

WeCARE Health & Wellbeing



Support Contact Details

If you or one of your colleagues requires support with their health and wellbeing then the following services are available to all Stork employees:

- Stork Occupational Health: occupationalhealth@stork.com
- Stork WeCARE Colleague: Contact site supervisor or first aider for details
- Your supervisor or line manager
- [Employee Assistance Programme](#)
 - For those working remotely on a client site - see slides 91&92 for EAP details
 - Onshore/office based staff - see slide 90 for EAP details





INTRODUCTION



Stork's WeCARE Modules

- This material forms the content of a one day course level 5 award for First Aid for Mental Health.
- Making this information available for your reference, aims to give you a better understanding of mental health, Mental Health First Aiders and the role of Stork's WeCARE Colleagues.
- Due to the challenges associated with facilitating classroom based sessions, this material allows you to refer to, or work through, each module at your own pace.
- For those wishing to obtain Stork WeCARE Colleague certification this can be achieved by following the steps on slide 88.
- Re-qualification involves the successful completion of this same process, 3-years from the initial certification date.



WeCARE Colleagues

- Becoming a WeCARE colleague is both an important and simple process.
- We actively encourage all our employees to get involved with WeCARE so that we can better support our colleagues in the workplace.
- We simply ask all our employees to be kind and considerate, and to treat colleagues as they would expect to be treated themselves.
- Everyone can play their part, and by becoming a WeCARE colleague we hope to facilitate and create supportive workplaces where all colleagues can feel comfortable seeking help or support for their health and wellbeing needs.
- At Stork we don't differentiate between physical and mental health, we consider all areas of health and wellbeing to be equally important.
- Our WeCARE colleagues play an important role when it comes to supporting all areas of health and wellbeing in the workplace.



Stork's WeCARE Health & Wellbeing Modules

Module 1 - What is first aid for mental health?

Module 2 - Identifying mental health conditions

Module 3 - Providing advice & starting a conversation

Module 4 - Stress

Module 5 - Recognising mental health conditions

Module 6 - Drug & alcohol misuse

Module 7 - Applying a first aid action plan

Module 8 - Health & Wellbeing in the Workplace

Module 9 - Coping Strategies

Module 10 - Sleep Health



Learning Outcomes



LEARNING OUTCOMES

1. Understand the role of WeCARE colleagues in the workplace
2. Understand what mental health and wellbeing is, why people might require support, how to signpost support services, and techniques that can help to improve mental health and wellbeing.
3. Be able to provide help and support for a person presenting with a health and wellbeing complaint.
4. Identify a range of different mental health and wellbeing conditions and know how to signpost further support services where required.
5. Understand the impact of substance abuse on health.
6. Understand the first aid action plan for mental health and wellbeing & be able to put it in place.
7. Be able to promote and implement a positive health and wellbeing community within the workplace.



WeCARE Certification

For those who want to obtain WeCARE Colleague certification after working through the modules please follow the guidance on slide 88.

The assessment process involves:

After working through the modules in your own time a Stork WeCARE colleague qualification can be obtained by attending an informal interview/discussion, either as an individual or in a group setting, with a Stork WeCARE instructor and then passing a short-written assessment.

The WeCARE qualification includes all the material required to achieve a level 5 award in First Aid for Mental Health.





WeCARE Health & Wellbeing Pack - MODULE 1

WHAT IS FIRST AID FOR MENTAL HEALTH?



Mental Health

It's important to understand that we all have mental health, and it can be good or bad.

Too often people associate the term 'mental health' with 'mental ill-health' and tend to forget that you can keep good mental health too.

Just like exercising for physical health there are things that you can do to protect and improve your mental health.

Just like your physical health, repetitive strains, unexpected events, or medical conditions can all impact your mental health.

Just like physical health, if you're struggling with your mental health or you are in pain then asking for help is the right thing to do.

People should be made to feel comfortable seeking support for any health-related matter, physical or mental, neither is more important than the other and they are often very closely related.



What is Mental Health?



- **Mental health** includes our emotional, psychological and social well-being. It affects how we think, feel & act. It also helps determine how we handle stress, relate to others and make choices. **Everyone has mental health.**
- The term **mental illness** covers a very broad range of mental health problems which can involve changes to our thoughts, emotions, behaviours and relationships with others. Mental illnesses are associated with distress and problems functioning in our day-to-day lives (social, work, family etc). **Mental illness is treatable.**

What is First Aid for Mental Health

Essentially the aims of mental health first aid are very similar to those expected of physical first aiders.

- Preserve life where a person could be a danger to themselves or to others
- Alleviate suffering by providing immediate comfort and support
- Prevent the condition from developing into a more serious issue
- Promote recovery of good mental health by signposting & obtaining professional support



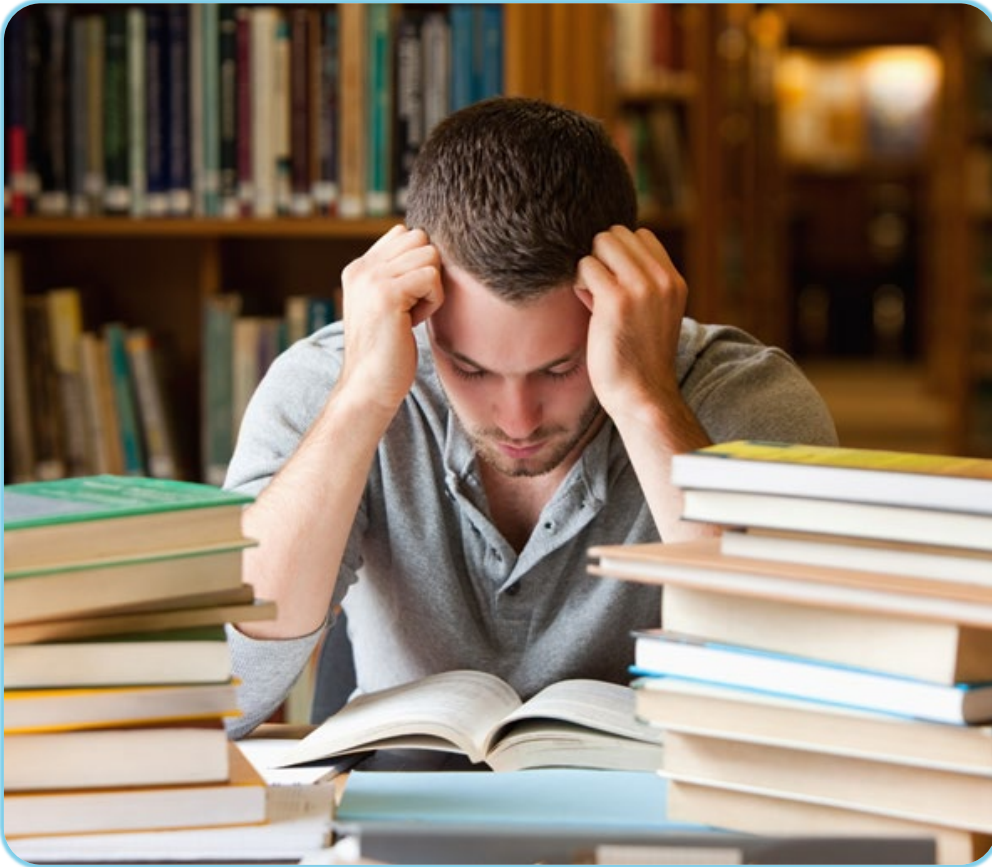
Roles & responsibilities

Stork WeCARE colleagues offer first aid for mental health support in the workplace by offering the following abilities and skill sets:

- A point of contact for anyone experiencing a mental health problem
- Ability to identify the signs & symptoms of mental ill-health
- Skills to start supportive conversations
- Ability to listen non-judgementally & provide reassurance
- Awareness of how to assess the risk of self-harm & suicide
- Ability to signpost & encourage professional support
- Commitment to reducing stigma associated with mental health
- Understand when and how to summon for the appropriate emergency services if necessary
- Ability to maintain confidentiality and protect the dignity of the person seeking help



The impact of mental health problems



It's important to understand the impact that managing mental health problems can have for a person

- **Day-to-day** - Mental ill-health can affect many areas of your life, affect your ability to function, and can also impact your friends, family and those around you.
- **Physical health** - It can impair your ability to protect and develop your physical wellbeing, it can affect your motivation and activity levels, and can even impact your physical functions, for example causing physical symptoms or impairing your ability to sleep.
- **Work** - It can impact your ability to function &/or concentrate and could even place you at risk. It's important to remember that your employer has support in place to help you with all health-related matters.

