

Connect

Mental Wellbeing in Everyday Practice



Session 2

Participant Notes



AN INTRODUCTION TO...

CONNECT 5 SESSION 2

Brief Mental Wellbeing Interventions support participants to develop their understanding, skill and confidence to work with and improve mental health and wellbeing. Participants will learn how to support greater insight into experiences of stress and distress and how to help people take first steps to make themselves feel better.

The purpose of Session 2 is to:

- ▶ Apply the five areas model in conversations about mental health and wellbeing
- ▶ Recognise the nature and extent of mental health and wellbeing issues being presented and how best to deal with it.
- ▶ Practice skills needed to start, follow and end a conversation about mental health and wellbeing
- ▶ Identify steps that can be taken to improve mental health
- ▶ Identify local services and resources that help break the vicious cycle and improve mental health and wellbeing





BRIEF WELLBEING INTERVENTION: TO PROMOTE MENTAL HEALTH AND WELLBEING

After taking part in the course you will be able to:

- ▶ Apply the five areas model in conversations about mental health and wellbeing
- ▶ Identify steps that can be taken to improve mental health
- ▶ Recognise the nature and extent of mental health and wellbeing issues being presented and how to helpfully respond
- ▶ Identify local services and resources that help break the vicious cycle and improve mental health and build resilience
- ▶ Practise skills needed to start, follow and end a conversation about mental health and wellbeing

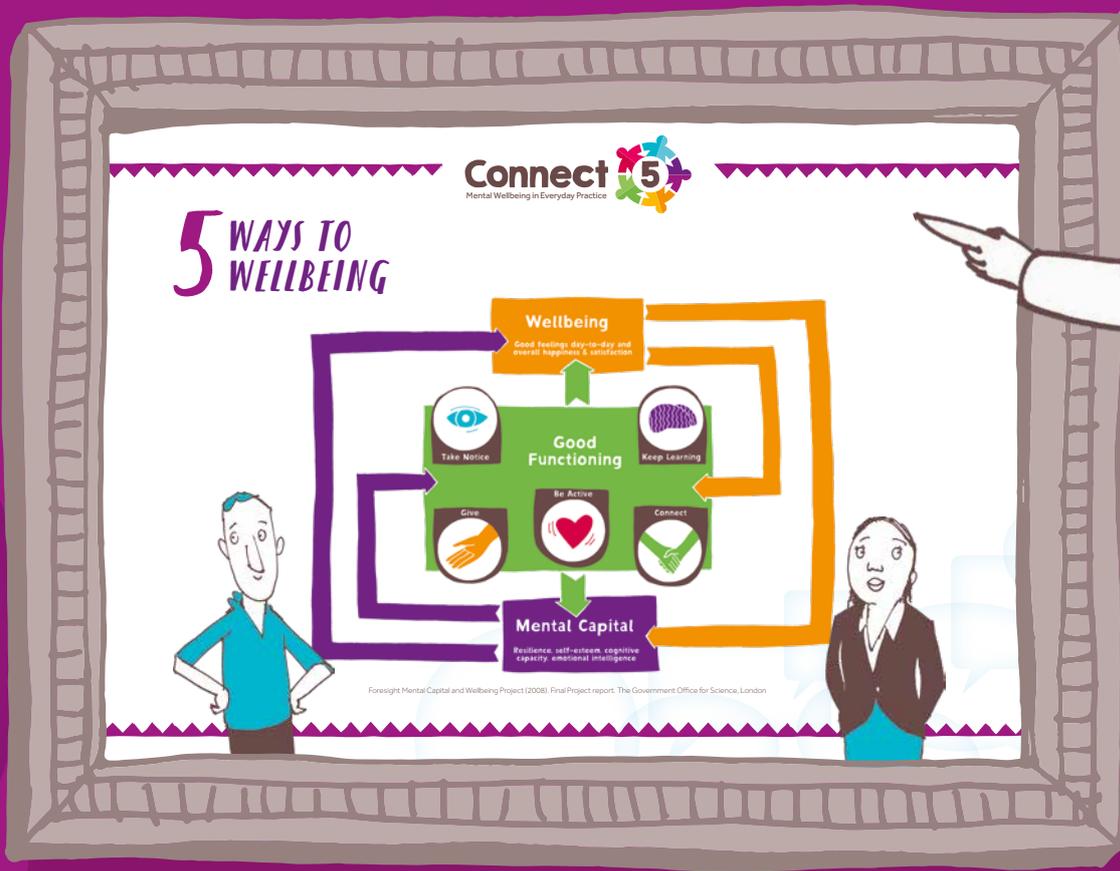
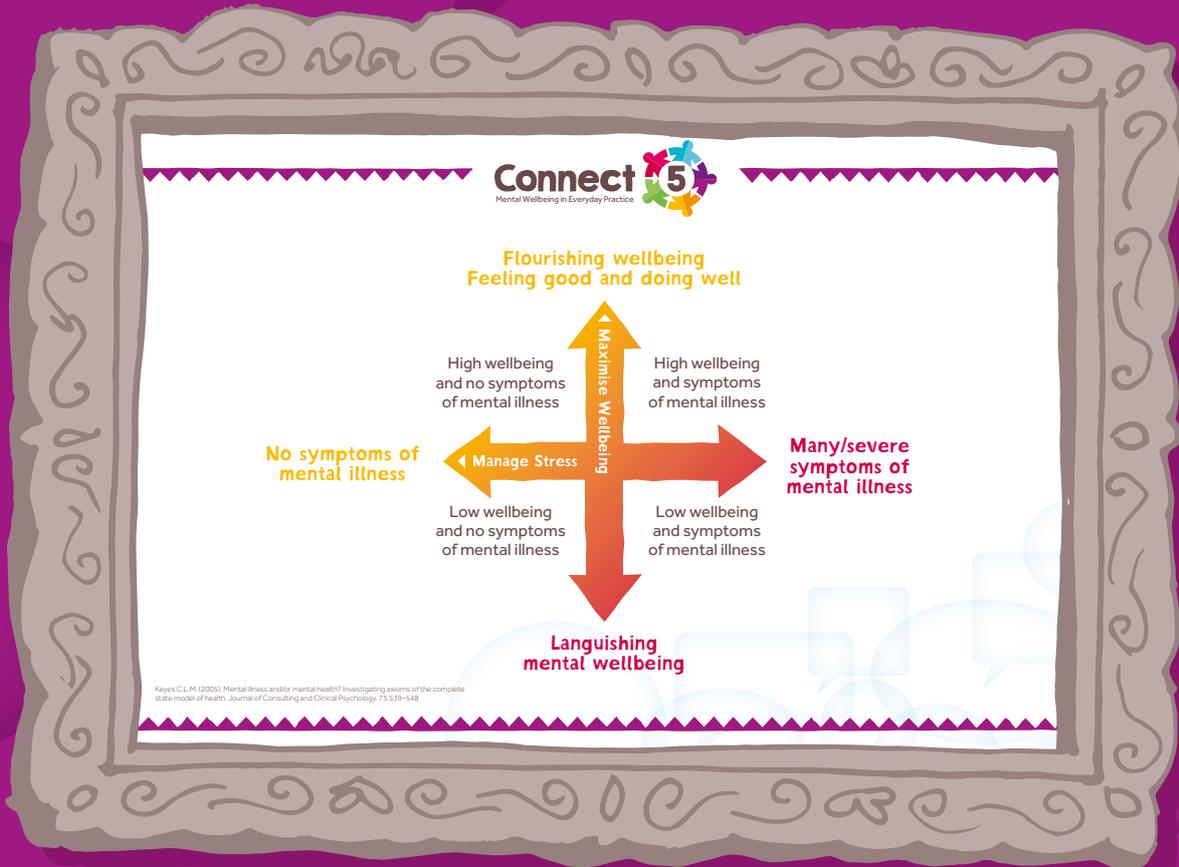


