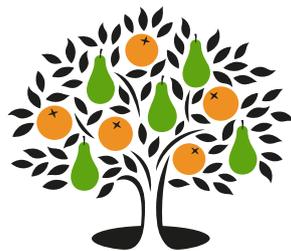


It's ok
not to be ok.

Taking care of our team



PRIME
APPOINTMENTS

ESTD-1992



“

10 years ago nobody talked about workplace mental health, but it's become a major talking point for employers and employees today. Figures from the mental health charity Mind, tell us that one in four of us will experience a mental health challenge every year. Mental illness impacts all of us in different ways at different times in our lives... we want our Prime Family to feel secure in the knowledge that we will work through any mental health challenges they have, by listening, supporting, signposting and guiding them to seek the best options when overwhelmed with their situation.

”

We know staff satisfaction and a positive and friendly culture has a hugely positive impact on your well-being, we work hard to make Prime a welcoming & supportive place to work. We are committed to making sure that we normalise mental health within our business... if you are not feeling yourself, we want you to feel supported and informed about how we can reassure you in the workplace.

We want to create an environment where our team can be open about their mental health, raise concerns with a colleague or manager and know that they will be listened to and supported. It's OK not to be OK - we are all here to look after each other.

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Starting a conversation about mental health doesn't have to be difficult.

Are you feeling down, anxious or worried about something?

If the answer is 'Yes' then the first thing we want to say is... it's perfectly normal for everyone to feel out of sorts from time to time. Here at Prime we want you to know that we're here to talk, if time to time turns into all the time. We're here if you need us to help you find your way forward.

Sometimes discussing your worries or feelings can be a daunting prospect... so, if you're not one for talking about feelings then hopefully some key tips inside our Mental Health at work guide will help us to help you.

If you are open to talking, we're here to support you each step of the way, whether that's simply to discuss problems inside work, outside of work, about you or feelings you may have, worries or concerns.

Who can you talk to?

We want you to feel that you can talk to anyone here, as a family business we're here to support one another. We've appointed and trained one of our Prime team to be a friend and confidant when times get tough.

Michelle can help you to talk things through, suggest ideas and techniques to control your feelings, fix appointments and talk to your manager to take some of the pressure out of your day job while you are dealing with things...

Meet our mental health
first aider



Michelle Kennedy

PS: Please don't worry about opening up, your discussion with our mental health first aider is confidential & will not affect your job in anyway.

Don't go it alone, there are a wealth of people here to support and help you.

Steps to get you started...

Stage 1

Talk to a relative or friend, share how you are feeling.

Use online resources such as mind.co.uk or the NHS website for self assessment forms and information to help you understand and rationalise your worries.

Stage 2

Share with us at work...

Reach out to our mental health first aider or your manager who will be able to support you with discussing problems and actioning, as well as setting up time for you to have more head space within your working day.

Stage 3

Talk to the experts.

If you're still feeling down, anxious, worried or just generally not yourself, now might be the time to seek professional help from your doctor. Prime will support you throughout your journey to make & attend appointments during worktime.

What can work do to help?

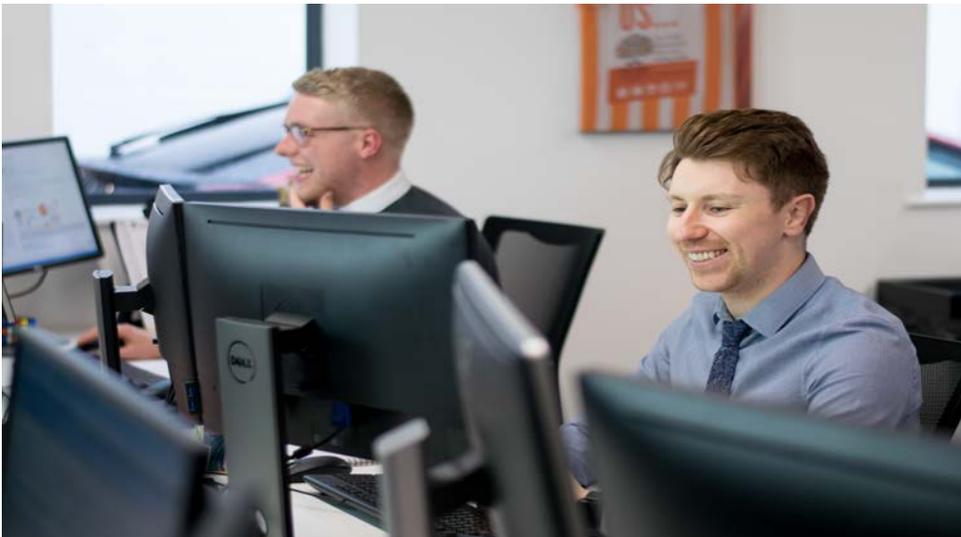
Provide a safe space for time out.

