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for the future



# A Healthy Hour Mental Wellbeing

A 'Healthy Hour' prepared by  
Dr Richard Peters, Chief Medical Officer

**Putting a  
spotlight  
on mental  
wellbeing**



# Purpose



A 'Healthy Hour' prepared by  
**Dr Richard Peters,**  
Chief Medical Officer at Network Rail



The purpose of this session is to provide the necessary information to allow open discussions to take place with your teams and to help raise awareness of 'stress'.



Many of us will not talk about stress and how it affects us, so it is important that we all recognise the signs and symptoms of stress. This will allow us to know when to ask for support or how to signpost others for support.



Stress may be caused by one thing, however it could also be a build-up of smaller things both inside and outside of work. This can make it hard to identify a cause and explain to others.



Please read through the slides and facilitate group discussions at the highlighted 'discussion points'. I hope you enjoy this 'healthy moment'.

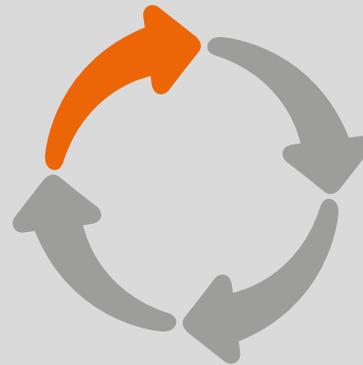
# Rules of Session



## Take this safety hour seriously

We want to support any Network Rail employee experiencing symptoms of **stress**

We also want to reduce the impact of **work-related causes** to as low as reasonably practicable in Network Rail



## Keep a 'circle of trust'

Maintain the **confidentiality** of what is said during the open discussion

Respect that what is said in the room, **must stay in the room**

Remember, 'Sharing is caring; blabbing is stabbing'



## Make a pledge and share with the group

Share a change you will make to improve your own **personal mental wellbeing**

Share an action you will take to support the **mental wellbeing of others** in Network Rail

# Everyone Fit for the Future - Our Vision



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for the future

“ At Network Rail, when we talk about mental wellbeing:

We want our people to feel positive, have a sense of purpose and be able to handle everyday pressures ”

Our employees' safety and health go hand in hand



Delivery of the company's objectives and performance targets relies on our employees being able to perform their roles:

**Competently**  
**Safely**  
**Effectively**

Caring for our employees means:

Supporting our employees' mental and physical health

Promoting the mechanisms and tools that enable optimal mental and physical resilience

# Intended session outcomes

Understand what stress is and how it can affect you and others?

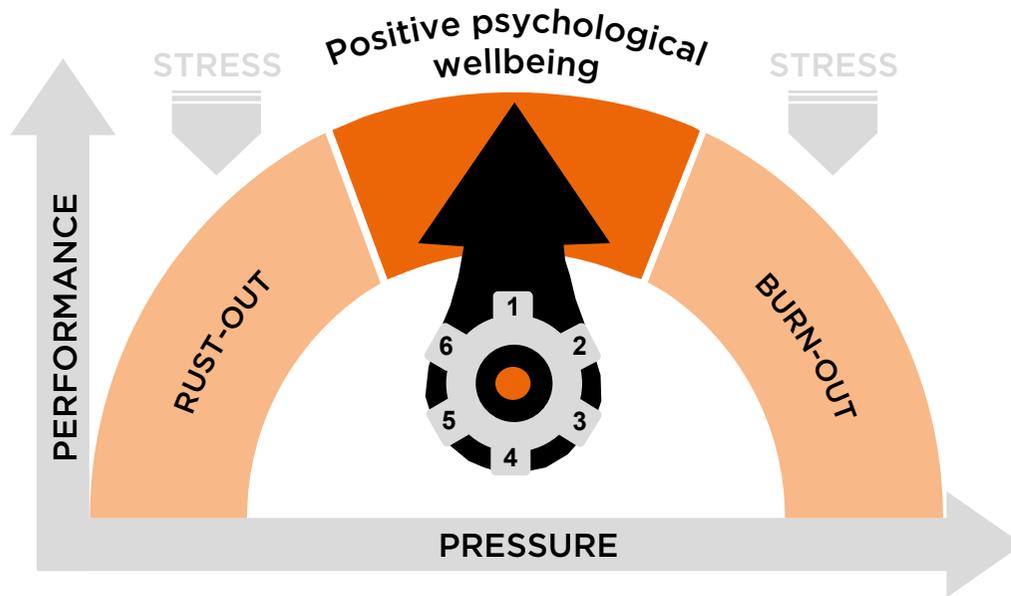
What are some of the causes of stress and how can stress be reduced?

How do you develop your mental wellbeing?



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# What is stress?



Stress occurs when the perceived demands placed upon an individual exceed their perceived ability to cope.

To maintain positive mental wellbeing, we all need a certain amount of pressure to thrive.

The right amount of pressure gives us energy, improves our confidence and allows us to feel and perform at our best.

If the pressure becomes excessive, or alternatively is insufficient, this can lead to stress and have a negative impact on performance and health.

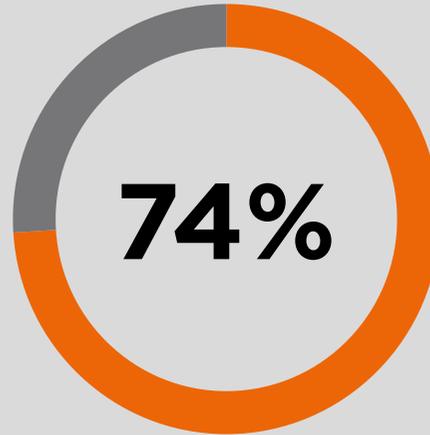
# Why is mental wellbeing important?