Mental Health Stigma

Despite efforts to normalise all aspects of health and wellbeing a negative stigma can still be associated with mental health complaints.

At Stork we are committed to eliminating the stigma associated with ill health, we do not differentiate between physical and mental health, we believe all elements of health are equally important.

- **Social Stigma** - includes the negative attitudes and discriminatory behaviours that society or individuals hold towards those with health problems.
- **Self-Stigma** - this is where people with health problems believe what is being said about their condition and agree with their viewpoints
- [Click here to watch a short video](#)



The effects of Stigma



The effects of stigma that could be associated with an individual's health complaint can be significant and could result in the following:

- Fear of disclosing to peers that you have a problem
- Reluctance to seek professional support
- Victimisation, harassment & physical violence
- Difficulties finding or keeping employment & taking part in activities.
- Lack of understanding from family & friends
- Develop a practice of self-stigmatisation

Managing Stigma



Don't let stigma get in the way of the support that you need. Mental health complaints are common and normal, and seeking assistance and sharing your experiences are important.

- Seek professional help - don't let the fear of being "labelled" with a mental illness stop you
- Show your family & friends reliable information to improve their understanding
- Don't equate yourself with your condition
- Join a support group to talk about stigma & relate to others
- Organise local campaigns or get involved with national campaigns

Mental Health Statistics

Mental health complaints are common:

- One in **four adults experience** at least one diagnosable mental health problem in any given year.
- Half of all mental health problems are established by the **age of 14**
- Poor mental health carries an economic & social cost of **£105 billion** a year in England & **£10.8 billion** in Scotland
- In 2018 in the UK, there were **595,000 cases** of work-related stress, depression or anxiety leading to **15.4 million** working days lost





WeCARE Health & Wellbeing Pack - MODULE 2

Identifying Mental Health Conditions



Mental Health & Mental Illness

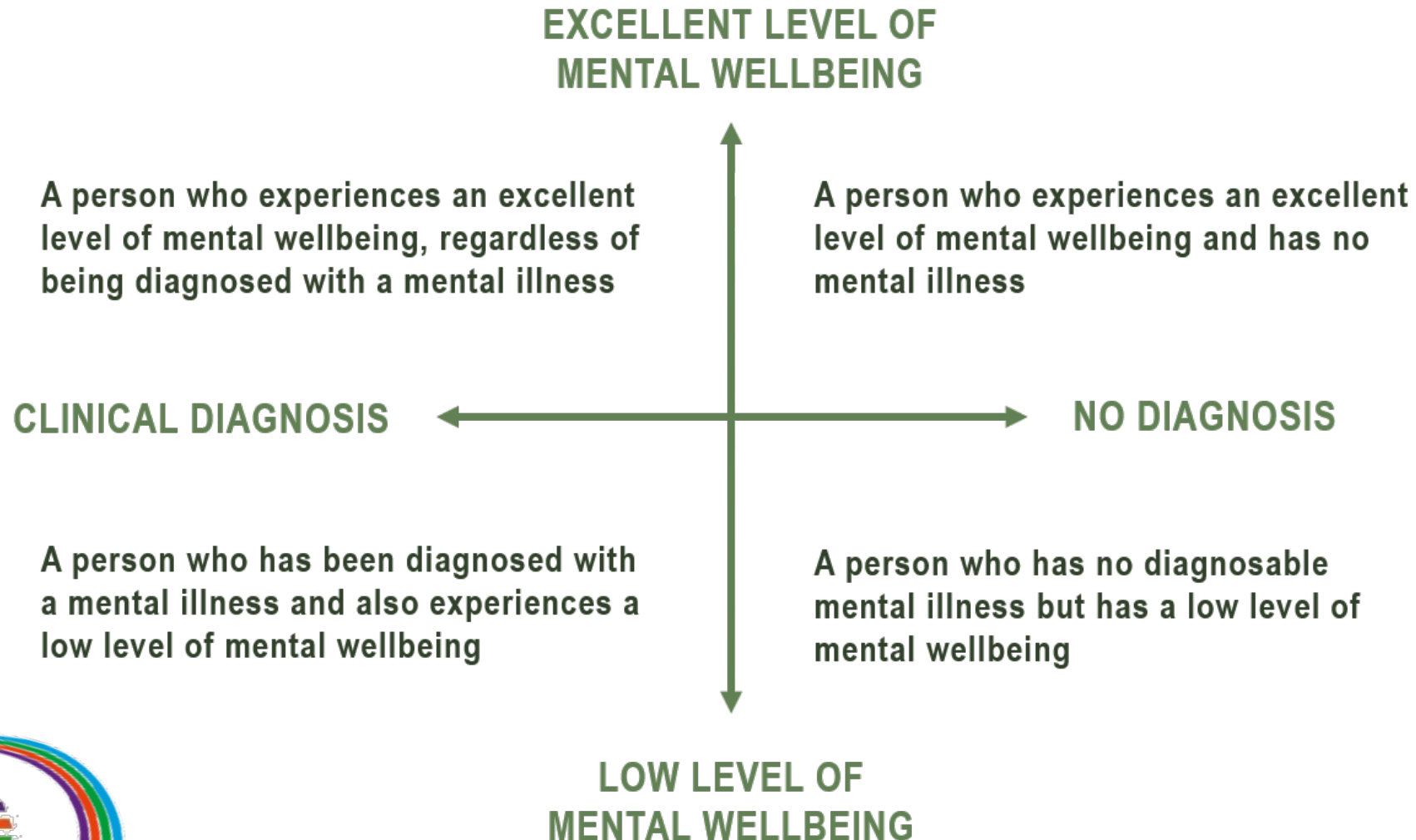
Mental health does not simply mean the absence of a mental illness - We all have physical & mental health which ebbs & flows depending on what you are experiencing at that time.

It is possible to have good mental wellbeing whilst living with a diagnosed mental illness. In contrast, someone who has no diagnosable mental illness can still have a low level of mental wellbeing.

Just like physical health there are things that you can do to improve your mental health or help you to cope if you are experiencing difficulties.



Mental health continuum



Mental Health Risk Factors

There are loads of things that can impact our mental health and our ability to cope. The following risk factors can influence mental health, and, just like other risks, where multiple factors apply then the risk of ill health is likely to increase:

- Discrimination & stigma
- Social isolation or loneliness
- Abuse, trauma or neglect
- Ill health or losing a loved one
- Social disadvantages or finance troubles
- Employment issues
- Having a long-term physical health condition or injury
- Severe or long-term stressors or pressures
- Poverty or homelessness
- Being a long-term carer
- Domestic violence
- Drug or alcohol abuse
- Significant trauma



Early warning signs of a mental health problem

As a WeCARE colleague it's important to recognise when someone might be struggling.