RECAP...

In Pairs:

What do you remember from Session 1?





Connect 5
Mental Wellbeing in Everyday Practice

What we **FEEL** What we **DO**

ACTIVE INGREDIENTS OF ACTIVITY

APPS

- ▶ Achievement
- ▶ Pleasure
- ▶ Physical
- ▶ Social

Connect 5
Mental Wellbeing in Everyday Practice

FIVE AREAS MODEL AND THE 'VICIOUS CYCLE'

Situation

Thoughts

Physical Behaviour

Feelings

Five Areas™ diagram used under licence from Five Areas Ltd
www.fiveareas.com www.fief.com



Connect 5
Mental Wellbeing in Everyday Practice

WHAT STOPS YOU?

In pairs discuss:

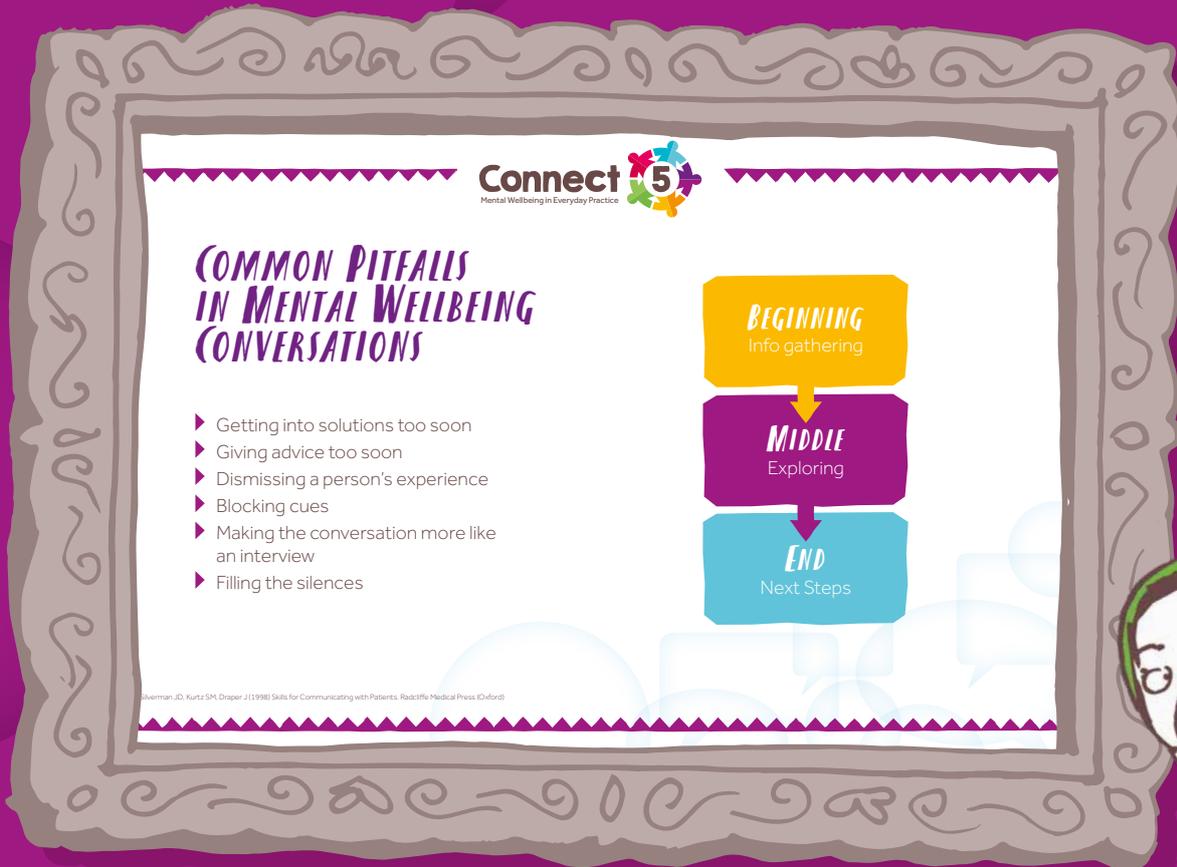
- ▶ What blocks or stops or makes it difficult for **you** to initiate or have a conversation about mental wellbeing with someone?
- ▶ Consider things about **you** or the situation / environment – NOT about the other person.

Connect 5
Mental Wellbeing in Everyday Practice

WHAT STOPS YOU?

<p>FEARS</p> <ul style="list-style-type: none">▶ Unleashing strong emotions▶ Making things worse▶ Facing difficult questions▶ Taking up too much time▶ Not knowing what to do	<p>LACK OF SKILLS AND CONFIDENCE IN</p> <ul style="list-style-type: none">▶ Starting conversations about feelings▶ Exploring issues▶ Handling difficult questions - saying the right thing▶ Closing the conversation
<p>BELIEFS</p> <ul style="list-style-type: none">▶ Emotional problems are inevitable and nothing can be done about them▶ It's not my role to discuss such things▶ There's no point talking about problems that cannot be solved	<p>PLACE</p> <ul style="list-style-type: none">▶ Lack of privacy▶ Time constraints▶ Noise/distractions

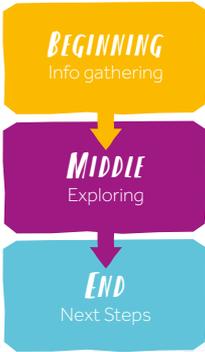
Hegure, P., Pritchard, C. Key communication skills and...





COMMON PITFALLS IN MENTAL WELLBEING CONVERSATIONS

- ▶ Getting into solutions too soon
- ▶ Giving advice too soon
- ▶ Dismissing a person's experience
- ▶ Blocking cues
- ▶ Making the conversation more like an interview
- ▶ Filling the silences



```

graph TD
    A[BEGINNING  
Info gathering] --> B[MIDDLE  
Exploring]
    B --> C[END  
Next Steps]
    
```

Silverman, J.D., Kurtz, S.M., Draper, J. (1998) Skills for Communicating with Patients. Radcliffe Medical Press (Oxford)






THE MONKEY BUSINESS ILLUSION





KEY COMMUNICATION SKILLS FOR MENTAL WELLBEING CONVERSATIONS

Using questions: open / open directive

- ▶ How are you?
- ▶ How have you been since I last saw you?
- ▶ What's going on for you at the moment?