2017/2018



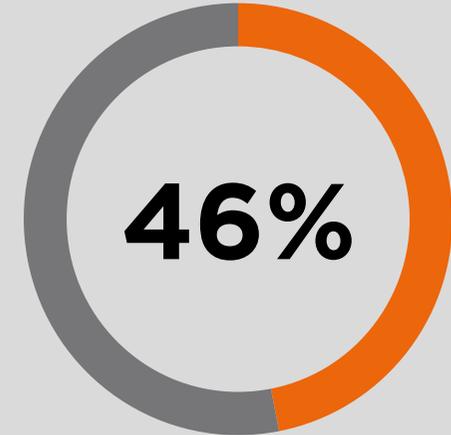
1 in 6 workers will experience a mental health issue every year

2015-2018



Increase in reported stress-related absences at Network Rail

2017/2018

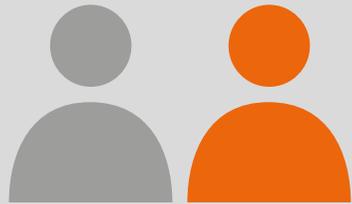


Of all mental health related Occupational Health referrals were recorded as work or part work related

# How do you recognise stress?

Discussion point 1 (10 minutes)

Think of a time that you have felt stressed.  
What signs and symptoms did you experience  
and how did it make you feel?



In pairs, list as many  
of these as you can



Think about how long  
these feelings lasted



What was the cause and  
how did you manage to  
overcome the stress?

# How do you recognise stress?

Always look out for the signs and symptoms, not only in yourself, but in those around you.  
Think about:



Behaviours



Mood and Emotions



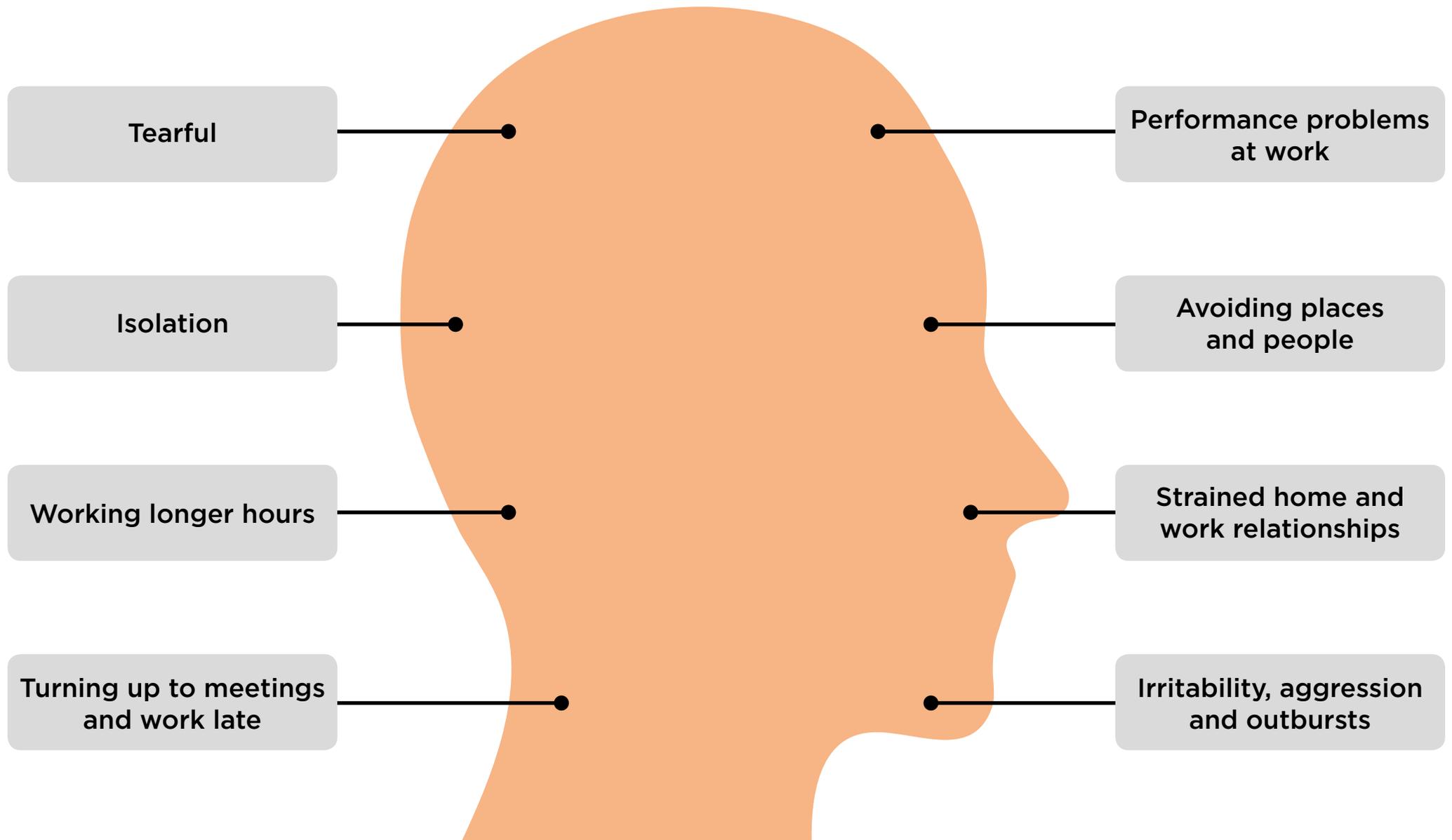
Physical Changes



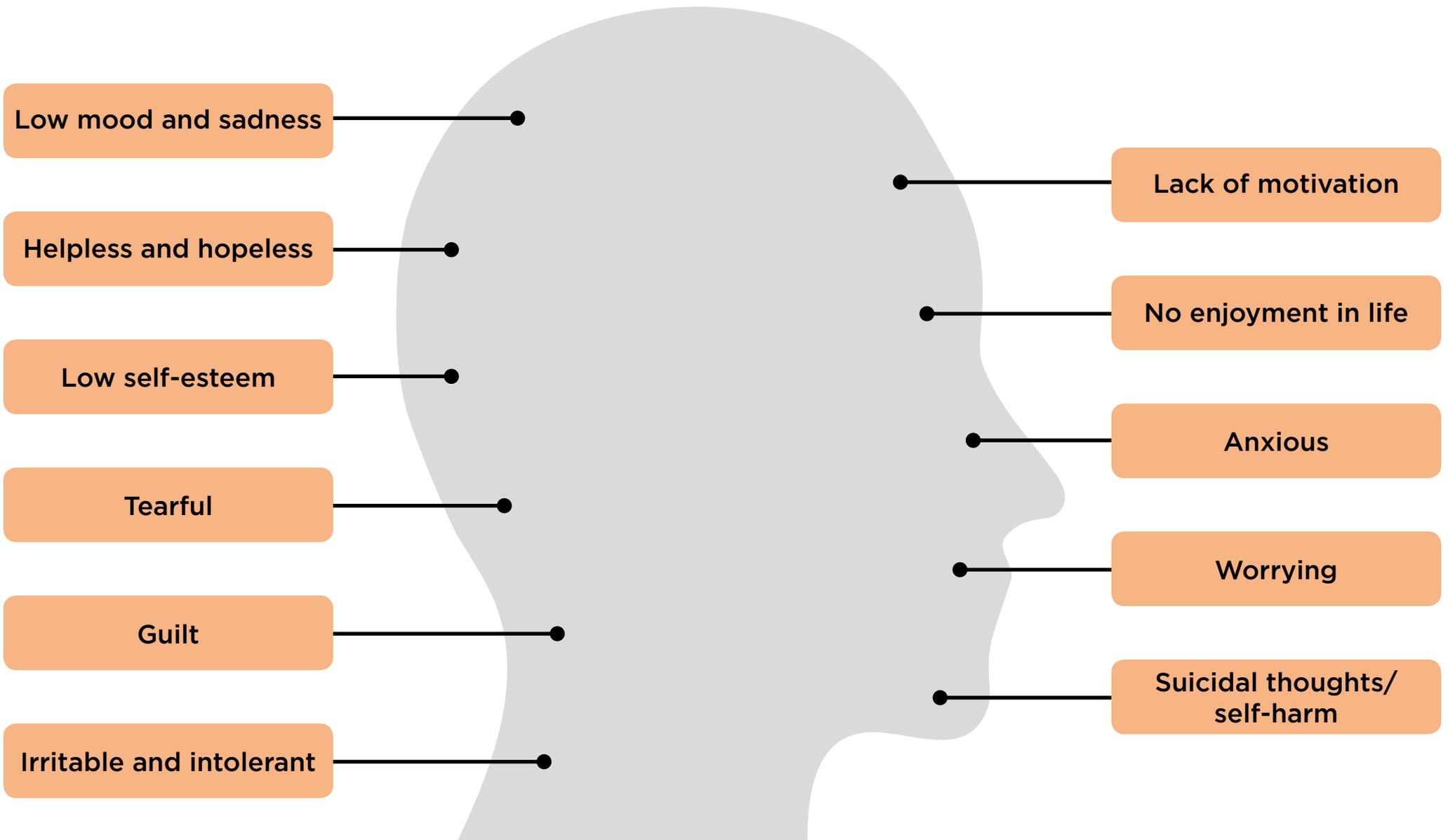
Thinking Style

The **next four slides** aim to consolidate Discussion point 1 and tell you more about the above signs and symptoms.