- Losing interest in activities that were previously enjoyed.
- Under-performing at work with no apparent explanation.
- Increased anxiety levels, feeling exhausted and restless.
- Becoming isolated and not wanting to socialise.
- Changes in appetite such as skipping meals or over-eating/bingeing.
- Changes in perceptions such as hearing or seeing things that others don't.
- Self-harming behaviour. Signs of cuts or bruising to uncommon areas of the body.

If you notice changes in people then it's important that you check in on them to make sure that they are ok! [Watch this short video clip.](#)





WeCARE Health & Wellbeing Pack - MODULE 3

Providing advice and starting a conversation



How to start a conversation about mental health

If your concerned about someone then it's important that you approach them in the right way:

- ✓ Think carefully about what you want to say before starting a conversation.
- ✓ Ask open questions such as “How are you feeling”.
- ✓ Listen to responses carefully without personal judgement. Listening to what the person tells you can sometimes be difficult to hear, so you need to give time for reflection.
- ✓ Offer comfort, reassure & signpost to professional help.

Starting a conversation about mental health is a great way to engage others on the subject and to address any stigma that may be associated



Non-judgemental listening skills

Non-judgemental listening is when you listen to what someone is telling you with your undivided attention and truly show an interest in what the person is trying to say.

Everybody has different opinions & it is natural to judge what the person is telling you but try to keep these opinions to yourself & communicate with the person empathetically, without displaying any form of personal judgement.

- Give the person plenty of time
- Listen carefully to the words spoken
- Allow time for reflection
- Maintain eye contact
- Express empathy and do not judge the person
- Be aware of your tone of voice
- Keep an open body position
- Relay & summarise what they have told you



Tips for good communication:

1. **Active listening** – individuals need to be heard, not dismissed. Focus on offering empathy rather than trying to offer solutions.
2. **Refrain from offering your opinion** - Accept what the person is presenting without interrupting and feeling compelled to offer your viewpoint.
3. **Speak calmly without getting too excited or emotional** – adopt a calm manner with a pleasant body language to convey respect and calmness.
4. **Use simple words and speak with clarity** - by speaking in short, and simple sentences, which have clarity it's easier for people to process what you are saying.
5. **Avoid arguments and heated communication** – some symptoms of ill health may interfere with the person's ability to engage in rational discussion.
6. **Be positive and accepting** – by showing acceptance and compassion people are more likely to understand or respond.



Signposting Further Support

Where a person needs further support the following support services are appropriate signposts to consider:

- The person's GP
- NHS (111) - for non life-threatening emergencies
- Emergencies - Visit A & E or call 999
- The site medic or a first aider
- Stork's Occupational Health Department - occupationalhealth@stork.com or OH@stork.com
- A trusted friend or family member
- The Samaritans (116 123) - confidential advice & support
- Crisis line (if they are already assigned to a healthcare professional)
- [Employee Assistance Programme](#)



REMEMBER: if a person is in a state of crisis then you may need to seek help for them, and the type of help required will depend on their current condition



When to contact the emergency services

- The person is experiencing serious suicidal thoughts & feelings.
- The person is thinking about harming themselves or someone else.
- The person is experiencing symptoms of an underlying medical condition.
- The person has already hurt themselves.
- If offshore, then it's important that you involve the medic as soon as possible.

It's important that if a person is in crisis and reports they are suicidal that you don't leave them alone.

If someone has told you that they are suicidal, they ARE asking for help & are entrusting you with this information.




[NHS Website: Dealing with a mental health crisis or emergency](#)



The First Aider's Own Health & Emotions

Supporting others who are experiencing mental health problems can affect your own mental health & wellbeing:

- Speak to your employer about any concerns that you may have.
- If your own mental health is being affected, seek support from Stork's OH department, a health professional, and/or the company [EAP](#). 
- Try not to get too involved - your role is to identify the warning signs, provide immediate support & signpost towards professional help.
- Make sure you take time out for yourself & look after your own health.
- Arrange a debrief with OH after an event so you can reflect on the situation.





WeCARE Health & Wellbeing Pack - MODULE 4

Stress

What is Stress?

Stress is the body's reaction to threats and pressures, it is something that everyone will feel at times, and there are all kinds of stressful situations that can form part of your daily life.

Some people can find low levels of stress quite helpful or motivational, but too much stress is not good for our health and wellbeing and can have a negative impact on our mood, function and ultimately our health.

Dealing with stress over long periods of time can be very difficult and can lead to significant physical, mental and emotional health issues.

Extreme or prolonged stress can also lead to exhaustion, which is often referred to as 'burnout'.

There are lots of things people can do to help them cope with stress, so being able to recognise when someone might be experiencing stress, or struggling to cope, is really important.

It's also really important to make sure that your behaviours and actions are not the cause, or contributing factors, to someone's stress levels; remember that we're all dealing with lots of things on a daily basis, so being kind, considerate and supportive really can make a huge difference to someone's health and wellbeing.



Causes of Stress

There are loads of different things that can cause or contribute to someone's stress levels, and it could be one thing or a combination of many.

- Work
- Bereavement
- Finances
- Family & friends
- Relationships
- Social Media
- Fatigue
- Poor health
- Poor behaviour
- Sleep trouble
- Travel
- Moving home
- Bullying
- Personal issues



Effects of Stress

There are lots of different signs and symptoms of stress to look out for. Examples of physical and behavioural effects include the following:

Physical Effects:

- Fatigue, tiredness, sleep problems
- Chest pains
- Muscle tension, aches and pains
- Headaches, nausea, dizziness
- Shallow breathing, hyperventilating
- High blood pressure
- Fast heart rate

Behavioural Effects:

- Outbursts of anger/social withdrawal
- Struggling to concentrate or make decisions
- Constantly worrying or fearful
- Undereating or overeating
- Exercising less often than usual
- Drinking more alcohol or smoking more than usual
- Changes in sex drive



The following clip shows what can happen to your boy when you are stressed:

[What Does Stress Do To Your Body? - YouTube](#)



Coping Strategies


The way that people deal with stress will usually depend on the person and the type of stress that they are experiencing. The following coping strategies can be useful for managing stress levels:

1. Talk to someone about your problems
2. Eat a healthy diet & exercise regularly
3. Make time for yourself to relax and socialise
4. Set yourself goals or challenges to build confidence
5. Avoid unhealthy habits - for example late nights or anything in excess
6. Ask others to put your own problems into perspective
7. Do something you enjoy
8. Seek support, for example Stork has an [Employee Assistance Program \(EAP\)](#) utilise the services that they offer



Coping with Work Related Stress

Coping with work related stress might involve some of the coping strategies that have already been identified, but with work stressors there may be other things that can help too such as:

- Speaking to your supervisor/manager, a WECARE colleague or first aider, HR, OH or the [EAP](#) 
- Track your stressors: keep a log of the situations that cause your stress to identify if there is a pattern or a potential solution
- Set your working day: it's important to switch off from work, so set boundaries to keep a healthy work life balance, and stick to them.
- Recharge: take regular breaks throughout the day, plan activities after work so you can switch off, use your annual leave.
- Plan your day: try to be productive rather than reactive. Set yourself a to do list and tick things off rather than waiting for work to come to you.
- Check in: arrange regular catch ups with your colleagues.
- Ask for help: if you're struggling then ask for help.