Responding to cues: empathic acknowledgement

- ▶ That sounds really difficult
- ▶ I can hear how upset you are
- ▶ I can see how that would be overwhelming

Egan, G. (2014) The Skilled Helper: 10th edition, California: Brooks / Cole

Negotiation

- ▶ Is this something you want to discuss further with me today?
- ▶ Could we spend some time talking about that today?
- ▶ What's the most useful thing for us to focus on in the time we have left together?



KEY COMMUNICATION SKILLS FOR MENTAL WELLBEING CONVERSATIONS

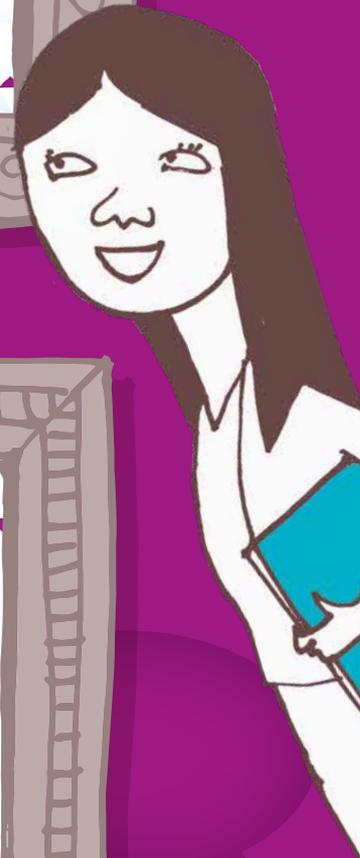
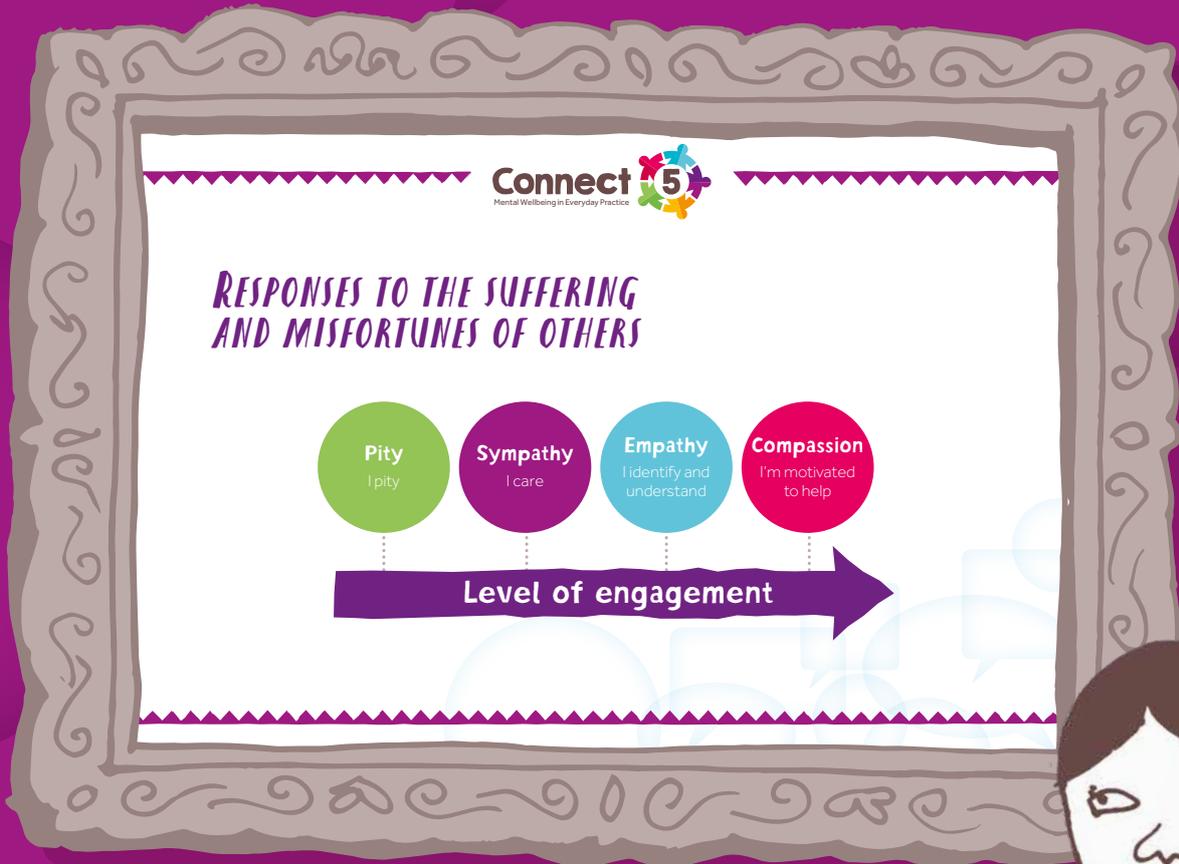
Reflection

- ▶ You said it'd been hard since you left work and you'd been spending time just sitting at home watching telly, have I understood this correctly? Is there anything else you would add?