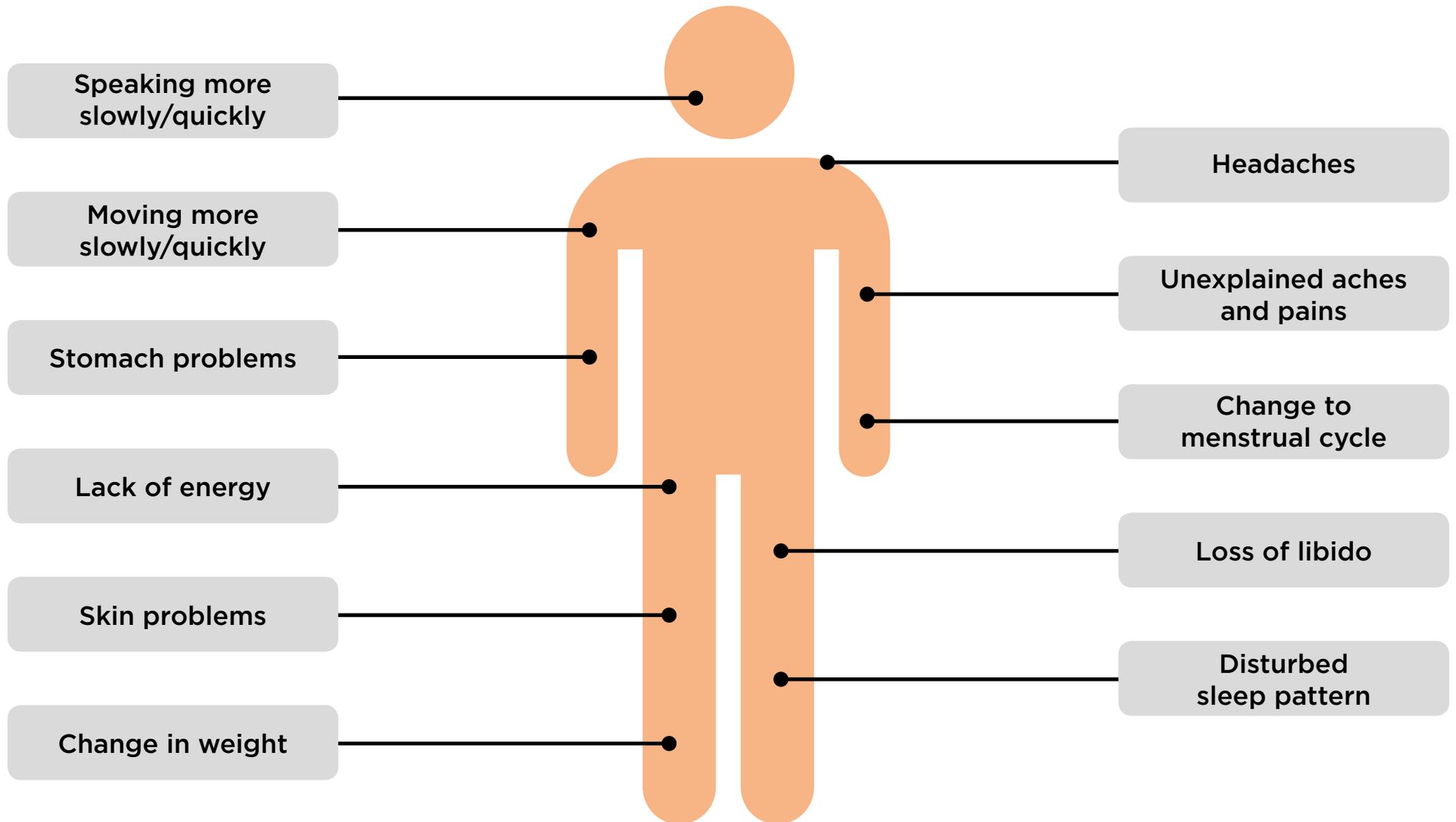
# Behaviours often linked to stress



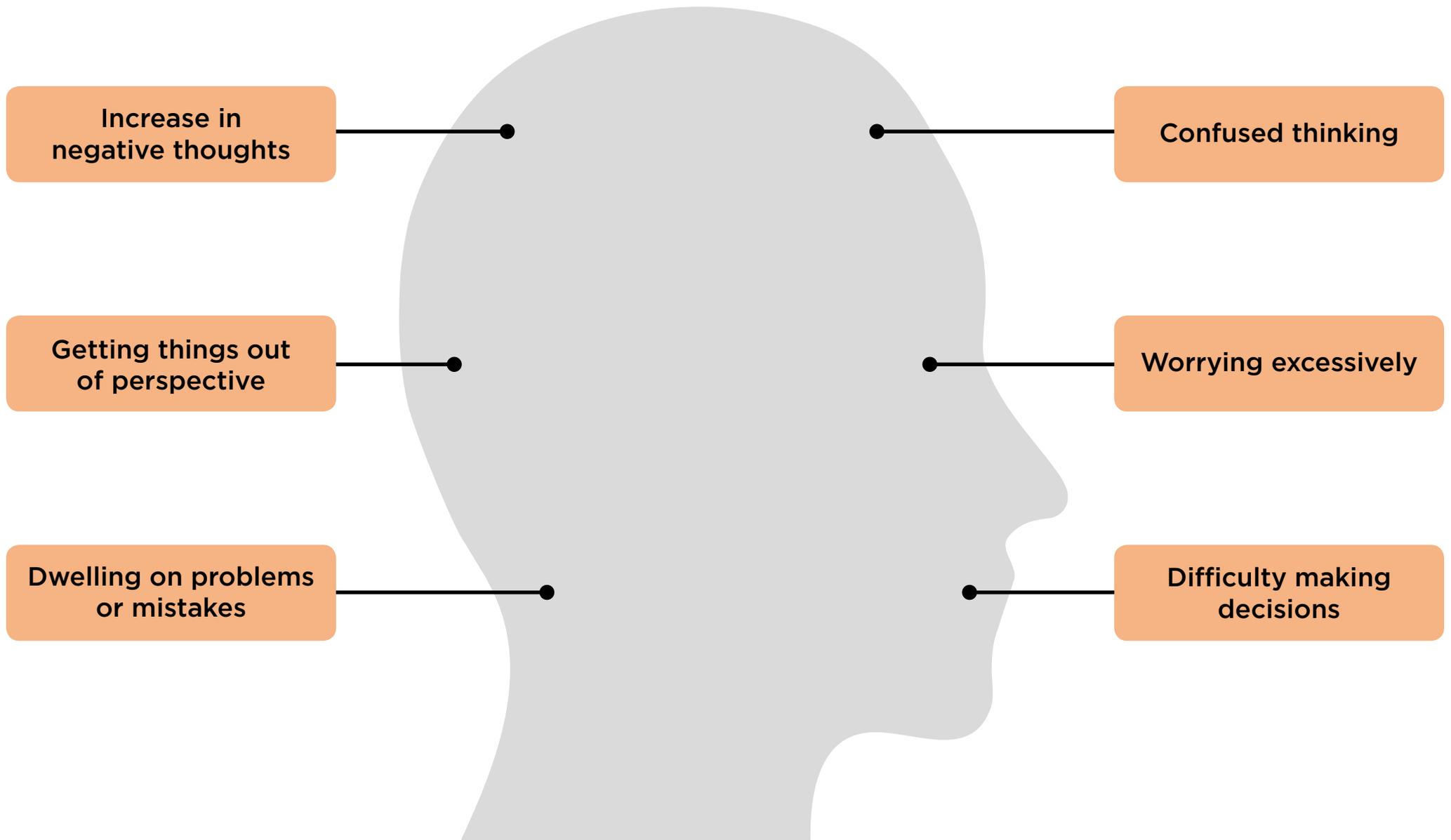
# Thinking styles often linked to stress



# Physical changes linked to stress



# Thinking style often linked to stress



# Common causes of stress

## Discussion point 2 (10 minutes)

### Step One

Being able to spot common signs and symptoms of stress is an important first step.