WeCARE Health & Wellbeing Pack - MODULE 5

Recognising Mental Health Conditions



Mental Health Conditions

It can be fairly straight forward to spot the signs and symptoms of a physical injury (for example think bruise, plasters, crutches).

Unfortunately it can sometimes be more difficult to identify someone who is suffering from a mental health condition.

Being able to identify the signs & symptoms of mental health conditions plays an important part in helping someone to obtain the support they require.

Identifying when someone is struggling or needs help is an important part of protecting and supporting that person's mental health & wellbeing.



Depression

Depression is a common condition and is characterised by feeling persistently sad, unhappy or disinterested. Effects of depression can be long lasting or recurrent and can dramatically affect a person's ability to function and live a rewarding life.

Signs & symptoms may include:

- Feeling irritable & intolerant of other people
- Thoughts of self-harm or suicide
- Changes in appetite or weight loss/gain
- Lack of energy, muscle aches & pains
- Disturbed sleep patterns & low sex drive

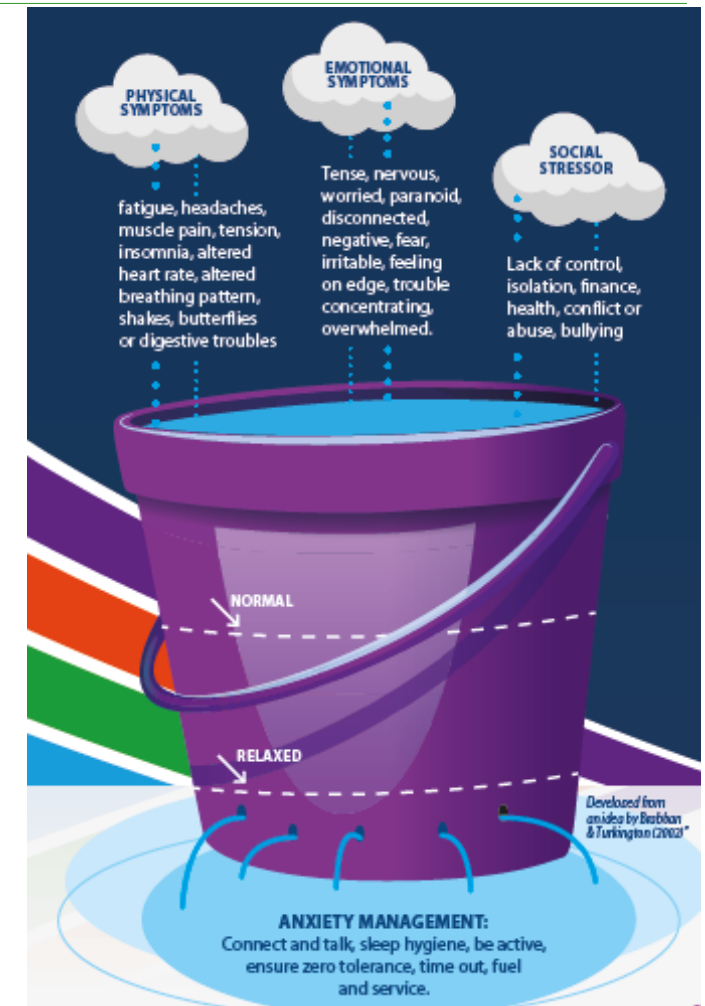


Anxiety

Anxiety is a normal body response which creates feelings of unease, such as worry or fear. It can be mild or severe and affects everybody in different ways; all of us will experience symptoms of anxiety at some point in our lives, usually during times of pressure or uncertainty. During a challenging time it is perfectly normal to develop feelings of anxiety.

Symptoms of anxiety are varied and may include:

- Feeling tense & unable to relax
- A sense of dread & feeling constantly “on edge”
- Irritability & difficulty concentrating
- Social withdrawal
- Seeking lots of reassurance from others
- Dizziness & tiredness
- Strong, fast or irregular heartbeat
- Trembling or shaking
- Excessive sweating & shortness of breath
- Lack of energy, muscle aches & pains
- Dry mouth, feeling sick & headaches
- Panic Attacks



Psychosis

Psychosis is a mental health problem that causes people to perceive or interpret things differently from those around them. This might involve hallucinations or delusions.

- **Hallucinations** - where a person hears, sees, feels, smells or tastes things that do not exist outside their mind but can feel very real to them. A common hallucination is hearing voices.
- **Delusions** - where a person has strong beliefs that are not shared by others. a common delusion is someone believing there is a conspiracy to harm them.

The combination of hallucinations & delusional thinking can cause severe distress & a change in behaviour.

Where someone develops psychosis they will have their own unique set of symptoms & experiences, according to their specific condition.

Experiencing the symptoms of psychosis is often referred to as having a psychotic episode.



Psychosis

Psychosis can be caused by conditions such as bipolar disorder & schizophrenia, but can also be triggered by other events such as a traumatic experience

- **Schizophrenia** - a condition that causes a range of psychological symptoms, including hallucinations & delusions
- Bipolar disorder - a mental health condition that affects mood; a person with bipolar disorder can have episodes of low mood (depression) and highs or elated mood (mania)
- **Severe depression** - some people with depression also have symptoms of psychosis when they are very depressed

Psychosis can also be triggered by:

- A traumatic experience
- Stress
- Drug and/or alcohol misuse
- Side effects of prescribed medication and/or illegal drugs
- A physical condition, such as a brain tumour



Eating Disorders

Food plays an important part in all our lives and most of us spend time thinking about what we have eaten, or what we are going to eat.

Eating disorders refer to unhealthy attitudes towards food and often result in a person eating too much or too little, and then becoming obsessed with factors such as body weight and appearance.

It's commonly thought that someone with an eating disorder will appear noticeably under or overweight - this is NOT true! Anyone regardless of weight, age or gender can suffer from an eating disorder.

Examples of eating disorders include:

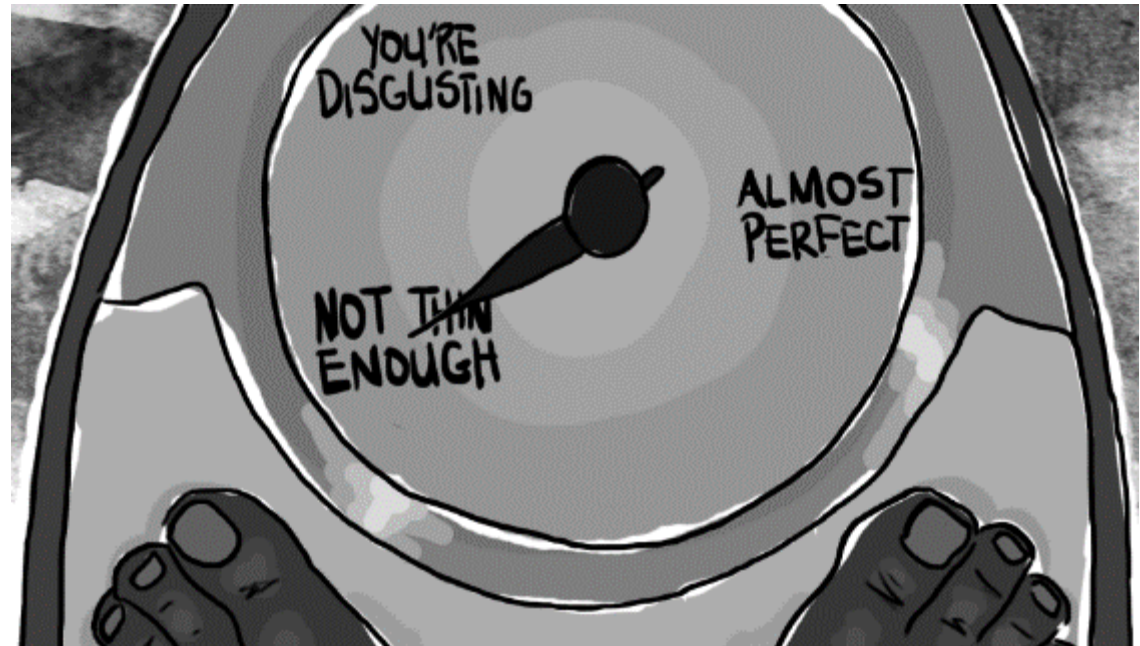
- **ANOREXIA NERVOSA** - when you try to keep your weight as low as possible by not eating enough food, exercising too much, or both.
- **BULIMIA NERVOSA** - when you try to control your body weight by binge eating & then deliberately being sick or using laxatives.
- **BINGE EATING DISORDER** - when you regularly lose control of your eating, eat large portions of food all at once until you feel uncomfortably full, this is often followed by feelings of upset and/or guilt.
- **OTHER SPECIFIED FEEDING OR EATING DISORDER (OSFED)** - if you are given a diagnosis of OSFED it means that you have an eating disorder, but you don't meet all the criteria for a diagnosis of anorexia, bulimia or binge eating disorder.