Egan, G. (2014) The Skilled Helper: 10th edition, California: Brooks / Cole

Summary

- ▶ You've mentioned three things that are getting you down: the way that your partner treats you, your back pain and the pressure about not having enough money coming in.



Connect 5
Mental Wellbeing in Everyday Practice

**QUESTIONS:
DRAWING OUT A
FIVE AREAS MAP**

Using open ended questions

Situation

Thoughts

Physical

Behaviour

Feelings

Connect 5
Mental Wellbeing in Everyday Practice

STRUCTURE FOR PRACTICE

- ▶ Opening question (how are you? how are things?)
- ▶ Quick exploration of the situation
- ▶ Introduce the 5 areas map
- ▶ Negotiate with the character about having a go
- ▶ Ask questions so that each area is covered, and fill in the map, so that the character can see it; if the worker is not sure which area to put something, ask the character where they want to put it
- ▶ Help the character to make the links between the 5 areas and see how they form a vicious cycle

STRUCTURE FOR PRACTICE

Connect 5
Mental Wellbeing in Everyday Practice

BATHE TECHNIQUE

What's been happening since I last saw you?
What is going on in your life?

What troubles you most about the situation?

That must be very difficult for you
I can see how upset you are
I can hear how angry you are about that
Your reaction makes sense to me

B
BACKGROUND

A
AFFECT

T
TROUBLE

H
HANDLE

E
EMPATHY

How do you feel about it?

How are you handling it?
What helps you to handle it?

From: Stuart, M.R. & Lieberman, J.R. The Fifteen Minute Hour: applied Psychotherapy for the Primary Care Physician. New York: Praeger, 1993

Connect 5
Mental Wellbeing in Everyday Practice

EXPLORING INTENSITY QUESTIONS

It would be useful for us to get a better understanding of the difficult feelings that you mentioned:

- ▶ How long have you been feeling like this?
- ▶ What seems to set off these feelings? (where, with whom, when)
- ▶ What effect is this having on your life? How is it impacting on your personal relationships, occupation/study, social life?



Connect 5
Mental Wellbeing in Everyday Practice

THE PROCESS OF SUICIDE

Unresolved crisis and/or Prolonged distress

+

Absence of protective factors
i.e. the things that provide comfort, enable one to cope and offer hope

- ▶ Social support and friends
- ▶ Coping and problem solving skills
- ▶ Sense of intrinsic worth
- ▶ Religion /spiritual beliefs

Intense/unbearable distress → **HOPELESSNESS** → **Suicide becomes a potential solution**

SUICIDAL CONTINUUM

Thoughts about death Planning death Attempting suicide Death

←····· Self harm behaviour ·····→

Suicide lies at the extreme end of a continuum "a common suicidal process" Goldney & Burvil, 1980

www.sane.org.uk/sane_on_suicide

Connect 5
Mental Wellbeing in Everyday Practice

THE PROCESS OF SUICIDE

Unresolved crisis and/or Prolonged distress

+

Absence of protective factors
i.e. the things that provide comfort, enable one to cope and offer hope

- ▶ Social support and friends
- ▶ Coping and problem solving skills
- ▶ Sense of intrinsic worth
- ▶ Religion /spiritual beliefs

Intense/unbearable distress → **HOPELESSNESS** → **Suicide becomes a potential solution**

SUICIDAL CONTINUUM

Thoughts about death Planning death Attempting suicide Death

←····· Self harm behaviour ·····→

Suicide lies at the extreme end of a continuum "a common suicidal process" Goldney & Burvil, 1980

THE FIVE AREAS EXPERIENCE

Feelings	Behaviours	Thoughts	Physical
Hopelessness Worthlessness Shame Guilt Failure Overwhelmed	Withdrawing / not going out Stop talking to people Stop seeking help Acting recklessly / taking risks Drinking / taking drugs	"I just can't go on" "I have nothing to live for" "I'm a burden to everyone" "I wish I could go to sleep and never wake up" "My life is over"	Drained / without energy Mentally and physically exhausted No motivation Chronic pain

www.sane.org.uk/sane_on_suicide



ASKING THE PERSON ABOUT HOPELESSNESS AND SUICIDAL THOUGHTS

- ▶ If you find a person is experiencing intense and/or prolonged distress you need to be prepared to explore whether they are also experiencing feelings of hopelessness and suicidal thoughts.
- ▶ Your role is to build hope -break the chain reaction, safeguard the person and build a bridge to access further help

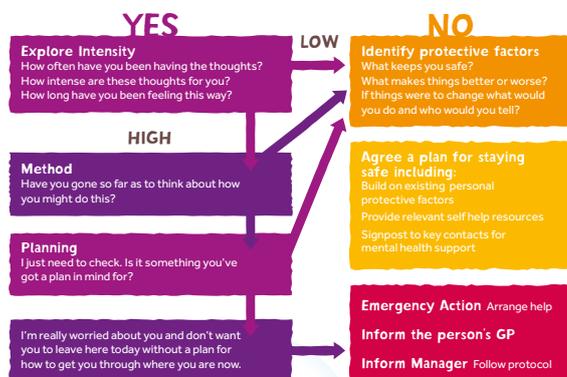
Words like:

"You have mentioned that you have been feeling very low and have started drinking more in the evenings. I'd like to ask you more about how this is affecting you? Is this ok?"