### Step Two

By understanding what can cause and contribute to stress, you can learn ways to manage stress more effectively and also look to create a positive culture of wellbeing at work.



**As a group, list as many causes of stress you can think of, including those from both inside and outside of work.**

Please proceed **to the next slide** where you will further consolidate your knowledge and understanding of the common causes.

# Common causes of stress

**Stress can be caused by many external influences that include both inside and outside of work problems. There are, however, internal influences that can contribute as well.**

Being aware of these can help you identify potential causes and become a more resilient person. Reflect on the list below as they are read out during this session.

Can you identify with any of these?

## **Some internal influences**

- Setting standards too high
- Trying to please everyone
- Being afraid to say 'no'
- Never being satisfied
- Always running around
- Personality characteristics
- Pre-existing health conditions

## **Some external influences**

- Pressure to meet tight deadlines
- Challenging relationships
- Peer pressure
- Financial worries
- Commute to work
- Work-life balance
- Family difficulties

# Recognising sources of workplace pressure



## Health and Safety Management Standards

Aim to help both employers and employees identify any **potential risks** at work.

The HSE have identified **six main sources** of work-related stress.



## Mental Wellbeing Discussion Tool

A **practical tool** which looks at any specific demands made on employees.

It is used to identify causes, assess severity of the risk and agree actions to reduce or **eliminate the causes of stress.**

Proceed **to the next slide** to find out more about the **six main contributors** to work-related stress and some potential controls.

# Six main sources of work-related stress



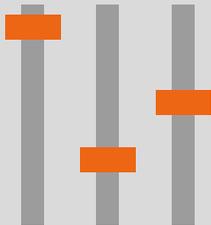
Ensure any **demand** such as workload, pattern and work environment are optimal.



Aim to promote a positive **relationship** at work and try to avoid conflict where possible.



Ensure an understanding of a person's **role** and how it fits into the bigger picture.



Consider how much **control** a person has in the way they work.



Ensure there is adequate **support**, with appropriate resources, encouragement and sponsorship.



Think about how **change** is communicated and support provided.

# Wellbeing Discussion Tool

## Discussion point 3 (2 minutes)

It is important to use the **'Mental Wellbeing Discussion Tool'** at the first sign of stress symptoms, whether or not the causes are **work-related**.

This is to prevent **rapid progression** of symptoms, which in their own right could lead to barriers, reduced wellbeing and **preventing attendance** at work.



## The Mental Wellbeing Discussion Tool

will allow for a suitable action plan to be put in place which can include the necessary modifications and reasonable adjustments to **help limit further progression of symptoms**.

Please familiarise yourself with the printed copies of our new 'Mental Wellbeing Discussion Tool' to help consolidate the last two slides.

Once finished, please proceed **to the next slide**

# Developing mental wellbeing

Taking steps to look after your mental wellbeing can help you **deal with pressure** and reduce the impact stress has on your life.

The ability to adapt and have **strategies to cope** when something happens in your life is important.

Each block below has some ideas to help you develop your mental wellbeing or assist in supporting others who may be suffering with signs and symptoms of stress.



**Make some lifestyle changes**



**Look after your physical health**



**Give yourself a break**



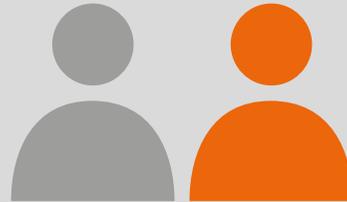
**Use your support network**

Please proceed to **Discussion point 4**

# Learning from each other

Discussion point 4 (5 minutes)

Everyone has their own ways of relaxing and dealing with pressure.

