

Catch22 policy

Mental Health First Aid Policy

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Catch22 reserves the right to amend this policy, following consultation, where appropriate.

Policy Owner:	<i>People Services</i>
Queries to:	<u>People.Services@catch-22.org.uk</u>

Date created:	<i>October 2019</i>
Date of last review:	<i>May 2024</i>
Date of next review:	<i>May 2026</i>
Catch22 group, entity, hub:	<i>All Catch22 employees</i>
4Policies level (all staff or managers only)	<i>All staff</i>

Document Version Control & Changes

Version	Last modified	By	Changes Made
<i>1.0</i>	<i>01/10/2019</i>	<i>People Team</i>	<i>Policy created</i>
<i>2.0 – 4.0</i>	<i>Various</i>	<i>People Team</i>	<i>Various</i>
<i>5.0</i>	<i>01/05/2024</i>	<i>People Team</i>	<i>Minor changes</i>

1. Summary

In accordance with the Catch22 Employee Promise, this policy sets out all the elements of Catch22’s commitment to promoting a positive attitude towards mental health within the workplace and looking after the mental wellbeing of our staff.

2. What is the policy about?

The Mental Health First Aid Policy outlines Catch22’s commitment to creating a work environment that promotes the mental health and wellbeing of all staff, the purpose of Mental Health First Aid support, the role of a Mental Health First Aider and our reporting policy.

Whilst there is currently no legislation making Mental Health First Aid a legal requirement in the workplace, a mental health issue that adversely affects work performance is protected as a disability under the Equality Act 2010. Catch22 recognises that the sometimes challenging nature of the work that our colleagues undertake across the organisation can impact on emotional wellbeing. Catch22 therefore considers the provision of Mental Health First Aid in conjunction with a whole suite of health promotion, training and support systems (as outlined in Catch22's Wellbeing Offer) to demonstrate best practice in terms of safeguarding the mental health and wellbeing of our staff.

Positive wellbeing has been shown to have a clear impact on performance. A proactive approach to supporting the emotional wellbeing of staff could reduce sickness and presenteeism, create a healthier workplace and increase employee morale and engagement. It is therefore beneficial, not just to the individual but to the organisation as a whole, to have systems in place to support our staff with regard to mental health.

3. Who does this policy apply to?

This policy is for all Catch22 workers including employees, volunteers, apprentices, interns and secondees. Although not the focus of this policy, there will be occasion when staff trained in Mental Health First Aid may use their skills to provide support to those who we work with, therefore this policy also extends to service users.

4. Policy requirements

4.1 Outline of the Role

The role of Mental Health First Aider will involve the following duties:

- Providing Mental Health First Aid to someone experiencing a mental health issue or crisis using the ALGEE action plan
- Act as a point of contact for someone experiencing a mental health issue or crisis
- Listen non-judgementally and hold supportive conversations
- Signpost people to appropriate professional help

The Mental Health First Aider also has the following responsibilities:

- Establishing and maintaining appropriate boundaries between themselves and those they may be supporting
- Looking after their own mental health and wellbeing – including “stepping down” from the role, either temporarily or permanently, if necessary
- Participating in peer support sessions as required
- Sharing their concerns if they feel a person is a danger to themselves or others. In such situations, confidentiality does not apply.
- Reporting on incidences when they have provided MHFA support in a timely manner, using the conversation log (See Appendix A) or the MHFAider App

In order to ensure that this support is being used appropriately across Catch22 it is important that both our trained staff and our Catch22 colleagues have clarity around the boundaries of this role. For the wellbeing and safety of all staff we must outline the following limitations of MHFA support, The Mental Health First Aider CANNOT:

- Act as a therapist or counsellor
- Provide a confidential service without exceptions
- Provide ongoing, long term support
- Always respond immediately to a situation – they may have to arrange a time to call or meet up
- Diagnose mental health conditions
- Be contacted outside of their normal working hours

4.2 Selection Process

Those with an interest in the role will need to complete an application form with approval from their line manager. (See Appendix C)

No formal qualifications or experience is required to become a Mental Health First Aider, however, MHFA England recommends training individuals who:

- Want to learn more about mental health to support others
- Spend the majority of their working hours on site
- Understand and can maintain confidentiality
- Can commit to the training and the time required to fulfil the role

4.3 Training Requirements

Following the selection process the next step is to attend the two day Adult Mental Health First Aid training. This can be delivered as two full days face-to-face or virtually as four half-day sessions – both training options cover the same material and provide the same standard of learning. Both forms of the course are accredited by MHFA England and cover the following:

- Important factors affecting mental ill health
- Signs and symptoms of a range of mental health conditions
- The five step action plan for providing support to someone experiencing a mental health issue or crisis
- Listening non-judgementally and holding supportive conversations
- Signposting to appropriate professional help

Staff must be able to commit to attending the whole of the course in order to achieve the accreditation. Staff will also receive their own MHFA Workbook and electronic manual. Staff who attend the two day course or the refresher training from January 2023 onwards will also get access to the MHFAider App.