"Sometimes when people have the thoughts and feelings you have described they can start to feel hopeless and have thoughts about ending their own life. Is this something you have found yourself experiencing?"



STEPPING UP FLOWCHART



Further reading
Keith Hawton (Ed) (2008) Prevention and Treatment of Suicidal Behaviour. From Science to Practice. Oxford University Press, Oxford

Connect 5
Mental Wellbeing in Everyday Practice

EXPLORING INTENSITY - PRACTICE

Person 'A'

- ▶ Use update on Steve

Person 'B'

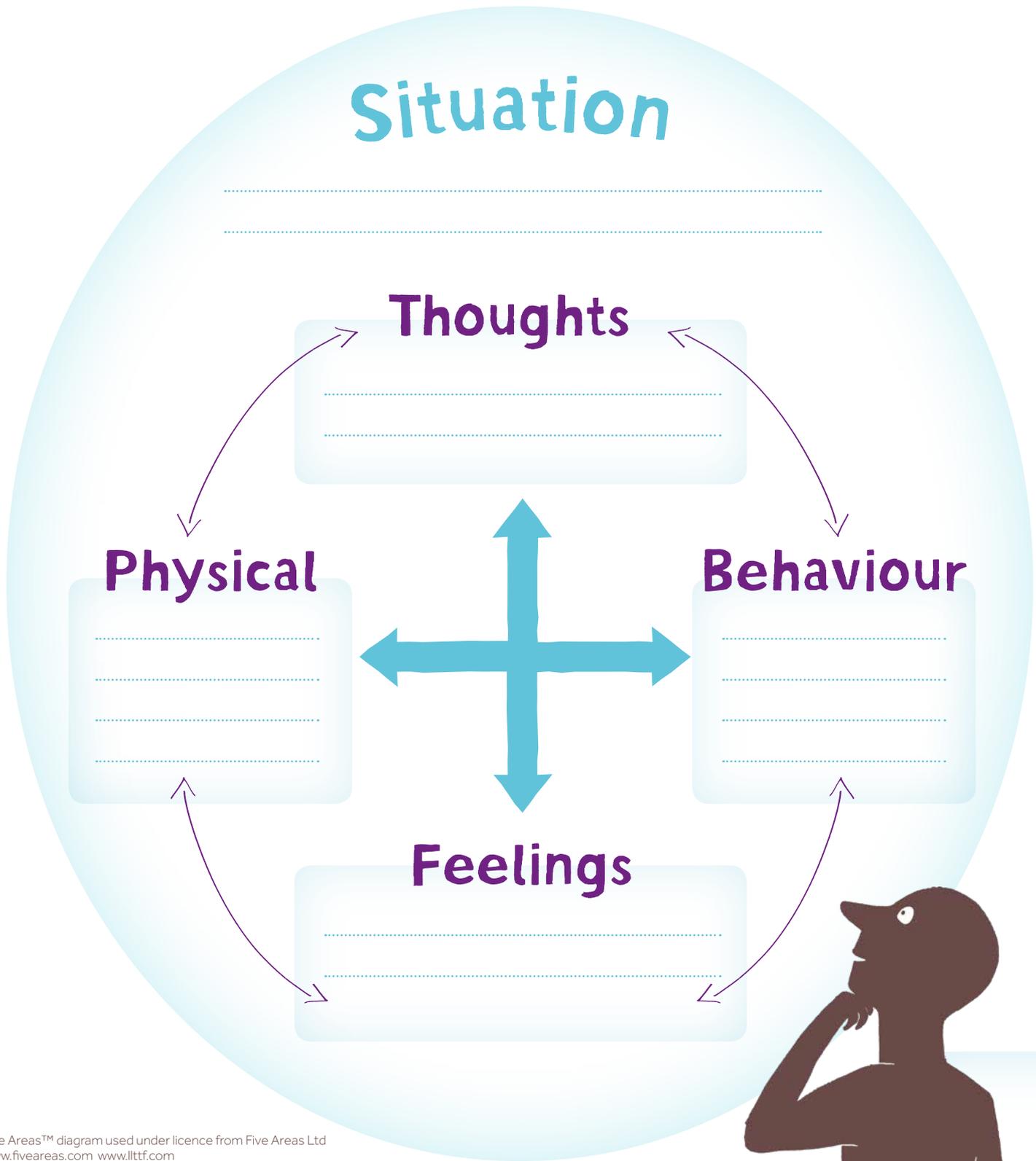
- ▶ Ask questions to explore Steve's experience and decide together next steps

