

	Nuneaton Signs Ltd Mental Health First Aid Policy	Policy No	25
		Revision No.	02
		Date created	22/05/2024
		Review Date:	22/05/2026
		Next review date	22/05/2027
Written By Holly Hunter (Head of Social Impact)		Authorised By Muhammad Sajid Sheikh (HR & Finance)	

NOTE: THIS DOCUMENT HAS BEEN PREPARED TO PROVIDE GUIDANCE ABOUT IMPLEMENTING A MENTAL HEALTH FIRST AID IN THE WORKPLACE.

Nuneaton Signs believes that the mental health and wellbeing of our staff is key to organisational success and sustainability. Nuneaton Signs is working in conjunction with Croner, drawing on their expertise and knowledge in improving employee mental health and wellbeing in the workplace.

1. Introduction

1.1. It is well recognised that a healthy and well-motivated workforce can have a positive impact on the efficiency and productivity of an organisation. Creating a supportive and healthy work place environment can also reduce sickness absence levels and turnover, improve work satisfaction and encourage a stronger, positive commitment and loyalty with the employer.

Nuneaton Signs recognises its duties under the Equality Act 2010 to prevent discrimination and to make "reasonable adjustments" for employees with disabilities which remove barriers to their employment. The organisation recognises that disability is defined in the Act as a physical or mental impairment that has a substantial and long-term adverse effect on the ability of an individual to carry out normal, day-to-day activities.

1.2. Evidence demonstrates that a healthy workplace and a healthy workforce will assist to:

- Reduce levels of ill health and injuries within an organisation.
- Reduce the incidence of absence levels and the duration of absence through bringing workers back to work more quickly.
- Improve levels of work satisfaction and employee morale.
- Improve staff retention and lower employee turnover.
- Improve the effective and efficient delivery of services and a workforce that is more resilient and positively responsive to organisational change and development.

Nuneaton Signs acknowledges the importance of supporting and promoting the health and wellbeing of its employees; this policy forms part of a tailored programme of initiatives aimed at increasing employees' sense of value, supporting employees to manage their health and wellbeing, enabling true work/life balance and develop personal development skills.

Negative or discriminatory views about mental health and stigma will be challenged. Nuneaton Signs has a zero tolerance approach towards discrimination, bullying and harassment on any grounds, including towards staff because of their mental health. Staff are encouraged to report any instances and managers will take appropriate action.

2. What is Mental Health First Aid?

2.1. Mental health first aid is a training program that teaches members of the public how to help a person who is experiencing varying degrees of worsening mental health issues. Like traditional first aid, mental health first aid does not teach people to treat or diagnose mental health or substance use conditions. Instead, the training teaches people how to offer initial support until appropriate professional help is received or until the crisis resolves.

2.2. As with physical first aid, the Mental Health First Aid programme aims to provide the same offer of support and assistance to employees experiencing mental health issues or emotional distress in the workplace.

2.3. The implementation of mental health first aiders in the workplace aims to help reduce the stigma of mental ill health; encouraging employees to access help at an early stage, to prevent mental health issues developing or becoming more serious. Also aiming to foster and promote a workplace culture in which employees experiencing ongoing mental health concerns feel supported and able to continue working or to successfully, and confidently return to work after a period of absence.

3. What is the role of a Mental Health First Aider in the workplace?

3.1. Mental Health First Aid is the help offered to someone developing a mental health problem, experiencing a worsening of an existing mental illness or a mental health crisis. The first aid is given until appropriate professional help is received, or the crisis resolves. A Mental Health First Aider is an employee who has been formally accredited to administer mental health first aid in their workplace, by attending and passing an assessment in a Mental Health First Aid Course that has been delivered by an Accredited Mental Health First Aid Instructor.

3.2. MHFAs provide a first point of contact to employees experiencing mental health issues and/or emotional distress, which may involve:

- telephone/1:1 conversation with individual employees, or employees concerned about a colleague*
- signposting individuals to professional help i.e. the health assured app or Samaritans,
- crisis support for employees whilst awaiting support from professional emergency services

**due to the nature of staff we employ, employees concerned about a colleague may advocate for another member of staff, so that an MHFA may offer support.*

3.3. MHFAs also act as advocates for mental health awareness in their workplace, participating in initiatives and encouraging people to talk about their concerns and to listen to and support those that may be struggling.

3.4. A MHFA is not qualified or expected to provide any form of diagnosis or treatment.

3.5. A MHFA must be able to maintain confidentiality as appropriate and listen non-judgmentally.

3.6. The MHFA role is a voluntary position to be undertaken in addition to their day-to-day job role.

3.7. The MHFA will be required to complete available refresher training as directed/ required and attend Mental Health First Aider meetings, and additional meetings if appropriate.