Support you to have more head space within your working role, delegate some of your workload & help tackle tasks that are overwhelming you.

Give you the guidance, support & encouragement you need throughout your journey.

Help & Guidance

Offer an open ear, when you need us.



Help you to make & attend appointments during work time.

**Training
coaching &
mentoring.**

Have a conversation with you about your mental health which is confidential, judgement free & supports you.

**Open door policy.
Mental health matters.**

Make workplace adjustments:

- Change of scenery
- Paid leave for Mental Health appointments
- Re-allocate tasks & responsibilities temporarily.

Reassurance you are doing a great job.

Create a culture that supports staff to be open about their mental health.

Shared books & resources for self help.

Regular 121's to reflect on positive achievements with your manager.



Help with managing your workload.

Develop an action plan!

- Agree information, you would like to be kept confidential
- Identify symptoms, signs and triggers
- Identify areas for support within your working role
- Agree the best way your manager can support you?
- Stick to the plan



Enable you to attend appointments.

Provide positive & constructive feedback to build your self esteem.

What is anxiety?

Anxiety is a feeling of unease, like a worry or fear, that can be mild or severe. Everyone feels anxious from time to time and it usually passes once the situation is over.

It can make our heart race, we might feel sweaty, shaky or short of breath. Anxiety can also cause changes in our behaviour, such as becoming overly careful or avoiding things that trigger anxiety.

When anxiety becomes a problem, our worries can be out of proportion with relatively harmless situations. It can feel more intense or overwhelming and interfere with our everyday lives and relationships.

The tips on this page should help you manage feelings of anxiety. If your anxiety is affecting your daily life or causing you distress, you could consider seeking further support.

What is stress?

Stress is the body's reaction to feeling threatened or under pressure. It's very common and can be motivating to help us achieve things in our daily life, and can help us meet the demands of home, work and family life.

Too much stress can affect our mood, our body and our relationships – especially when it feels out of our control. It can make us feel anxious and irritable, and affect our self-esteem.

The tips on this page should help, but if you have been experiencing stress for some time and it's affecting your daily life or causing you distress, you should consider seeking further support.

What is low mood? Am I depressed?

Everyone feels low or down from time to time. It does not always mean something is wrong. Feeling low is common after distressing events or major life changes, but sometimes periods of low mood happen for no obvious reason.

You may feel tired, lacking confidence, frustrated, angry and worried. But a low mood will often pass after a couple of days or weeks – there are some easy things you can try and small changes you can make that will usually help improve your mood.

If you're still feeling down or no longer get pleasure from things for most of each day and this lasts for several weeks, you may be experiencing depression. The tips on this page should help, but you may also want to find out about what further support is available.

Top tips to cope with anxiety



Understand your anxiety

Try keeping a diary of what you're doing and how you feel at different times to help identify what's affecting you and what you need to take action on.



Make time for worries

If your worry feels overwhelming and takes over your day, setting specific "worry time" to go through your concerns each day can help you to focus on other things. Watch the video for more advice.



Face the things you want to avoid

It's easy to avoid situations, or rely on habits that make us feel safer, but these can keep anxiety going. By slowly building up time in worrying situations, anxious feelings will gradually reduce and you will see these situations are OK.



Challenge your anxious thoughts

Tackling unhelpful thoughts is one of the best things we can do to feel less anxious. Watch the video to find out more.



Shift your focus

Some people find relaxation, mindfulness or breathing exercises helpful. They reduce tension and focus our awareness on the present moment.



Get to grips with the problem

When you're feeling stressed or anxious, it can help to use a problem-solving technique to identify some solutions. This can make the challenges you're facing feel more manageable.

Top tips to deal with stress



Split up big tasks

If a task seems overwhelming and difficult to start, try breaking it down into easier chunks, and give yourself credit for completing them.



Challenge unhelpful thoughts

The way we think affects the way we feel. So, challenge your thoughts. Find tips online.