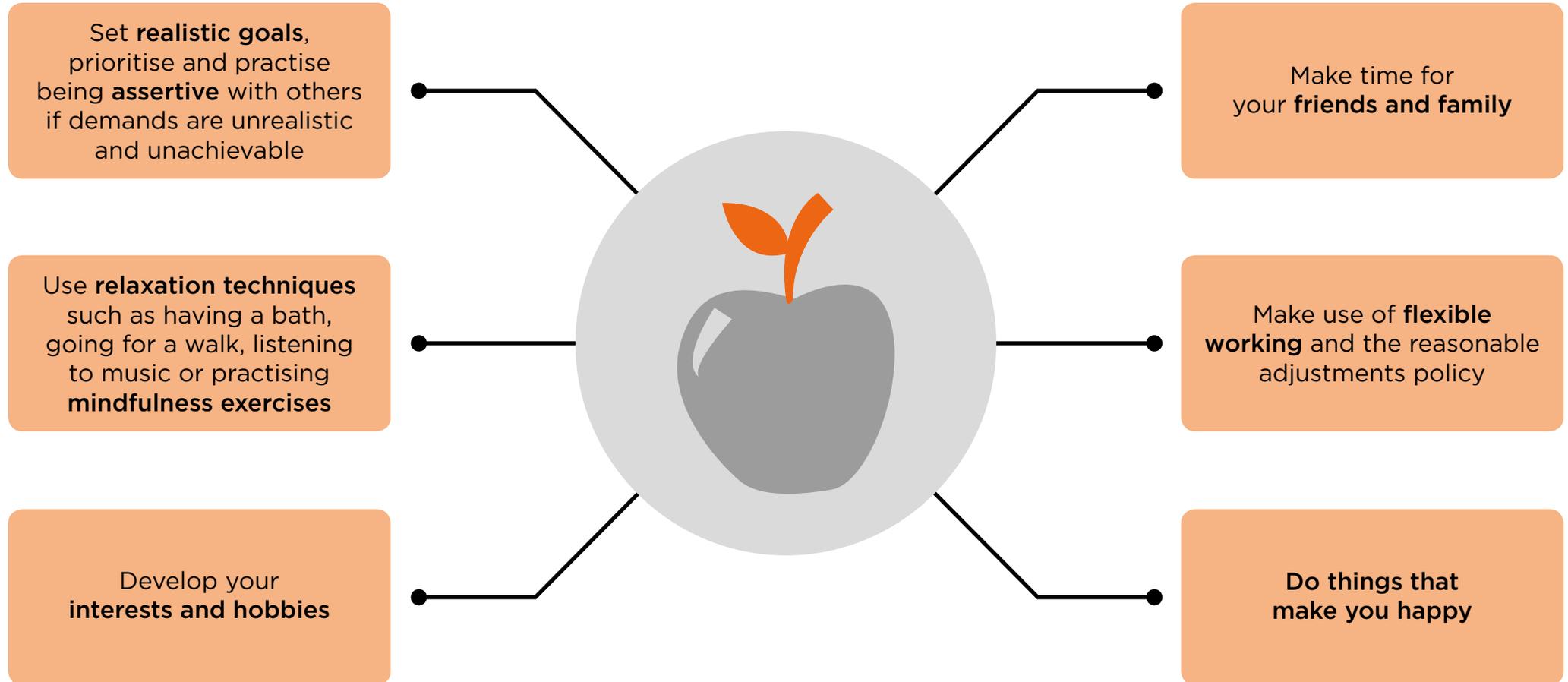


In pairs, share your personal experience of what you currently do to relax and improve your mental wellbeing.

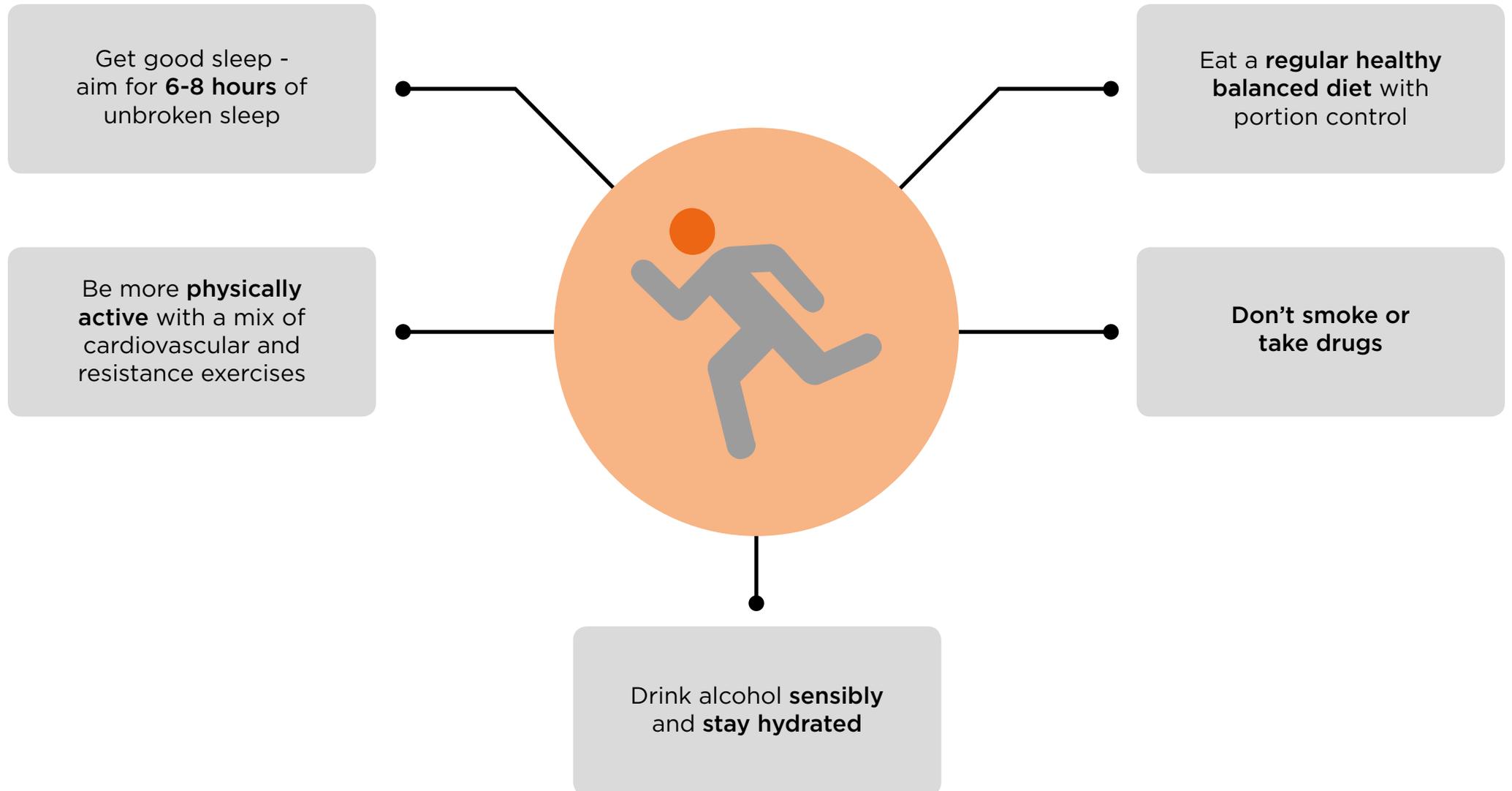
Please don't worry if you have no techniques or tools to do this currently, as the next 5 slides will provide some areas for reflection.