Staff must also ensure their training is kept fully up to date. MHFA England recommends that, as with physical first aid, Mental Health First Aiders should attend a Refresher course every three years.

The four hour Adult MHFA Refresher course will empower staff to:

- Keep their awareness of mental health supports current
- Update their knowledge of mental health and what influences it
- Practice applying the Mental Health First Aid action plan

4.4 Ongoing Support

Staff trained as Mental Health First Aiders may encounter challenging or even distressing situations when carrying out this role. Catch22 will therefore make a commitment to supporting the emotional wellbeing of those staff by putting the following measures in place:

- Facilitating a monthly check-in call to provide peer support – usually via Microsoft Teams (See Appendix B for suggested content/agenda)
- Sharing the contact numbers of all trained staff throughout the group so individuals can call others if needed outside of the scheduled check-in call
- Affording staff the appropriate time to carry out their responsibilities
- Providing guidance when necessary on how to report incidences when trained staff have supported a colleague in their capacity as a Mental Health First Aider
- Providing up to date information on how best to signpost colleagues and the available options for mental health support (both internal and external)
- Supporting trained staff to enforce clear boundaries around the scope of the role
- Providing the opportunity to permanently/temporarily “opt out” of the role should they need to do so for the own wellbeing

4.5 Recording and Retention

Catch22 Colleagues should be aware that Mental Health First Aiders may keep a confidential log of incidences when they support staff. This is not mandatory but is encouraged as best practice so that we are able to see how much this resource is being used, identify any trends and also to enable us to provide targeted support to service areas if necessary. This process is aligned with the reporting for physical first aid/H&S incidents, minimal information is recorded and this does not include the name of the staff member accessing the support. (Please see Appendix A).

Staff with access to the MHFAider App can also use the “Contacts” function to keep a record of their interactions when providing MHFA support.

Mental Health First Aiders have a responsibility to share their concerns if they feel a person is a danger to themselves or others. In such situations, confidentiality does not apply.

These logs will be collated and retained in line with the reporting on physical First Aid.

4.6 How to access Mental Health First Aid support

Information will be disseminated to all Catch22 colleagues via e-mail, SharePoint and Viva Engage. Details about MHFA support will also be displayed on posters in work areas and provided at Corporate Induction events.

Names, job titles and contact details for trained staff members will be provided. The support can be accessed in person, via phone, e-mail or video call according to what will work best for those involved and the individual situation.

5 Definitions

MHFA	Mental Health First Aid
Trained Staff	Catch22 staff who have successfully completed the Two Day Adult Mental Health First Aid course, accredited by MHFA England and any required refresher training.

6 Related policies

n/a

7 Appendices

Appendix A – Mental Health First Aider Conversation Log

Appendix B – Peer Support Meeting Agenda

Appendix C – Mental Health First Aid Application Form

APPENDIX A

- This log should be completed by the Mental Health First Aider each time support is provided to a colleague
- Please ensure this document is password protected
- The completed form should be sent to incident@catch-22.org.uk

MENTAL HEALTH FIRST AIDER CONVERSATION LOG			
Service name			
Service location			
Name of MHFAider			
Date of conversation		Time of conversation	
BRIEF SUMMARY OF CONVERSATION			
NATURE/SUBJECT OF CONVERSATION			
Issues discussed (choose as many as needed)	Stress		<input type="checkbox"/>
	Anxiety		<input type="checkbox"/>
	Depression		<input type="checkbox"/>
	Self-harm		<input type="checkbox"/>
	Suicidal thoughts		<input type="checkbox"/>
	Bereavement		<input type="checkbox"/>
	Panic attack		<input type="checkbox"/>
	Physical health problems		<input type="checkbox"/>
	Relationship difficulties		<input type="checkbox"/>
	Work related stress/anxiety/depression		<input type="checkbox"/>
	Bullying		<input type="checkbox"/>
	Other: <i>(please provide detail)</i>		<input type="checkbox"/>
ACTION TAKEN			
Action taken (choose as many as needed)	Supportive conversation with MHFAider		<input type="checkbox"/>
	Discussion with line manager		<input type="checkbox"/>
	Emergency services contacted		<input type="checkbox"/>
	Individual supported/advised to contact GP		<input type="checkbox"/>
	Individual supported/advised to contact other professional (e.g. MH Nurse, Counsellor)		<input type="checkbox"/>
	Physical First Aid administered		<input type="checkbox"/>
	Third party contacted (e.g. spouse, family member)		<input type="checkbox"/>
	Other: <i>(please provide detail)</i>		<input type="checkbox"/>
FOLLOW UP ACTION AGREED			
Brief details of action required:		Date required by:	