Eating Disorders

It can be very difficult to identify when someone has developed an eating disorder, but the following signs and symptoms can indicate that someone might be struggling:

- Dramatic weight loss
- Lying about how much & when they have eaten
- Obsessively exercising & sticking to a rigid diet
- Cutting food into small pieces or eating very slowly
- Avoiding eating with others or eating in secret
- Checking bodyweight & comparing to others
- Eating a lot of food very quickly
- Going to the bathroom straight after eating
- Feelings of anxiety about eating or digesting food
- Developing physical health problems



Self-harm

Self-harm is when somebody intentionally damages or injures their body. Self-harm is more common than many people realise, especially among younger people. Self-harm can often be used as a way of coping with or expressing overwhelming emotional distress. Reasons that a person may self-harm may include:

- Relieving distressful emotions
- A way of communicating their distress
- A way of punishing themselves
- Confusion, regarding matters such as sexuality
- Loss, such as bereavement or the end of a relationship
- Bullying
- Difficult &/or abusive relationships
- Physical &/or sexual abuse
- Alcohol &/or drug misuse



Self-harm

Potential signs and symptoms of self-harm may include:

- Unexplained cuts, bruises, marks or burns, usually on their wrists, arms, thighs & chest areas.
- Signs of low self-esteem, such as blaming themselves for any problems or thinking they are not good enough.
- Keeping their body fully covered at all times, even in hot weather.
- Signs of depression, such as low mood, tearfulness or a lack of motivation or interest in anything.
- Claiming to have frequent accidents or mishaps.

It's important to recognise that it can be very difficult and distressing for family members and friends of people who are self-harming. Just another reason to be mindful that we don't always know what other people are dealing with, and it's so important for us to be kind and offer support whenever we can.



Suicide

Suicide is when someone deliberately ends their own life.

Total number of suicides

In the UK & Republic of Ireland, there were 6,859 suicides in 2018. In the UK, there were 6,507 suicides. In the Republic of Ireland, there were 352 suicides.

UK: an increase in the overall suicide rate

Deaths by suicide rose by 10.9% in the UK in 2018.

Suicide rates for men and women

In the UK, men are three times as likely to die by suicide than women. In the Republic of Ireland, the rate is four times higher among men than women.

Suicide rates by age and gender

In the UK, the highest suicide rate is among men aged 45-49. In the Republic of Ireland, the highest rate is among men aged 55-65.

Suicide

There are a number of risk factors and warning signs that someone may be experiencing suicidal thoughts.

WARNING SIGNS

- Threatening to hurt or kill themselves
- Talking or writing about dying, death or suicide
- Making financial preparations such as writing or updating a will
- Recent trauma or life crisis such as the death of a loved one
- Talking about feeling hopeless, having no purpose, being a burden or nuisance to others
- Anxious, agitated or acting reckless
- Increasing the use of alcohol and/or drugs
- Withdrawing from activities & feeling isolated

RISK FACTORS

- Previous suicide attempts
- drug & alcohol misuse and/or addiction
- mental health problems
- imprisonment/physical
- sexual or emotional abuse
- bullying & discrimination
- financial problems or homelessness
- losing a loved one



Support

Although it's important to recognise and understand the main types of mental health conditions, as a first aider or We CARE colleague it's important not to get too concerned with the details.

Lots of mental health complaints can have similar, or even identical, signs and symptoms. You don't need to be an expert, and you definitely don't need to try and diagnose what's going on, all you really need to do is identify when someone might need help.

Don't be put off that health and wellbeing complaints might be complicated, the process of offering support and signposting for help can be straightforward, rewarding and very important.



A close-up photograph of a person's hands. The right hand is holding a white marker and is in the process of drawing a line on a light-colored wooden surface. The left hand is resting on the same surface, with fingers slightly curled. The background is blurred, showing what appears to be a window or a bright indoor space.

WeCARE Health & Wellbeing Pack - MODULE 6

Drugs & alcohol misuse



Substance Misuse

“Substance abuse (or misuse) refers to the harmful or hazardous use of psychoactive substances, including alcohol & illicit drugs”.

The four main categories of drugs are:

- Depressants (e.g. alcohol, cannabis, etc.)
- Hallucinogens (e.g. LSD, magic mushrooms, etc.)
- Opiates (e.g. codeine, heroin, etc.)
- Stimulants (e.g. cocaine, ecstasy etc.)

Alcohol

- Drinking excessively more than the “lower-risk” limits of recommended alcohol consumption - in the UK this is 14 units a week.

Substance Misuse



Where an employee suffers from a substance misuse issue, they should be encouraged to refer to Stork's Substance Misuse & Dependency Policy and the support that is available to help them.



Self-medicating

“Self-medicating” is when someone uses alcohol, illegal drugs or prescription drugs as a coping mechanism to relieve symptoms of sadness & not being able to cope.

It's common for people to use alcohol or drugs to numb the pain and help them cope, not always realising the health and wellbeing complications associated

While self-medicating may provide immediate relief of symptoms such as anxiety, this tends to be temporary and the long term complications of drug and alcohol misuse well outweigh any temporary relief that they offer.

It's important to recognise that self medicating does not always involve illegal drugs and prescription &/or over the counter medication may also be used.



How can drugs & alcohol affect your mental health?

Recreational drugs (including alcohol) can be harmful in many ways; affecting the way you perceive things, influencing your behaviour, and creating a negative impact on your physical and mental health and wellbeing.

The effects of substance misuse can be considerable and cause both short & long term effects:

- Impaired judgement
- Mood swings
- Feelings of anxiety & depression
- Paranoia/Confusion/memory problems
- Altered perception of reality
- Mental health problems
- Addiction/dependency
- Social problems
- Health conditions - heart, lung disease, cancer
- Withdrawal symptoms

Where someone has drug or alcohol abuse issues then signposting to a professional for support is the first step in facilitating improvements to their mental health and wellbeing.



Further information is available via the following links:

- [Drug addiction: getting help - NHS \(www.nhs.uk\)](http://www.nhs.uk)
- [Alcohol misuse - NHS \(www.nhs.uk\)](http://www.nhs.uk)





WeCARE Health & Wellbeing Pack - MODULE 7

Applying a First Aid Action Plan

C.A.R.E - First Aid Action Plan for Mental Health

C

Check for significant risk of harm

A

Apply non-judgmental communication skills

R

Reassure & provide information

E

Encourage professional support & self-help strategies

C.A.R.E. - Check for significant risk of harm

When someone is in immediate danger to themselves & to others, or they are actively suicidal, dial 999 for an ambulance or go directly to the nearest A & E department.