Once finished, please proceed **to the next slide.**

# What lifestyle changes can you make?



# How do you look after your physical health?



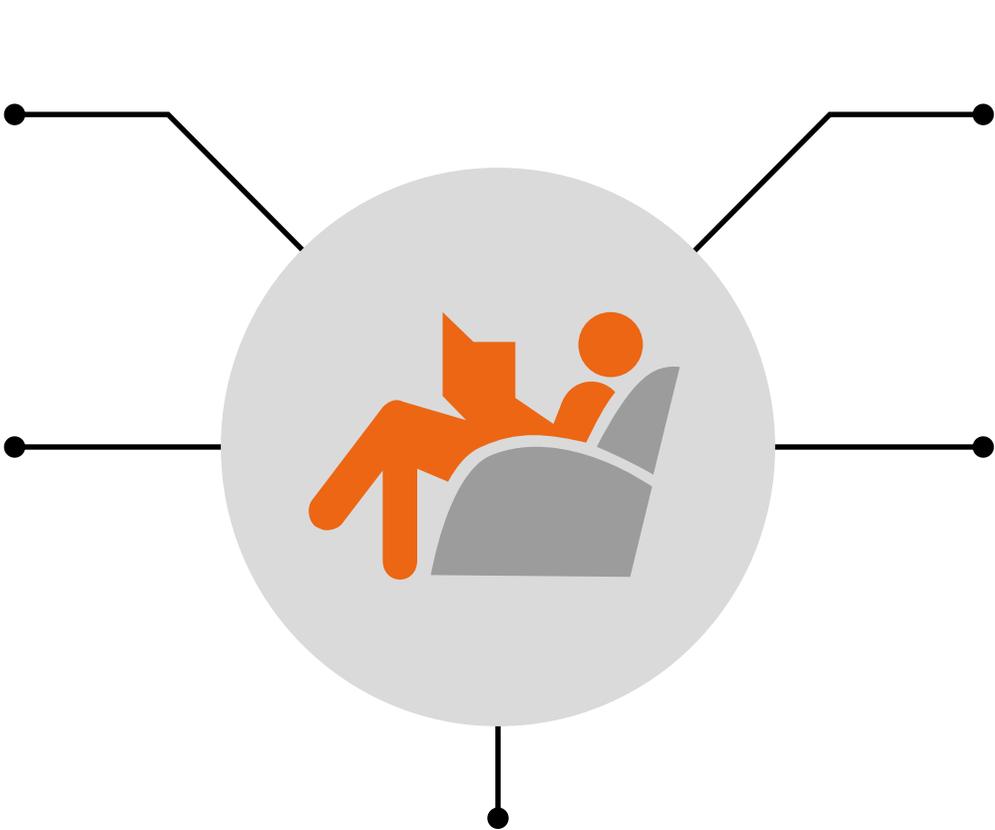
# How do you give yourself a break?

**Reward yourself** for achievements such as simply saying 'well done'

**Resolve conflicts** and speak to others about it

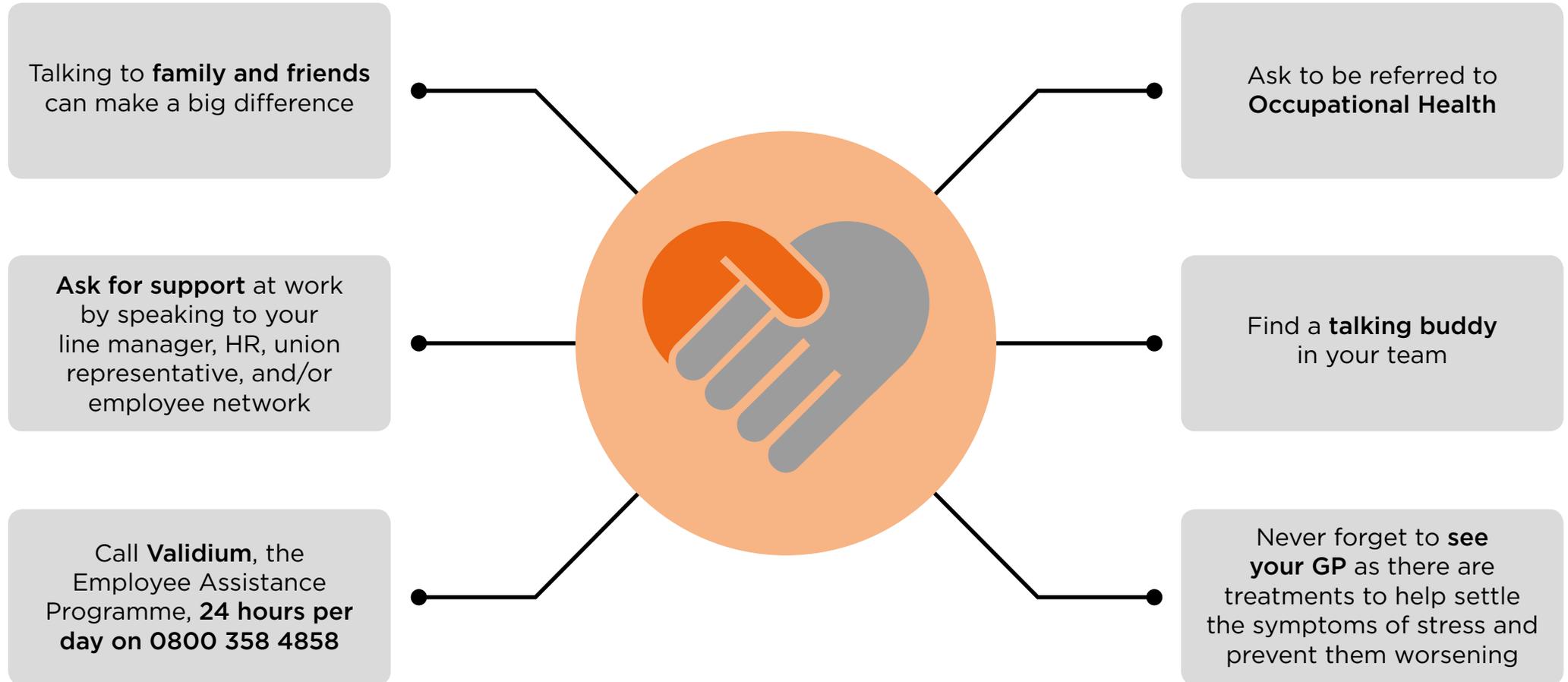
Get a **change of scenery** and give yourself a break

