers or tasks
- mediation can help if there are difficulties between colleagues
- access to a mental health support group or disability network group
- identifying a 'safe space' in the workplace where the person can have some time out or access support
- provision of information to promote self-care
- encouraging employees to work on building up their resilience and doing things that support good mental health such as exercise, meditation or eating healthily
- providing regular opportunities to discuss, review and reflect on people's positive achievements – this can help people to build up positive self-esteem and develop skills to manage better their triggers for poor mental health.

Setting boundaries

Setting, maintaining and managing boundaries is key for any line manager. Boundaries need to be there to keep people safe and this is especially important when supporting team members who are experiencing poor mental health.

As a line manager it's important to consider the following:

- Build your awareness of the organisation's policies, guidelines and resources that are available for the team.
- Create a list of support resources with contact information and keep this up to date periodically as this will allow you to signpost your team to further information and support when asked with confidence.
- Be clear about the time that you are able to provide in supporting their mental wellbeing is limited so ensure that 121's and team debriefings are timebound, that they have a start and finish time and these are clearly communicated in advance.
- Be clear about your own skills and abilities to support team members and communicate these clearly at the start of the session, so that boundaries are not overstepped and you can remind those that you are helping throughout your meeting.
- Be mindful of confidentiality. Communicate with your team member that what is shared remains confidential and being clear on what you can and cannot keep confidential, such as safeguarding concerns.

The most difficult part of the manager or leader role is explaining and managing expectations and it is important not to make promises that you cannot keep. Remember that you can also ask for help in supporting your team.

The final point is to remember to take care of yourself – you cannot fill from an empty cup. To be an effective manager and leader you need to be able to support and help others, and you cannot do this if you are not managing your own mental health and wellbeing.



Role modelling

Line managers and NHS leaders play an important role in modelling best practice, healthy workplace behaviours and promoting positive workplace culture.

Mind's Workplace Wellbeing 2018/19 Insights Report showed organisations with a senior or high-profile employee with experience of mental health problems who had spoken out about their experiences in saw a greater number of employees encouraged to discuss mental health: 67% of staff at organisations with an established senior champion felt their organisation encouraged openness and discussion about mental health compared to 48% in organisations who did not. Organisations who had a senior champion in place also had a greater proportion of staff that felt their organisation supported their mental health (10% higher than organisations who did not).

NHS leaders and line managers (with whom employees have the most regular contact) therefore have an important role in creating a culture of openness and discussion around mental health. If those in senior positions do not lead by example then this often creates an impression that the organisation is not committed to creating a genuinely healthy and supportive workplace.

Sharing your story

Sharing your experience of poor mental health or workplace stress can support your employees in feeling comfortable to share their own experience in the confidence that they are safe to do so.

You might share this experience through a blog, at an event organised for a key date in the mental health calendar such as Time to Talk Day, or through more regularly scheduled activities such as at a wellbeing temperature check at the start of a meeting.

According to the British Social Attitudes Survey (2017) 35% of people think they would be less likely to get promoted if they had depression. Through sharing your own personal experience, you can clearly demonstrate to your team that poor mental health is not a barrier to progression in your organisation.

Staff can feel confident in bringing their authentic selves to work and line managers can subsequently discuss meaningful ways in which employees can be supported through the use of tools such as a Wellness Action Plan.

Taking care of your mental health

By demonstrating self-care and prioritising your own wellbeing, NHS leaders and line managers can show employees that it's important to look after themselves.

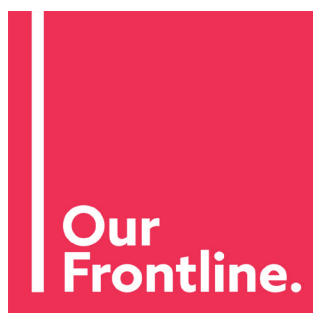
This might mean:

- Setting clear boundaries – finishing work on time and not sending emails or work communications 'out of hours.'
- Taking time to recharge – taking adequate breaks throughout the work day and making use of annual leave to appropriately rest
- Participating in wellbeing activities – your organisation will deliver a range of wellbeing initiatives and services. Through engaging in these activities your staff will recognise they have permission to invest in themselves during work time.

Signposting to support

It's great to start the conversation in your workplace and we hope that this resource and those we have referenced in this guide help you to do this. Sometimes this can mean that people currently experiencing mental health problems will need some support as sensitive conversations may bring up difficult things.

We would encourage you to highlight the support tools that you currently offer employees within your organisation, but you may also wish to direct staff to some of the support services available below.



Our Frontline

Right now, healthcare workers are facing an extremely challenging situation, doing important and difficult work. Taking care of your mental health and managing feelings might be taking a back seat.

Our Frontline offers round-the-clock one-to-one support, by call or text, from trained volunteers, plus resources, tips and ideas to look after your mental health.

Wellbeing support by text for health and social care staff

All NHS staff can access free support by text 24/7. **Text FRONTLINE to 85258** to talk by text with a trained volunteer.

Wellbeing support by telephone for health and social care staff

NHS staff in England can call 0800 069 6222 and NHS staff in Wales can call **0800 484 0555**, daily from 7am–11pm.

To speak with a listening volunteer in Welsh call **0800 164 2777**, every evening 7pm–11pm. For UK-wide support call 116 123.