If you are at work then you should follow the emergency procedures in place.

For non life-threatening emergencies, there are a number of support options available to help the person, or for the person to seek support themselves.

- A trusted friend or family member
- Their GP - book an emergency appointment
- The site medic or first aider
- NHS 111
- Samaritans 116 123
- Stork's OH department or [Employee Assistance Programme](#)



C.A.R.E. - Apply non-judgemental communication skills

If someone requires your support then it's important that allow them to communicate with you. Taking the time to think about how you interact with the person can be important.

- Give the person your full attention, let them tell you how they are feeling.
- Be patient, give them time to speak and to finish what they are trying to say.
- Maintain eye contact, keep an open body position & be aware of your tone of voice when speaking.
- Use open-ended questions to continue the discussion & avoid closed questions with “yes” or “no” answers.
- Repeat back what they have told you. This demonstrates to the individual that you have been listening & they have your attention.
- Be kind and empathise but avoid trivialising their problems or trying to search for solutions.



C.A.R.E. - Reassure & provide information

During any interaction with someone who requires help it's important to reassure them, and to let the person know that they have done the right thing by seeking support.

- Let the person know that it is ok to talk about their feelings & reassure them that you are there to listen to whatever they want to say or discuss.
- Show gratitude to the person & acknowledge the courage it has taken to talk.
- Show compassion and remind them that they are not alone - mental health complaints are very common.
- Do not make assumptions about their condition - provide reassurance & information on how or where to get help.
- Mental health conditions can be treated and seeking the correct support is likely to help the person.



C.A.R.E. - Encourage professional support



Just like physical first aid there will be times where a person requires professional help to support them with their complaint.

Encouraging someone to seek professional help can be difficult as the person will likely need to make this decision themselves.

There are several professional support services available, and the choice will depend on what the person feels the most comfortable with.

- Their local GP or other appropriate health professional
- Trained therapists & counsellors - make use of Storks' [EAP](#) services
- Charity organisations
- Certified peer support specialists



C.A.R.E. - Encourage self-help strategies

Keeping good mental health and wellbeing should be important to each & every one of us. Although there are many professional support strategies available, self-help can make a huge difference in helping someone manage & improve their mental health. Self-help advice can include:

- Being active & exercising regularly
- Getting enough sleep
- Maintaining a healthy diet
- Socialising & connecting with others
- Self-help books & resources
- Relaxation & mindfulness techniques
- Avoiding drugs & alcohol
- Peer support groups





WeCARE Health & Wellbeing Pack - MODULE 8

Health & Wellbeing in the Workplace



Mental health in the workplace

There are lots of things that can have an impact on someone's mental health at work; including issues that can develop both inside or outside of the workplace. Challenges that can put pressure on mental health may include:

- Unmanageable workloads, long hours & increasing pressures.
- Lack of control over work & poor or unsupportive supervision or management.
- Bullying, stigmatisation & bad relationships with peers.
- Poor work/life balance.
- Traumatic experiences.
- Lack of involvement when the workplace is undergoing change.
- Inadequate pay, problems receiving pay and lack of reward & recognition.
- Dangerous or poor physical working environments.
- Time spent away from loved ones.
- Working whilst under consultation “on your notice - redundancy”.



Legislation & guidance to support employees in the workplace

There is legislation in place to ensure that the health and wellbeing of employees is protected and supported in the workplace; these requirements extend to physical and mental health conditions. Good work is good for health, and good health is good for work.

Some of the guidance in place to support employers and employees include:

- National Institute for Health & Care Excellence
- Health & Safety Executive (HSE)
- Health & Safety at Work Act 1974
- Mental Health Act 1983
- Mental Capacity Act 2005
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018



Factors affecting mental health in the workplace

Work-related stress, depression or anxiety

- **602,000** workers suffering from work-related stress, depression or anxiety (new or long-standing in 2018/19)
- **246,000** workers suffering from a new case of work-related stress, depression or anxiety in 2018/19
- Workload, lack of support, violence, threats or bullying & changes at work are estimated to be the main causes of work-related stress, depression or anxiety.
- **12.8 million** working days lost due to work-related stress, depression or anxiety in 2018/19

THESE ARE JUST REPORTED CASES - THE TRUE NUMBER IS LIKELY TO BE MUCH HIGHER

Reference: <https://www.hse.gov.uk/statistics/overall/hssh1819.pdf>



Building a positive mental health culture - Employers

At Stork we want to be able to help, support, and promote the health and wellbeing of all our employees. To achieve this we aim to continually provide the following:

- A safe and supportive place of work.
- Processes and policies designed to support the health and wellbeing of our employees.
- Training that supports the health and wellbeing needs of employees across the organisation.
- Workplaces that remove any stigma associated with health and wellbeing.
- Colleagues who are kind, considerate and supportive.
- Platforms, such as Safer Together, DRIVE, Healthy Working Lives and WeCARE ,that raise awareness and offer support to our employees with matters concerning health and wellbeing.
- Services to support the health and wellbeing needs of our employees, such as Employee Assistance Programmes ([EAPs](#)), Occupational Health, Compensations and Benefits.



Building a positive mental health culture

At Stork we strive to continually improve how we protect and support our employees. If there are areas of health and wellbeing you want to know more about then we encourage employees to work with us and improve the information, support and assistance that we can offer.

Some of the services to achieve this include:

- **Employee recognition and rewards** - Safer Together and Take the Lead awards.
- **Communication Platforms** - Employee reps, Healthy Working Lives, DRIVE, WeCARE, Safer Together, Stop cards.
- **Employee Engagement** - Town hall meetings, communications, employee representatives.
- **Employee Support** - Occupational Health, HR, Line management, Compensations & Benefits, [EAP](#).
- **Training** - With technical authorities, subject matter experts, and a purpose designed training centre Stork have the capabilities to design and deliver training material that supports the health and wellbeing needs of our workforce.



Employee Involvement



To make changes and improvements to our workplaces Stork rely on the participation of our employees. Every one of us can make a difference to the health and wellbeing culture of our workplaces by:

- Participating in workplace activities; WeCARE, Safer Together, Healthy Working Lives, DRIVE.
- Building positive and supportive workplace relationships with our colleagues .
- Being willing to ask for, or offer, help where you, or someone, in your workplace requires support.
- Showing an interest in your colleague's opinions, cultures & beliefs.
- Making the most of your breaks and downtime.
- Taking breaks from work, making the most of our annual leave, and trying to keep a good work/life balance.
- Make sure you have good sleep pattern & listen to what your body is telling you.
- The actions that you choose to take at work can have a huge impact, so choose to be kind, considerate and supportive. Be the reason someone feels supported, not the reason they require support!



The Impact of a positive health culture

When employers and employees work together to improve the health and wellbeing culture at their worksites it has a positive effect across the organisation:

- Increases awareness of health and wellbeing.
- Creates environment where people feel comfortable addressing their problems and asking for help.
- Improves productivity & staff morale.
- Creates a team dynamic and brings the organisation together.
- Facilitates a happy and supported workforce.
- Helps to attract the right people to our organisation.
- Enhances our business reputation.
- Reduces absence & staff turnover.
- Reduces business and operating costs.





WeCARE Health & Wellbeing Pack - MODULE 9

Coping Strategies

Good Mental Health

All too often when we hear the term mental health we associate the words negatively and think of examples of poor mental health.