**Forgive yourself** when you make a mistake or didn't achieve something. **Remember nobody's perfect**



**Take a break** or holiday to help yourself feel refreshed. Don't forget to not take your work with you on holiday. Try and **switch off completely**

# Who and what is in your support network?



# What support services are available?

Organisation	Description	Telephone	Website
<b>Validium (NR)</b>	Network Rail's Employee Assistance Programme. Calls are answered by professional counsellors.	<b>0800 358 48 58</b>	<a href="http://www.Validium.com">www.Validium.com</a> Username: NetworkRail Password: onlinesupport
<b>OH Assist (NR)</b>	Network Rail's Occupational Health referrals, including those relating to mental wellbeing, and to access: Medication Enquiry Line Physiotherapy with Rehab Works	<b>0330 008 5105</b>	<a href="https://networkrail.ohassist.com/">https://networkrail.ohassist.com/</a> <a href="http://connectdocs/NetworkRail/Documents/CorporateServices/HR/HRSharedServices/OH%20Provider.pdf">http://connectdocs/NetworkRail/Documents/CorporateServices/HR/HRSharedServices/OH%20Provider.pdf</a>
<b>Employee helpline (NR)</b>	This is provided by HR Direct and is available for all NR employees.	<b>0844 371 0115</b>	<a href="https://networkrail.sharepoint.com/sites/myconnect/hr/Pages/HR-for-Employees.aspx">https://networkrail.sharepoint.com/sites/myconnect/hr/Pages/HR-for-Employees.aspx</a>
<b>Mind</b>	Guide for seeking help for mental health problems.	<b>0300 123 3393 9am-6pm Mon-Fri or text 86463</b>	<a href="https://www.mind.org.uk/information-support/guides-to-support-and-services/seeking-help-for-a-mental-health-problem/where-to-start/?o=24608#.W9AsmLD2apr">https://www.mind.org.uk/information-support/guides-to-support-and-services/seeking-help-for-a-mental-health-problem/where-to-start/?o=24608#.W9AsmLD2apr</a>
<b>Rethink</b>	Have advice on what to do in a crisis.	<b>0300 5000 927</b>	<a href="https://www.rethink.org/helpnow">https://www.rethink.org/helpnow</a>
<b>Saneline</b>	National mental health helpline providing information and support to people with mental health problems and those who support them.	<b>0300 304 7000</b>	<a href="http://www.sane.org.uk/what_we_do/support/helpline">www.sane.org.uk/what_we_do/support/helpline</a>
<b>The Mix</b>	Provides information and support for young people ages 13-25 on a range of issues, including mental health.	<b>0808 808 4994 Text 'THEMIX' to 85258 for crisis support</b>	<a href="http://www.themix.org.uk/get-support">www.themix.org.uk/get-support</a>
<b>Samaritans</b>	Provides confidential, non-judgement emotional support for people experiencing or feeling distress or despair.	<b>116 123 (24 hrs a day, free to call)</b>	<a href="http://www.samaritans.org">www.samaritans.org</a>
<b>ChildLine</b>	Private and confidential service for children and young people up to the age of 19.	<b>0800 1111</b>	<a href="http://www.childline.org.uk">www.childline.org.uk</a>
<b>Elefriends</b>	Supportive online community where you can be yourself, its run by Mind.	<b>N/A</b>	<a href="http://www.elefriends.org.uk/">http://www.elefriends.org.uk/</a>
<b>Safety Central (NR)</b>	A wealth of information on how to support your own mental wellbeing and, if you're a manager, how you can support the mental wellbeing of people in your team.	<b>N/A</b>	<a href="https://safety.networkrail.co.uk/healthandwellbeing/">https://safety.networkrail.co.uk/healthandwellbeing/</a>

# Share your pledge

Discussion point 5 (1 minute)

Please share in your group what is the one thing you will do:



To help support the mental wellbeing of others



To help develop your own mental wellbeing

Once complete, please move **to the last two slides.**

# Supporting the 'Time To Change' movement

**time to change**

let's end mental health discrimination

NetworkRail



## BE IN YOUR COLLEAGUE'S CORNER

**1 in 4 of us will experience mental  
health problems this year.**  
If a team mate is acting differently, step in.



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## Any Questions

Please contact:

**[healthandwellness@networkrail.co.uk](mailto:healthandwellness@networkrail.co.uk)**

This mailbox is monitored by the central Health and Wellbeing team and all correspondence will be treated in confidence