



## Case management - mental wellbeing in the workplace

### Who is this course for:

This one-day course is suitable for all delegates (e.g. OH, HR & safety) who are interested in gaining a better understanding of mental wellbeing in the workplace. It will provide underpinning knowledge of the commonest mental health conditions, recognition and their treatments including potential effects on attendance, presenteeism and performance.

It aims to provide information to enable practitioners to reflect on their personal level of competency in this area and gain new knowledge or a reassuring update. It will also review approaches that may be appropriate to use in their day-to-day practice or that can be negotiated with OH services (whether in-house or contracted out) and/or employee assistance providers (EAPs). This may help practitioners proactively influence workers, teams and organisations from strategic level down to include personal and team risk assessment, manager training and tailored health education activities for example.

This provision offers a rich learning environment by including multidisciplinary delegates. It may highlight the differing expectations of the OH, safety & HR advisor, the employer & line manager as well those of the employee.

### Trainers:

The training team are experienced occupational health & therapy practitioners with training and management experience who have worked in a variety of workplaces placing differing demands on mental performance including emergency services, military, safeguarding, higher risk and safety critical work including horse racing, aviation, utilities, logistics and warehousing, heavy manufacturing, construction, retail, food & drink production, local government, NHS, social care, education & service sectors.

### Why attend:

OH, HR & safety practitioners may have areas of specialist knowledge but they need to be able to respond appropriately to the perceived needs of their colleagues and organisation from a mental wellbeing perspective (whether an OH service is present or not.) In relation to attendance the focus is often on the worker's self or fit-note reported 'label' whereas a more helpful approach is identifying what elements of their substantive job role that they can or cannot do and why; barriers to return to work and what can be done differently to enable performance and attendance.

Consideration also needs to be given to the potential impact on end service or processes or other people as applicable. The risk assessment process tool enables the application of a principle-based approach which can also be beneficial in providing evidence of positive employment relations, H&S and Equality Act requirements including communication, identification and implementation of reasonable adjustments and capability over time.



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### What may be covered (indicative content)

#### Overview:

- What is the brain and how are we wired to behave, remember and concentrate?
- How does the brain and body store and process day to day and emotional events
- Why is sleep important and what is the role of dreaming?
- The depressed vs stressed vs anxious vs grieving vs moody vs exhausted employee
- Brief overview - psychotic and neurotic conditions
- The moody, poor performing employee, chronic embitterment
- Post-traumatic stress
- Panic attacks and learning to breathe
- Anger
- What is normal? Coping responses to accidents, redundancy, sudden death in the workplace
- Human responses to witnessing or victim in an accidents, verbal or physical assault, death
- Practitioner self-care and compassion fatigue - becoming more aware of own physical, mental and energetic bodies. Self-protection of own well-being. Daily practice suggestions

#### Clinical practice:

- Recognising behavioural change and when you have a problem
- History taking what is essential and what is nice to have
- Assessment tools and their use by the GP and/or OH practitioner
- Fitness for work, the risk assessment process and recommendations
- Benefits of OH referral and / or EAP (manager or self-referral)
- Use of EAPs for talking therapies; learning about symptoms and how to manage them

#### Quick pointers:

- Setting expectations - how do EAPs work? Educating workers - telephone assessments and group lectures by EAPs or local NHS mental wellbeing services. How to get the best from it?
- What is reasonable for employers to be able to expect following telephone counselling, face-to-face support or online CBT?
- Best practice - NICE (National Institute of Clinical Excellence) guidance and current NHS provision via GP, self-referral and community psychiatric, mental wellbeing, drugs & alcohol services. Typical education and treatment processes
- Research base - medication and /or non-medication therapies, role of nutrition, exercise, smoking, alcohol, drugs and legal highs
- Alternative thinking and research base - worker and organisation responsibilities for shifting focus from unease, distress, depression to happiness, awareness, mindfulness
- Suicide risk

#### Signposting:

- sleep resources
- approaches that all and managers can practice at home
- identifying resource appropriateness for different gender and ages to promote engagement
- Further reading - book and resource recommendations

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