Connect 5
Mental Wellbeing in Everyday Practice

LOOKING AFTER YOURSELF

- ▶ Get to know your service policy and procedures –do you have one ?
- ▶ Be familiar with your local mental health, crisis and suicide prevention services and know how to refer
- ▶ Make sure you share your experience with your colleagues and manager
- ▶ Use what you learnt to look after your own mental health and wellbeing

5 AREAS MODEL AND THE 'VICIOUS CYCLE'



BATHE TECHNIQUE

B
BACKGROUND

What's been happening since I last saw you?
What is going on in your life?

A
AFFECT

How do you feel about it?

T
TROUBLE

What troubles you most about the situation?

H
HANDLE

How are you handling it?
What helps you to handle it?

E
EMPATHY

That must be very difficult for you
I can see how upset you are
I can hear how angry you are about that
Your reaction makes sense to me

From: Stuart, M.R. & Lieberman, J.R. 'The Fifteen Minute Hour: applied Psychotherapy for the Primary Care Physician. New York: Praeger, 1993

EXPLORING INTENSITY QUESTIONS

It would be useful for us to get a better understanding of the difficult feelings that you mentioned:

- ▶ How long have you been feeling like this?

- ▶ What seems to set off these feelings? (where, with whom, when)

- ▶ What effect is this having on your life? How is it impacting on your personal relationships, work/occupation/study and social life?



If the person has been feeling like this for a couple of weeks, feels like this much of the time, or feelings are particularly strong with certain triggers, and it is having an impact on day-to-day life, such as getting up for work, playing with their children - step up to mental health support using key contacts for mental health services.

If the person describes (1) little interest or lack of pleasure in doing things (2) feeling down, depressed or hopeless in the last two weeks, explore thoughts of ending life using the questions overleaf.

STEPPING UP FLOWCHART

THE QUESTION:

Sometimes when people have the thoughts and feelings you have described they can start to feel hopeless and have thoughts about ending their own life.

Is this something you have found yourself experiencing?



FREE ONLINE RESOURCES

Download the new economics five ways to wellbeing cards

https://issuu.com/neweconomicsfoundation/docs/five_ways_to_well-being

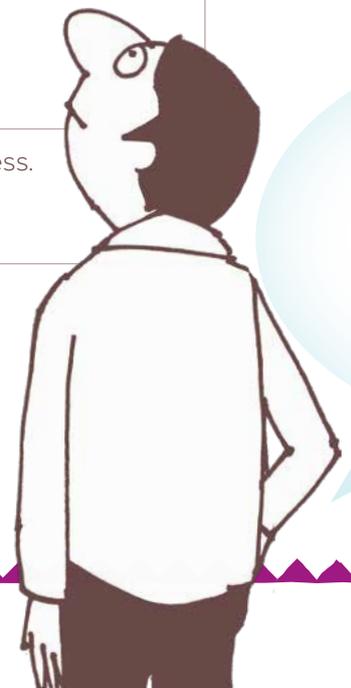
 <p>NHS choices www.nhs.uk</p>	<p>Five steps to mental wellbeing Evidence suggests there are five steps we can all take to improve our mental wellbeing.</p> <p>If you give them a try, you may feel happier, more positive and able to get the most from life.</p> <p>www.nhs.uk/Conditions/stress-anxietydepression/Pages/improvementalwellbeing.aspx</p>
 <p>Wheel of Well-being</p>	<p>Body. Mind. Spirit. People. Place. Planet. Welcome to the Wheel of Well-being. If you're interested in health and happiness - from a personal or a professional perspective - we hope you'll find the WoW website a good place to start, and you'll come back and visit often.</p> <p>www.wheelofwellbeing.org/</p>
 <p>NHS 5 Ways to Wellbeing Ideas about how you can improve your mental wellbeing</p>	<p>5 ways to wellbeing self help guide.</p> <p>www.mhim.org.uk/document_uploads/helpguides/5%20Ways%20to%20Wellbeing%20January%202016.pdf</p>
 <p>Greater Good in Action SCIENCE-BASED PRACTICES FOR A MEANINGFUL LIFE</p>	<p>Build happiness, resilience, connection and more with research backed tools.</p> <p>http://ggia.berkeley.edu/</p>
 <p>Mindkit</p>	<p>Some top tactics for implementing the five ways to wellbeing in your life, right now.</p> <p>http://mindkit.org.uk/5-ways-towellbeing/</p>
 <p>HSC Southern Health and Social Care Trust</p>	<p>5 ways to wellbeing information and work book.</p> <p>www.southerntrust.hscni.net/pdf/5_Ways_to_Wellbeing_Booklet.pdf</p>
 <p>ACTION FOR HAPPINESS</p>	<p>Action for Happiness helps people take action for a happier and more caring world.</p> <p>www.actionforhappiness.org/</p>
 <p>HappyHealthy</p>	<p>Modern life moves fast so we all need a gentle reminder to help us look after ourselves as nature intended. By reflecting on your daily habits you can identify what gives you a boost so that you can sustain your mental wellbeing.</p> <p>www.happyhealthyapp.com/app</p>