APPENDIX B

Monthly Check-In Call for Mental Health First Aiders

Purpose:

To provide an opportunity for peer support/supervision around the MHFA role.

Agenda:

- A review of any incidences when staff have used their MHFA skills to support a colleague
- Sharing of good practice and any lessons learned
- Opportunity for questions about training and how to apply the skills
- Self-Care review – wellbeing of the group and sharing any self-care advice
- Any relevant updates from Catch22 or MHFA England
- Promoting Mental Health First Aid support and a positive workplace culture around mental health and wellbeing
- Regular “Topic Slot” to be run by any member of the group – to focus on current trends, new developments or personal areas of interest.

Notes to be taken and key points are to be recorded in the Teams channel.

Agenda to be reviewed regularly by the group.

APPENDIX C

MENTAL HEALTH FIRST AIDER APPLICATION FORM

Section 1: Staff Member to complete

Name:		
Job title:		
Service:		
Contact details:	e-mail:	
	phone:	
Date:		
Tell us why you would like to become a Mental Health First Aider?		
I have read and understood the policy and details of the role	Please check the box <input type="checkbox"/>	
I have discussed this role with my line manager	Please check the box <input type="checkbox"/>	
Please let us know if you have any special requirements we should be aware of prior to training:		

Once completed please forward this form on to your line manager to complete section 2.

Section 2: Line Manager approval:

Name:		
Contact details:	e-mail:	
	phone:	
We have discussed this role and can confirm I have given my approval for this application.	Please check the box <input type="checkbox"/>	

Once completed the line manager should return this form to landd@catch-22.org.uk

Annex 1: Equality Impact Assessment

1. Summary

This EIA is for:	Mental Health First Aid Policy
EIA completed by:	Hannah Parker, Training Manager
Date of assessment:	March 2021
Assessment approved by:	<Name>, <Position> [if required]

Catch22 is committed to always: avoiding the potential for unlawful discrimination, harassment and victimisation; advancing equality of opportunity between people who share a protected characteristic and those who do not; and, foster good relations between people who share a protected characteristic and those who do not.

An Equality Impact Assessment (EIA) is a tool for identifying whether or not strategies, projects, services, guidance, practices or policies have an adverse or positive impact on a particular group of people or equality group. Whilst currently only public bodies are legally required to complete EIA's under the Equality Act 2010, Catch22 has adopted the process in line with its commitment to continually improve our equality performance.

Policy owners are required to complete or review the assessment indicating whether the policy has a positive, neutral or negative impact for people who it applies to and who share one or more of the 9 protected characteristics under the Equality Act 2010.

Definitions are based on the Equality & Human Rights (EHRC) guidance.

Objectives and intended outcomes

This EIA has been completed in order to ensure that the implications and potential impact, positive and negative, of this policy have been fully considered and addressed, whether or not people share a protected characteristic.

2. Potential Impacts, positive and negative

Equality Area	Positive	Neutral	Negative	Please give details including any mitigation for negative impacts
Age Does this policy impact on any particular age groups or people of a certain age?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Disability Does this policy impact on people who have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day to day activities?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Gender reassignment (transsexual, transgender, trans) Does this policy impact on people who are transitioning from one gender to another (at any stage)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Marriage and civil partnership Does this policy impact on people who are legally married or in a civil partnership?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Pregnancy and maternity (in work this is linked to maternity leave, non-work this is for 26 weeks after giving birth) Does this policy impact on people who are pregnant or in their maternity period following the birth of their child?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Race Does this policy impact on people as defined by their race, colour and nationality (including citizenship) ethnic or national origins	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

<p>Religion and belief</p> <p>Does this policy impact on people who practice a particular religion or none, or who hold particular religious or philosophical belief or none?</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<p>Sex</p> <p>Does this policy impact on people because they are male or female?</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<p>Sexual orientation</p> <p>Does this policy impact on people who are sexually attracted towards their own sex, the opposite sex or to both sexes?</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

3. More information/notes

Please add any links to key documents or websites to evidence or give further detail on any impacts identified.