Just like physical health you can have, and keep, good mental health.

Just like physical health the things you do to manage and train your mental health will help to improve your overall health and wellbeing.

Being proactive and participating in activities that can protect and improve your health and wellbeing can help to promote good mental health.



Promote good mental health & wellbeing

Reference: [NHS Mood zone: Five steps to mental wellbeing](#)

the five ways to wellbeing



Five steps to mental wellbeing



1. **Connect** - with the people around you, your family, friends, colleagues & neighbours. Spend time developing these relationships.
2. **Be Active** - it isn't all about the gym, take a walk, go for a cycle, play football. Find an activity that you enjoy & make it part of your life.
3. **Keep Learning** - Learning new skills can give you a sense of purpose or achievement.
4. **Give** - Even the smallest act can count, whether it is smile, a thank you, a kind word or compliment. Volunteer work can also improve your mental wellbeing & help you build new social networks.
5. **Pay attention to the present moment (mindfulness)** - Paying more attention to the present moment can improve your mental wellbeing. This includes your thoughts and feelings, your body and the world around you.



Reference: NHS Mood zone: Five steps to mental wellbeing
<https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/>



Mindfulness

Be more aware of the present moment, including your thoughts and feelings, your body and the world around you. Some people call this awareness "mindfulness". It can positively change the way you feel about life and how you approach challenges



Reference: NHS Mood zone: Five steps to mental wellbeing
<https://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing/>



Coping



Most of us have an ability to cope with some pressure of stress; and some people can tolerate more than others.

We all react to situations and pressure differently, so there is no standard reaction to expect.

When pressures and stressors add up then our ability to manage and cope can be challenged, and that's when we can start to struggle.

We've all heard the term tipping point, and sometimes it doesn't have to be a big thing that can challenge your ability to cope, particularly if you are already dealing with other pressures and stressors in your life.

If we don't do something to address these stressors or pressures they can easily add up and have a negative influence on your health and wellbeing.

If too many stressors or pressures build up then it is easy for them to overflow, and that's when the signs and symptoms that that we're struggling to cope might become visible.



Coping Strategies

The types of things that can cause pressure or stress vary greatly from person, and so do the techniques that can be used to address them. There's no set procedure to apply when you're struggling to cope, rather it's about identifying the correct techniques and support that will work for you.

Some people will benefit from exercise, while others may prefer relaxation techniques. For some writing down their problems might help, while others will find talking to others as an effective way to cope; it really is about what works for that person!

The important thing is recognising when you, or someone else, might not be coping.

Take a break if your struggling; do something that you enjoy, something that distracts you, or something that helps you to manage and cope with the pressure that you are under.

Try some of the coping strategies in this module to see if they help you, and if they do then share them with your friends, family and colleagues.



Connect & Talk

Don't suffer in silence. Talk to someone about how you are feeling, or if you think someone might be struggling then reach out and talk to them.

It might be a family member, friend or colleague; taking the time to just have a chat has never been so important.

There is help available, and if you can't speak to someone in person then use a platform like Skype, WhatsApp, Zoom or FaceTime to connect with someone who can help.

Arrange regular catch ups or check-ins with trusted family members or friends.

If you feel that you might need more than a quick chat then there's more support available:

- Stork's [EAP](#).
- Site medic or first aider.
- Stork's Occupational Health department occupationalhealth@stork.com or OH@stork.com.
- Support services such as [Breathing Space](#) (0800 83 85 87) [MIND](#) or the [Samaritans](#) (116 123) can also offer help.



Take a Time Out

What if we all made sure that we were as well charged as our phones!

- It is really important to take the time to look after yourself, relax and switch off. This applies to both your physical and mental health and wellbeing.
- Physical and mental fatigue can significantly affect your function, and not getting enough rest or down time can negatively impact your health and wellbeing and can even lead to burnout.
- Try to maintain a healthy work life balance, take breaks and plan activities that you look forward to.
- Try to stick to your working day, and if you're struggling then speak to your manager; it might be possible to work differently rather than longer.
- Try winding down by reading, listening to music or trying some relaxation techniques. TV might work for some, but too much screen time (computers/TVs/Phones/Tablets) can also be bad for our health.
- With 24-hour news channels, social media and an ever-changing landscape it's easy to get overloaded by information. Try taking back control by turning off your social media or avoid pointless scrolling; information on social media might be interesting to read, but it's unlikely to be reliable!



Get Active



Our physical and mental health are absolutely connected. Being physically active can have a positive impact on your mood and plays an important role in maintaining and improving your health and wellbeing, both physically and mentally!

It's not necessarily about running a marathon, even making small changes in your activity levels can have a big impact on your health and wellbeing; try raising your heart rate with exercise or physical activities you enjoy, such as gardening, housework or going for a walk with family or friends.

The important thing about getting active is finding something that you enjoy, that can fit into your day, and will work for you. A selection of some free online workouts to help you kick start your fitness are detailed below:



- [AXA PP Healthcare workouts](#): AXA are here to help you and your teams stay well and productive with stress busting workouts with personal trainer and yoga teacher, Shona Vertue.
- [Joe Wicks](#) - The Body Coach TV: Offers 250+ free home workouts to everyone, no matter your fitness level.
- [NHS Home Workouts](#): Getting exercise doesn't need to be difficult - you don't even need to leave the house! Clear some space in the living room and give their easy 10-minute workouts a go.
- [World Athletics Lockdown Exercises](#): Exercises for those of you who are short on space.



Choose the Right Fuel



Trying to eat well and staying hydrated are really important for managing your health and wellbeing.

Drinking plenty water can help to improve energy and concentration levels and is also thought to have a positive impact on your mental health and wellbeing.

Try to choose the healthy option with food and drink; but find the balance so that you're not denying yourself the nice things in life that you enjoy.

Think about your caffeine and alcohol intake; cut back if you can, and if you're struggling or you think you might drink too much then try speaking to someone about it.

Prepare a nice meal for yourself, your family, or your friends; it can help you to eat healthy and give you a sense of achievement. Friends and family are also likely to appreciate your efforts.

Make eating a social experience; if you can then put your phone away, turn the TV off, and try to enjoy the company of others.

Get some tips on healthy eating: [Eat well - NHS \(www.nhs.uk\)](https://www.nhs.uk/eatwell)



Zero Tolerance



It may not always be obvious when you, or someone that you know, could be the victim of bullying, harassment or abuse. It's never ok for another person to abuse your physical or mental health or wellbeing, and it's important that you reach out for help if they are.

For anyone who feels they are at risk of bullying, harassment or abuse it is important to remember that Stork have systems and people in place to support you in the workplace.

Outside of work there is help and support available to you, including police response, online support, helplines, refuges and other services.

Everyone should be mindful that something that you say or do, even if you see it as acceptable or consider it a joke, could be the cause of another persons distress.

You never know what other people are dealing with in their lives so it's important to be kind and considerate.

Further guidance and support details are available via the following links:

- Bullying in the Workplace: [Bullying at work - NHS \(www.nhs.uk\)](https://www.nhs.uk)
- Domestic violence and abuse: [Getting help for domestic violence and abuse - NHS \(www.nhs.uk\)](https://www.nhs.uk)



Support Systems Are Available

If you're struggling to cope Stork have people and systems available to help.

Listen to your body and your mood, and if you don't feel great then reach out for help or try something that helps you to feel better.

Everyone has the ability to make a difference; choose to offer colleagues support and think about how things you say and do might make other people feel.

Take time to consider that we all have pressures and stressors that we need to deal with on a daily basis.