FREE CBT SELF-HELP BOOKLETS

	<p>A range of Self Help Guides produced in Manchester. www.mhim.org.uk/resource_library.html</p>
	<p>A range of self-guides produced in Northumberland. www.ntw.nhs.uk/pic/selfhelp/</p>

FREE ONLINE CBT / LIFE SKILLS COURSES

	<p>Free online courses covering low mood and stress and all of the common linked problems this causes. Work out why you feel as you do, how to tackle problems, build confidence, get going again, feel happier, stay calm, tackle upsetting thinking and more. www.lttf.com/</p>
	<p>Free, fun, interactive program consisting of five modules, which help you to explore:</p> <ul style="list-style-type: none"> • Why you feel the way you do • Changing the way, you think • Knowing what makes you upset <p>Assertiveness and interpersonal skills training. https://moodgym.anu.edu.au/welcome</p>
	<p>7 step self-help course. www.getselfhelp.co.uk/step1.htm</p>
	<p>This website covers practical ways to start dealing with stress. http://www.stepsforstress.org/</p>



SUICIDE PREVENTION RESOURCES

	<p>Stay Alive is a suicide prevention app which offers help and support both to people with thoughts of suicide and to people concerned about someone else. The app can be personalised to tailor it to the user</p> <p>www.crisiscareconcordat.org.uk/inspiration/staying-alivegrassroots-suicide-preventionapp</p>
	<p>Whatever you're going through, call us free any time, from any phone on 116 123. We're here round the clock, 24 hours a day, 365 days a year.</p> <p>This number is FREE to call.</p> <p>www.samaritans.org</p>
	<p>If you're reading this because you're having suicidal thoughts, try to ask someone for help. It may be difficult at this time, but it's important to know you're not beyond help and you're not alone.</p> <p>www.nhs.uk/Conditions/Suicide/Pages/Getting-help.aspx</p>
	<p>One port of call for webresources, self-help and helplines</p> <p>www.stockportsuicideprevention.org.uk</p>
	<p>Support after Suicide is a partnership of organisations that provide bereavement support in the UK. We're here to help you find information & support.</p> <p>http://supportaftersuicide.org.uk</p>
	<p>The Virtual Hope Box (VHB) is a smartphone application designed for use by patients and their health providers as an accessory to treatment. The VHB contains simple tools to help patients with coping, relaxation, distraction, and positive thinking.</p> <p>http://t2health.dcoe.mil/apps/virtual-hope-box</p>
	<p>Research based ways for managing the most painful moments of life. Mindfulness, Mindfulness of Current Emotion, Opposite Action and Paced-breathing. These skills are part of Dialectical Behaviour Therapy or DBT, proven to be helpful for people considering suicide.</p> <p>www.nowmattersnow.org</p>

WATCH THIS FREE TRAINING RESOURCE FROM THE ZERO SUICIDE ALLIANCE

The alliance is ultimately concerned with improving support for people contemplating suicide by raising awareness of and promoting FREE suicide prevention training which is accessible to all. The aims of this training are to enable people to identify when someone is presenting with suicidal thoughts/ behaviour, to be able to speak out in a supportive manner, and to empower them to signpost the individual to the correct services or support.

www.relias.co.uk/zero-suicide-alliance/form

NOTES

A series of horizontal dotted lines for writing notes, spanning the width of the page.

APPROVED BY



ROYAL SOCIETY
FOR PUBLIC HEALTH

Connect 5® 2018 Rochdale Borough Council on behalf of Public Health England (PHE), Health Education England, The Royal Society of Public Health (RSPH) and the Greater Manchester Authorities of Stockport, Manchester and Bolton.

Acknowledgement to the following partners and stakeholders who have collaborated in the development of this community resource;

Stockport Together

(Stockport council); **Buzz** Manchester Health and Wellbeing Service; **Bolton Council** Public Mental Health Team

The Royal Society for Public Health

The North West Psychological Professions Network

Elysabeth Williams

National Connect 5 lead
& Public Mental Health advisor

Jackie Kilbane

Alliance Manchester Business School,
University of Manchester

Clare Baguley

Mental Health Lead Health Education
England - North

Martin Powell

Principle Educational Psychologist
Stockport Council

Graphic Design www.greg-whitehead.com

Illustration www.mistermunro.co.uk