Counselling and trauma phone helpline

You can also talk to trained staff and counsellors who are experts in bereavement, grief and trauma, providing support for health, care and emergency workers during the pandemic.

Call **0300 303 4434**, free and in confidence, 8am to 8pm 7 days a week.

Online resources tailored to NHS Staff

No matter what your role is in the NHS, you can access resources tailored to NHS staff at ourfrontline.org.

Mind Infoline

Telephone: 0300 123 3393

Email: info@mind.org.uk

www.mind.org.uk/information-support/helplines/

Mind provides confidential mental health information services. With support and understanding, Mind enables people to make informed choices.

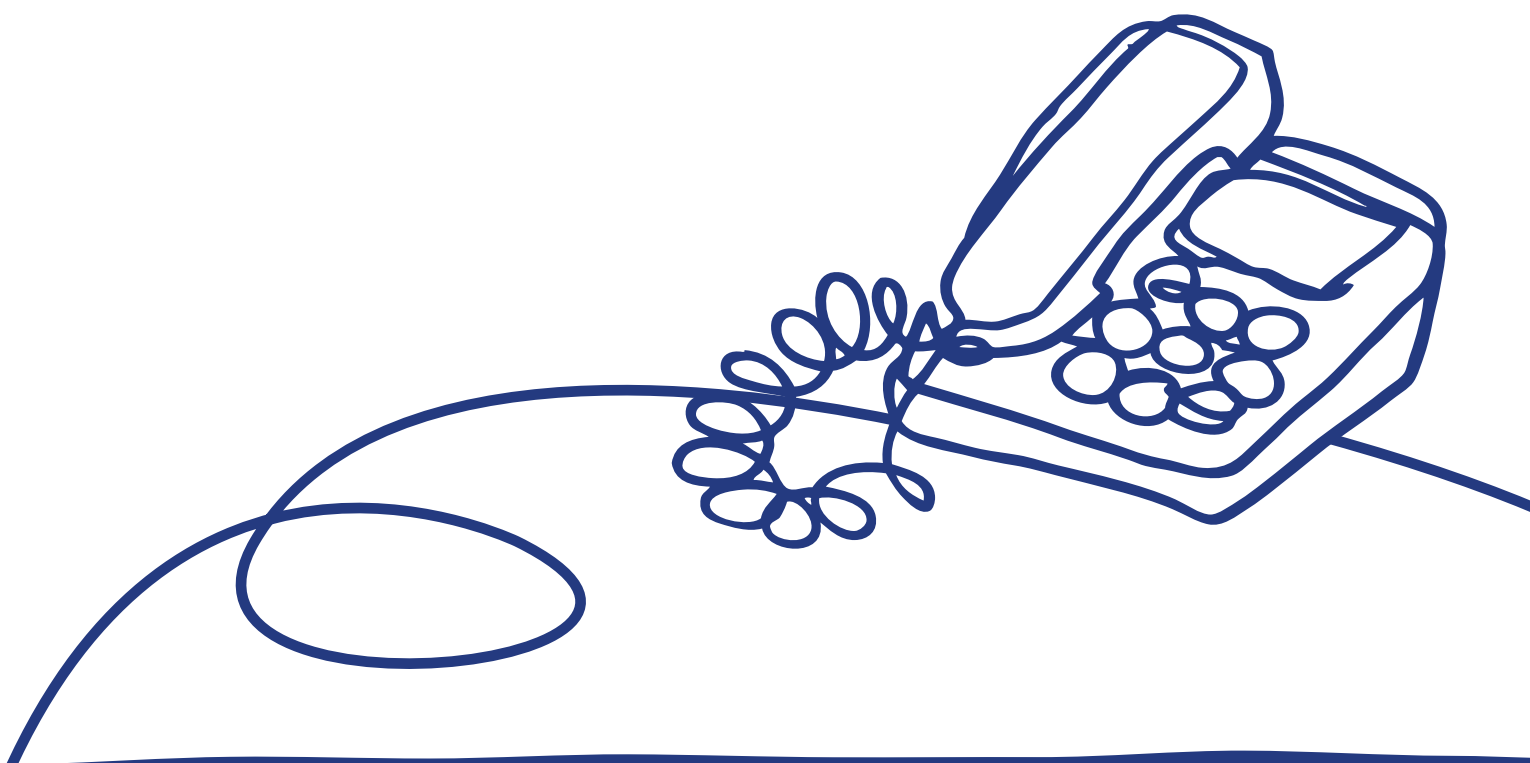
The Infoline gives information on types of mental distress, where to get help, drug treatments, alternative therapies and advocacy. Mind also has a network of nearly 200 local Mind associations providing local services.

Side by Side, Mind's online community

Side by Side, is a supportive online community where you can feel at home talking about your mental health and connect with others who understand what you are going through.

We all know what it's like to struggle sometimes, but now there's a safe place to listen, share and be heard. Whether you're feeling good right now, or having a hard time, it's a safe place to share experiences and listen to others. The community is available to all, 24/7.

Side by Side is moderated daily from 8.30am to midnight.



We're Mind, the mental health charity. We want to support a million people to stay well and have good mental health at work by 2021.

Be part of our movement for change in workplace mental health.

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mind.org.uk/work

 @MindCharity

 [Facebook.com/mindforbettermentalhealth](https://www.facebook.com/mindforbettermentalhealth)

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