



Peter Christison & Associates Workplace Health Consultancy and training

Fact sheet 8a Mental well being coaching and advice service
(Part of our Job Retention Case Management Service- fact sheet 8)

What type of coaching is this?

There are a number of varieties of publicised 'coaching services' available for individuals to use, mostly commissioned by employers, as can be this one. These are usually focused on what is known as life style or performance based coaching for company directors or managers.

This variety of coaching is focussed entirely on the health of the person, addressing their mental and associated physical health. It is delivered by an experienced health professional with substantial skills and knowledge; see the matrix on pages 2 and 3.

Changes in health services provision

NHS spending is going to be affected and as a result there is a shift towards enabling the majority of the population to promote their own health, either through self-help to promote well being or management of existing health conditions. In the workplace as a result of the Black report 'Working for a healthier tomorrow' has recommended a range of initiatives to support people to stay in work, avoiding sickness absence; these recommendations, have been embraced by the government..

What people say about this service

"This service has been more focussed than previous CBT, and rapidly produced helpful techniques to build on my self-help mechanisms improving my self esteem. It put in place strategies to prevent me creating situations that contribute to my workplace stress in the future" **Manager Waverley Borough Council.**

"I recently had to call upon Peter Christison, with regard to stress in the workplace and found his professional expertise and easy manner to be most effective. I would certainly have no hesitation in recommending him to other people" **Stephen Turrell.**

Who is this service suitable for?

The circumstances where this level of health intervention is effective is:

- ✚ Presenteeism. Defined as 'people who are at work who are ill and as a result their performance and productivity is affected'. It is estimated that this costs organisations more than sickness absence, in the region of £1000 per employee in the UK due to mental ill health alone (see SCMH 'Mental Health at Work' December 2007)
- ✚ People experiencing levels of adverse stress and or certain anxiety disorders, such as panic attacks or general anxiety, and common mental health problems that have developed due to what are called risk factors that negatively affect the person's health.
- ✚ A person wishes to learn new or improve their self-help skills to enhance the protection of their mental and well being, and certain levels of physical health

It is unsuitable for those with addictions or alcohol and substance abuse issues; we may be able to provide alternative services for these.

What are the gains of using this service?

Presenteeism is a significant problem that well informed employers have taken seriously and acted upon in this recession. Taking these steps, and the use of our job retention and case management service, can avoid sickness absence, and possible loss of a valuable employee. The cost to the employer, or individual, can be substantial both financially and the impact on the function of the business; ill health does not discriminate. Research shows the cost is 1.5 times greater than sickness absence.

Even if you are not working, learning new or improving your coping skills and strategies will protect your mental well being, so you can handle other pressures that day to day life produces; particularly if you do not have any or limited coping skills.

Who is eligible to use this service?

You do not have to be an employee or working; any individual can use the service. Eligibility is subject to an assessment, as it is not suitable for some, who may need different types of health interventions.

The aims and purposes of the service

- ✚ To provide the person with self help skills to prevent the deterioration of their health, and where relevant keep them in work; this may also need the case management service that provides advice and support also to the employer.
- ✚ To assist the person to manage certain health conditions
- ✚ To give the person skills to enhance their well being against future risk factors that will negatively impact on their health.
- ✚ To provide the person with relevant health information, and where necessary how to access alternative health interventions.

What the service is not:

- ✚ A therapy service for example: hypnosis, a course in CBT or aromatherapy
- ✚ Counselling

Techniques used in this Service

There is a vast range of 'well being' techniques publicised to support people's health. This robust well evaluated self- help service utilises the following learned self- help techniques:

- ✚ CBT style thinking techniques used on an ongoing day to day basis
- ✚ Using self –discussion techniques that become part of day to day existence
- ✚ Behavioural change skills & support: where needed
- ✚ Modern stress management methods
- ✚ Up to date physical health promotion advice
- ✚ Ongoing assessment and evaluation of progress
- ✚ Health information and 'sign posting' to other services by us where necessary

Skills of the health coach

Assessments and evaluations:
Initial Health risk (obligatory) psycho social
stress risk assessment of individual/ employee

Knowledge of the health coach

In depth knowledge of adverse stress and certain anxiety disorders

In depth knowledge of mental illnesses

Referrals from partnership working with or adviser to

The client themselves
All types and size of employer
GP's
Occupational health
EAP's

Ongoing assessment of progress	Coping skills, mental health support, stress management techniques, and CBT
Working with people with mental ill-health or adverse stress issues	Understanding of different work environments
Communication skills, and delivering coping skills	Thorough understanding of risk and protective factors for well being
Empowerment, Behavioural change	Relevant mental and physical health information or providers
Motivation and assertiveness skills	Understanding business ethos and employer perspective
Working with employers and line managers	Self-help and workplace health promotion in particular mental health.
Working with the NHS and Social Services	Health service, voluntary sector structures psychological and solution focussed therapy services

The additional skills and knowledge of the Job retention and Case Manager will be found in fact sheet 8 or available on request

Is the service expensive?

No. The charges reflect the recessionary times; an hourly and pro rata to the hour rate is charged. They vary depending on the methods used. For example face to face is more expensive than 'remote working', for example by phone and e-mail. An assessment of possible costs can be given after some form of assessment of the type of contact and frequency will be required with the person. Full details on application

Geographical area of the service

Peter Christison provides this service in: Surrey, Sussex, Kent, East Hampshire and some parts of greater London.

For the remainder of the UK contact Peter Christison who will put you in contact with Roger Butterworth, who is in charge of the network.

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