3.8. If required, the Mental Health First Aider will escalate and document any matters if required in a prompt and appropriate fashion.

3.9. In instances where safeguarding is a concern then the matter will be referred to the Lead MHFA and / or HR in the first instance.

3.10. MHFA's are required to complete a MHFA form after each meeting / conversation they have with an employee. This is to be completed with no personal detail of the employee and must be filed with HR.

3.11. MHFA's must have a 'debrief' with the lead MHFA or other authorised person after any meeting.

If you are interested in becoming an MHFA please see POLICY 26.

Signed.....

Muhammad Sajid Sheikh – Head of HR & Finance

Date: 22/05/2025





Nuneaton Signs Ltd

How To Become A Mental Health First Aider

Policy No	26
Revision No.	02
Date created	22/05/2024
Review Date:	22/05/2025

Written By Holly Hunter (Head of Social Impact)

Authorised By Muhammad Sajid Sheikh (HR & Finance)

1. How to become a MHFA

1.1. All MHFAs must undergo an initial 2-day training course along with additional reading and agree to the fulfilling the commitments set out in the role description detailed in Section 3 - POLICY 25

1.2. To access the training interested candidates must discuss the requirements and time commitments of the role with their manager.

1.3. Submit an expression of interest to the MHFA Lead.

1.4. Attend a short informal discussion with the MHFA Lead to talk about the expectations of the role, why they wish to become a workplace MHFA and their suitability for the role.

2. The role of Managers supporting MHFAs

2.1. It is well recognised that managers can have a positive impact on their employees' health and wellbeing by acting as role models for healthier work habits and promoting a culture of respect and openness.

2.2. Similarly, positive, and supportive line management is key to the success of the MHFA programme and reducing the stigmatisation of mental health in the workplace. By supporting team members to volunteer as MHFAs, managers are helping to foster improved health and wellbeing in the workplace, promoting openness about mental health and ensuring that employees have the opportunity to talk about their concerns in confidence.

2.3. Prior to confirming an employee's request to volunteer to become a MHFA line managers must satisfy that:

- The employee understands the requirements of the MHFA role, Section 3 in POLICY 25 details this
- The manager can permit the individual to take time out from their normal work duties as per the time commitments in section 6, 'Mental Health First Aid time commitments'
- They are confident that the employee is fit and able to undertake the MHFA role

2.4. Line managers are expected to provide ongoing support and encouragement to team members volunteering as MHFA and monitor the impact the volunteer role is having on their ability to successfully deliver their day-to-day work priorities.

2.5. Should a line manager have any concerns on this matter they should speak to the employee to make them aware of their concerns, discuss where volunteering may have impacted on the individual's work performance and whether the volunteer role is impacting on the individual's own health and wellbeing. These concerns should also be raised with the MHFA Lead.

2.6. Managers should also notify the MHFA Lead if a MHFA they manage has an unplanned absence from work for more than 2-weeks.

3. MHFA Time Commitments

3.1. Interested individuals and their manager should consider whether they are able to commit some of their working time to promoting and delivering the MHFA programme, this can include:

- the initial two-day MHFA training
- impromptu conversations / contacts with colleagues which are expected to take approximately 30-mins per conversation / contact
- attending short training, briefing sessions to develop and maintain their knowledge of local services as appropriate
- attending half day MHFA refresher training as required
- participating in employee engagement / workplace initiatives

3.2. In agreeing to participate in the MHFA programme the individual and their line manager are agreeing to the individual fulfilling the role description (Section 3 – POLICY25) in addition to their normal duties.

4. The role of the MHFA Lead

4.1 The MHFA Lead is a trained MHFA responsible for:

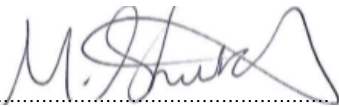
- promoting MHFA training opportunities
- facilitating post training support
- facilitating the internal MHFA support network
- ensuring the records of MHFA contacts are filed with HR
- ensuring all MHFA's debrief after meetings – referring them to further guidance if required
- facilitating MHFA debriefs
- acting as a central contact for line managers concerned about an MHFA
- acting as a central contact for MHFAs that have concerns regarding other MHFAs
- keeping up to date with resources available by MHFA, Samaritans etc
- keeping up to date and being familiar with the 'Health Assured' employee assistance programme app.

5. Recording Meetings

5.1. MHFAs are required to keep a secure record of each contact (on the MHFA form) for monitoring, evaluating and safeguarding purposes. Records will be anonymous and will not identify the names or contact of those individuals that have accessed the service.

5.2. This information will help us to monitor MHFA provision requirements across the Departments, identify needs for additional capacity and inform the MHFA training plan.

Signed.....



Muhammad Sajid Sheikh – Head of HR & Finance

Date: 22/05/2024