Talk to someone

Trusted friends, family and colleagues, or contacting a helpline, can help us when we are struggling.



Allow yourself some positivity

Make time to think about the good things in your life. Each day, consider what went well and try to list 3 things you're thankful for.



Be more active

Being active can help you to burn off nervous energy. It will not make your stress disappear, but it can make it less intense.



Plan ahead

Planning out any upcoming stressful days or events – a to-do list, the journey you need to do, things you need to take – can really help.

Top tips to improve your mood



Increase helpful activity

Low mood can stop us doing important or enjoyable activities. Try listing these things and doing some each day. Start with easier ones and, as you progress, your mood should improve.



Talk to someone

Trusted friends, family and colleagues, or contacting a helpline, can help us when we are struggling. Watch our video for more ideas.



Be kind to yourself

Try to break big tasks down into manageable chunks, and do not try to do everything at once. Give yourself credit when you complete each bit.



Challenge unhelpful thoughts

The way we think affects the way we feel. So, challenge your thoughts. Find tips online.



Get better sleep

Low moods can make us feel tired. Tiredness can also have a bad impact on our mood.



Healthy living

Being active, cutting back on alcohol and making sure we have a healthy balanced diet can help boost your mood, and help our wellbeing.

What affects our mental health?

Life affects us all differently. We all go through difficult times, and negative emotions can be a healthy reaction to the challenges we face. But for many of us, things can become more serious, and each year as many as 1 in 4 of us experiences a mental health problem.

Being aware of what can affect our mental health can make it easier to understand when we, or someone we care about, are struggling, and helps us think about what we can do to improve things or where to get support.

Things that can effect our mental health

- Our personal lives and relationships
- Money, work or housing
- Life changes
- Health issues
- Traumatic events
- Smoking, drinking, gambling and drug misuse

We are all different and some of us are more deeply affected by events than others. How we deal with things can also depend on how well other parts of our life are going or how well supported we feel.

Our personal lives and relationships

Relationships are one of the most important aspects of our lives, yet we can often forget just how crucial our connections with other people are.

When we experience difficulties or changes in a relationship – with a partner, friend or family member – it can affect our mental health in many ways.

Read more:

Citizens Advice: family issues

Relate: relationships and mental health

Caring for someone else

Looking after someone else can be a positive and rewarding experience, but it can also be mentally and physically draining.

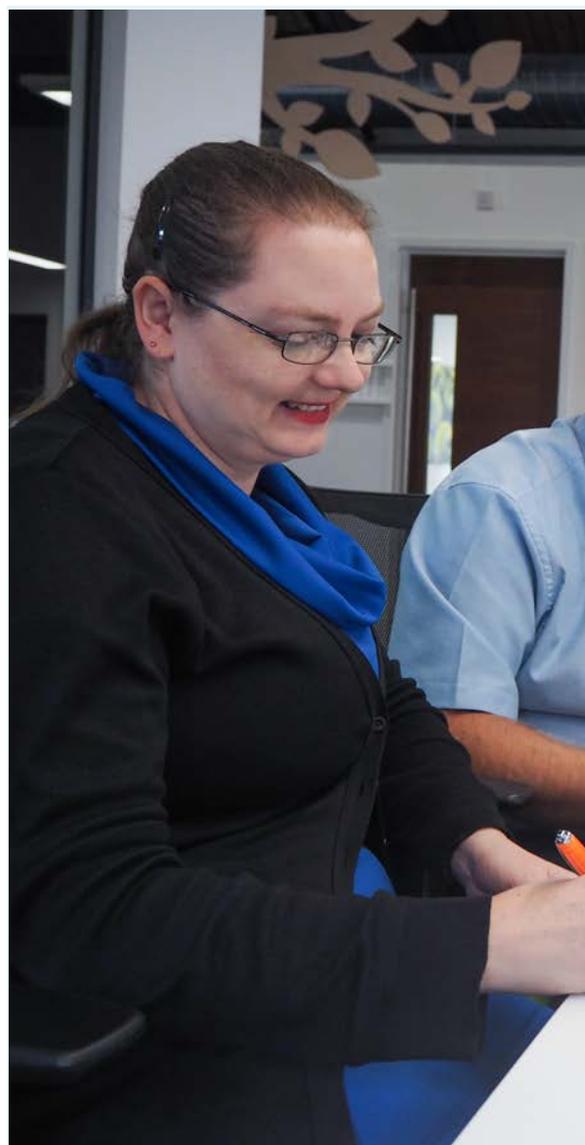
Read more:

Carers UK: stress and depression for carers

Citizens Advice: practical advice for carers

Mind: supporting someone else

NHS website: support and benefits for carers



The impact of bereavement

Over our lifetime we're all likely to experience the loss of a friend or loved one. Whenever it happens, it will be a difficult time.