Your actions can directly make our workplaces a better place for all of our colleagues.





WeCARE Health & Wellbeing Pack - **MODULE 10**

Sleep Health

The Importance of Sleep



It's generally recommended that adults should try to get around 8 hours sleep per night, although a little more or a little less is unlikely to have a significant impact on your health.

Getting into the routine of healthy sleep pattern is really important. A poor night's sleep can leave us feeling irritable, tired and lethargic, and this can have a significant impact on our ability to function.

We can all relate to feeling tired or run down when we don't get enough sleep. Most of us can manage if it's an isolated event, but not getting enough sleep over a prolonged period of time can have a huge impact on our physical and mental health and wellbeing.

It's important that if you're not getting enough sleep that you try to address the reason that is causing the sleep issue. For some it might be something as straight forward as your bedtime routine, while for others it might involve struggles with either physical or mental health and wellbeing.

Whatever the issue might be it's important that you try to address it. Small changes in what you do, or seeking the correct support, could help to address sleep issues and dramatically improve your health and wellbeing.



Sleep Routine

If you can then try the following to improve your sleep habits:

1. Adopt a healthy sleep routine and stick to it as this will help to regulate your body clock.
2. Prepare your sleeping area, try to create a calm, decluttered, dark area with temperature between 18C and 22C.
3. Wind down before bed, try reading, listening to relaxing music, mindfulness or breathing exercises.
4. Prepare for tomorrow, writing a to-do-list or jotting down your worries might help to clear some space in your head and prevent over thinking or juggling problems when you're trying to sleep.
5. Avoid stimulants, try to avoid caffeine, alcohol, smoking, or scrolling through your phone before bed.
6. Exercising through the day is a good way to improve sleep; but avoid vigorous exercise too close to bed-time.
7. Get comfy, make sure you have a comfy bed, sleep wear, bedsheets and pillows; and make changes if you need to.
8. Sleep at bed-time, try to avoid napping throughout the day as this can confuse your body clock.
9. Get up, if you really can't sleep then don't toss and turn all night, get up and go to a quiet place where you can relax your body and mind until you feel tired.



Support

If you're regularly experiencing sleeping problems then talk to someone about it. Talking about your problems or seeking support is a great way to make positive changes in your health and wellbeing.

Keep a sleep diary. Jotting down things that could have impacted your sleep, such as bed time, what you have eaten/drunk, what's on your mind, and pressures or stresses might make it easier to identify what might be causing the problem.

Speak to someone. Talking to someone you trust, such as a friend, family member or colleague, and getting things off your chest might help to take the pressure off.

Get support. Contact your GP, use the [employee assistance program](#), or contact your line manager/occupational health/HR if sleep problems are impacting your everyday life.

- The NHS and Mind both have loads of great information and tips on sleep health, so try the following links to learn more and find out if some of their advice could help you.
- [NHS](#) - Insomnia
- [Mind](#) - How to cope with sleep problems



Tried and Tested

A great way to relax if you're struggling to sleep because you've got a lot on your mind is to focus on your breathing. There are lots of techniques you can use but the example below is a nice easy tool to use if you're struggling with sleep or feeling anxious or under pressure.

Try the following steps:

1. Get comfortable
2. Close your eyes
3. Gently breathe in through your nose for a slow count of 5
4. Hold your breath for a slow count of 5
5. Gently breathe out through your mouth for a slow count of 7
6. Repeat the process until you feel more relaxed or drift off to sleep



WeCARE Health & Wellbeing Pack

Assessment & Further Support



Becoming a Stork WeCARE Colleague

If you would like to offer mental health first aid and wellbeing support to colleagues in your workplace then you can gain the Stork WeCARE Colleague qualification by participating in a short interview and assessment process. Just follow this process:

1. Familiarise yourself with all the material included in the Stork WeCARE Health & Wellbeing Modules.
2. Notify your supervisor/line manager that you would like take the WeCARE Colleague assessment.
3. Your supervisor can arrange an appointment with a WeCARE Instructor.
4. Attend a session with the WeCARE Instructor (this can be either a one to one or group session depending on the needs of your worksite).
5. Complete the Stork WeCARE Colleague assessment which is based on the information contained within the WeCARE Health & Wellbeing modules.
6. Once the assessment has been passed you will be awarded a 3-year Stork WeCARE Colleague certificate which recognises your ability to offer health and wellbeing support in the workplace.



More Information and Help is Available



Stork support links

- Employee Assistance Programme: Westfield & UNUM
 - Offshore and site-based teammates should click here
- Employee Assistance Programme
- Office and warehouse staff should [click here](#)
- First Aiders & WeCARE Colleagues
- Occupational Health Team
- Human Resources
- Line managers and supervisors



Remote working teammates: Employee Assistance Programme (EAP)

Our Employee Assistance Programme provides free and confidential support to our employees and their immediate family members on the following topics:

- Finances
- Career
- Emotional well-being
- Everyday issues
- Parenting and childcare, from sourcing childcare places to university planning
- Caring for the elderly
- Retirement
- Disability
- Health issues, including addiction and recovery

The support helpline is accessible 24/7 on:

0800 048 2702

Alternatively you can access Unum online by **CLICKING HERE** and using the login details below:

Uninsured* Employee Login Details

User ID: [well@work](#)

Password: [unum](#)

Insured** Employee Login Details

User ID: [unum](#)

Password: [lifeworks](#)

Online and telephone support services provided by Unum are free and impartial and anything that you disclose to Unum is treated in confidence. No details are relayed to Stork.

*Employees who are not contractually entitled to receive Group Income Protection

**Employees who are contractually entitled to receive Group Income Protection



Call any time, day or night for help and support on **0800 048 2702**. Online and telephone support services provided by Unum are free and impartial and anything that you disclose to Unum is treated in confidence. **NO DETAILS ARE EVER REVEALED TO STORK.**



Remote working teammates: Westfield 24/7 Counselling and Advice

- Members of the Westfield Health plan can **access the 24/7 counselling and advice line.**
- Call **0800 092 0987** and quote scheme reference **71718**



The help you need, when you need it most.

24/7 Counselling and Advice Line.
Whatever the issue, support and advice is just a phone call away with this freephone service:

- **Confidential guidance for you and your family**
On anything from stress, bereavement or relationship advice to health and money worries
- **Experienced team of professionals**
We have an experienced team of qualified counsellors, lawyers and medical advisors ready to help

Call day or night, 0800 092 0987, quoting your scheme reference number 71718.
We'd like to reassure you that this number doesn't identify you in any way. It just confirms your eligibility to use the service.

Plus
Six face to face counselling or CBT sessions
Your cover also provides up to six face to face counselling or cognitive behavioural therapy (CBT) sessions, when recommended by your telephone counsellor.

westfieldhealth.com
The 24/7 Counselling and Advice Line is a service of Westfield Health Limited. The Medical Health Insurance General Policy only 1000 is an emergency service and is not intended to replace the role of a General Practitioner (GP) or other health professionals. Westfield Health is a trading name of Westfield Health Insurance Limited (WHIL) and is regulated by the Financial Conduct Authority (FCA). Details of this registration can be found by searching the Financial Services Register on the FCA website. Westfield Health is a trading name of Westfield Health Insurance Limited (WHIL) and is regulated by the Financial Conduct Authority (FCA). Details of this registration can be found by searching the Financial Services Register on the FCA website. Westfield Health is a trading name of Westfield Health Insurance Limited (WHIL) and is regulated by the Financial Conduct Authority (FCA). Details of this registration can be found by searching the Financial Services Register on the FCA website.

Westfield Health



Thank you for taking part.