Read more:

Age UK: coping with bereavement

Child Bereavement UK

Cruse Bereavement Care

Dying Matters: coping with bereavement

Loneliness and mental health

Loneliness can affect anyone, young or old, and can happen in any situation.

We may be isolated physically or feel alone in a crowd, or we might be emotionally isolated because of something we have experienced that's difficult to share. Sometimes important life events make us lonely, like leaving school or work, moving home or having a baby.

Read more:

Mind: coping with loneliness

Get resources from the Campaign to End Loneliness

Money worries and mental health

Money and mental health are often linked. Poor mental health can make managing money harder, and worrying about money can make your mental health worse.

Not having enough money or being in debt can make you feel:

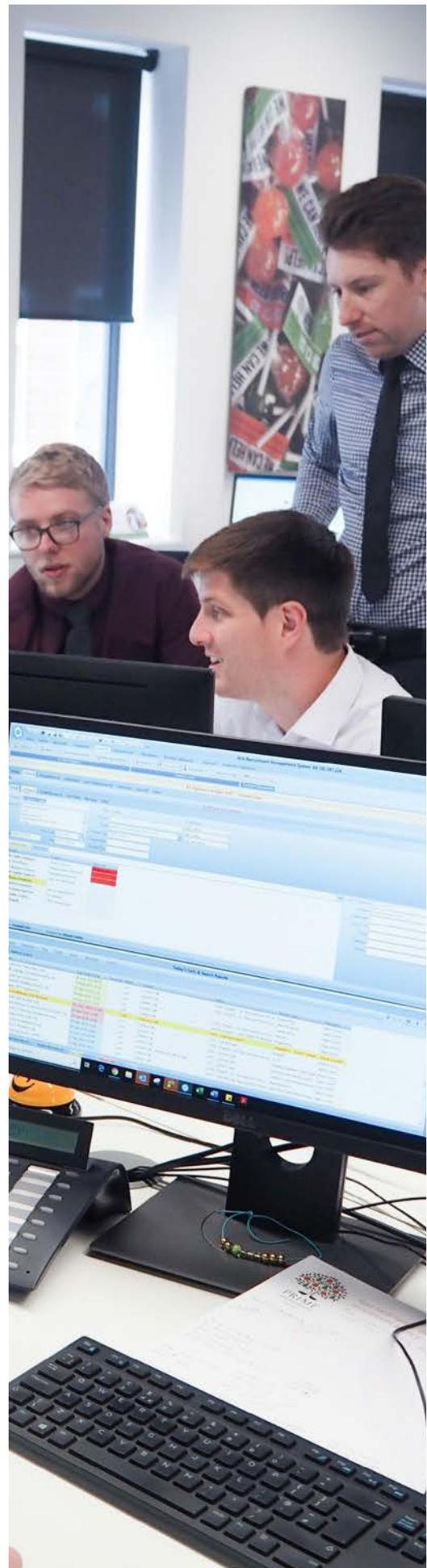
- out of control
- hopeless
- embarrassed
- guilty
- depressed and anxious

Read more:

Mental Health and Money Advice

Mind: money and mental health

Money Advice Service: debt advice



Work and unemployment issues

Having a job can help us feel a sense of achievement, give us a feeling of belonging and connect us to others, on top of the obvious financial benefits.

We sometimes face difficult issues around work, which may include:

- a lack of control of our workload
- high demands on our time and energy
- difficult relationships with colleagues
- bullying or harassment in the workplace

Read more:

ACAS: workplace stress

Advice for staff, managers and business owners

Mind: being mentally healthy at work

Life changes

Life's always changing, but sometimes we face a big or sudden change that is harder to deal with, whether it's moving home, starting university, having a baby or starting to care for someone.

When things change, it can be helpful to understand what's happening and how the change could be affecting us.

Pregnancy and bringing up children

A pregnancy is a huge change in our lives, especially if it's a first baby. It can be an exciting time, but physical changes can result in poor sleep caused by discomfort, and hormonal changes can result in up-and-down moods.

Some people cope with these changes well, but others find it harder, particularly if they have to deal with morning sickness or health conditions such as diabetes.

Relationships will also be tested, particularly with a partner who may also be worried or confused.

While many people are aware you can become depressed after having a baby, it's less well known that many women experience anxiety during and after pregnancy.

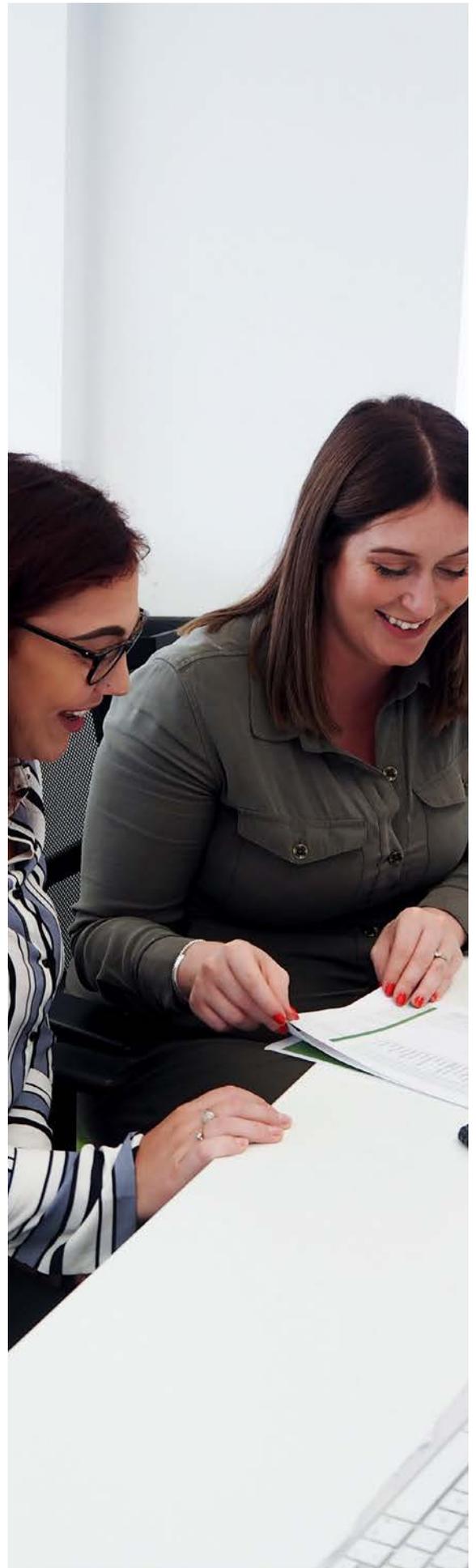
Read more:

NHS: feelings in pregnancy

NHS: postnatal depression

Association for Postnatal Illness

Young Minds: help for parents



Health issues

How we are physically affects how we feel mentally. Health issues, medical appointments and tests may make us anxious, and our mood may get worse from being in pain.

Read more:

Mental Health Foundation: links between physical & mental health

Royal College of Psychiatrists: coping with physical illness

Smoking, drinking, gambling and drug misuse

Smoking, drug use, alcohol misuse and gambling can contribute to poor mental health. Equally, poor mental health can lead to increased substance misuse, smoking and addictive behaviours.

There are lots of sources of support and information that can help if you smoke, gamble or misuse drugs or alcohol.

Read more:

NHS: gambling addiction advice

NHS: get help with drugs

NHS: mental health benefits of quitting smoking

GOV.UK: stop smoking options

Mind: recreational drugs and alcohol

One You: drink less





Still worried about something or not feeling yourself?



**Have a look at some of the links on the next page,
where you'll find great advice and support.**



**If you've looked at some of the
suggested resources and still feel uncertain,
why not talk to our mental health first aiders?**

Helpful links

1

[Mind](#)

2

[Every mind matters](#)

3

[Mood Assessment Quiz](#)

4

[How to fight fears & anxiety](#)

5

[NHS - Low mood & depression](#)

6

[Mental Health Foundation](#)

7

[NHS - Addiction](#)

8

[Breathing exercises for stress](#)

9

[Mental health helplines/contact info.](#)

10

[A- Z of Mental Health](#)

11

[What is Mindfulness & how can it help me?](#)

