

The framework is a guide to help organisations plan and identify the best way to support the mental health needs of their teams or individual workers.

It is designed to enable organisations to self-assess the way they support and consider if they have any knowledge or skill gaps for supporting their staff.

It was developed by the Better Mental Health for All Network, a group of voluntary and community organisations working with statutory providers to improve mental health services. They worked together with a clinical psychologist from LPT who helps support staff after difficult incidents.

You can work through this framework at your own pace. It is editable for you to use for your organisation, teams, or yourself, with the option to download and keep this as your own record.

The member of staff is coping

What is happening for the member of staff (signs/ indicators)?	Who provides	SELF- ASSESSMENT & MANAGER CHECK-IN
<i>The member of staff is coping</i> INDIVIDUAL <i>What are the signs that I am coping at work? (In the 'green zone')</i> <i>Consider your: mood, mental state at work and/or outside of work, feelings/thoughts about work, behaviour at work, levels of motivation, resilience, energy and passion towards work, etc.</i>	VCS Organisation	INDIVIDUAL <i>What are the signs that I am coping at work? (In the 'green zone')</i> <i>Consider: your mood, mental state at and outside of work, feelings/thoughts about work, behaviour at work, levels of motivation, resilience, energy and passion towards work, etc.</i> MANAGER/SERVICE LEAD: <i>What are the signs that my team are coping? What is it about their behaviour, functioning, performance, body-language, the relationships between them etc that lets me know this.</i>
Types of support: <i>Support for self</i> <i>Support from others – peers and senior colleagues</i> <i>Support from organisation</i>	General Examples: <i>General Examples:</i> - Psychological safety in the workplace - 1:1 Managerial Supervision - Support for managers - Self-Care/Usual coping mechanisms - Team away or bonding days - Individual / Team Huddles - 'Hot debriefs' (following critical incidents) - Tellmi App - team care spaces. View 20 minute care space here	
Examples from existing services	- Supervision Agreements, Supervision, Probationary Reviews, Appraisals - Ask a Colleague 'Peer Support' - Staff shift handovers, case conferences, team meetings - Wellness Action Plans - Staff trained in Psychologically informed environments, mental health awareness and/or MHFA England, suicide prevention, vicarious trauma and compassion fatigue - Emotional and Wellbeing provide therapeutic activities i.e. rock painting, spa wellbeing days, walks	

My Examples

What can I do for myself to remain 'optimum' at work – in terms of my well-being and functioning at work?	What support is available from others at work (from colleagues – at peer level and senior) that keeps me well and happy at work?	What does/can my organisation do for me to keep me well and happy at work?
<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>

MANAGER/SERVICE LEAD

What am I doing/can do to ensure that my team members are happy and engaged with their work - in the 'green zone' of well-being?	What well-being services are available to them? What can I model/inspire in others? How do I know this is working?	What do I do to keep myself motivated and well, so that I can be there for my team?
<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>

The staff member is struggling to cope

What is happening for the member of staff (signs/ indicators)?	Who provides	SELF- ASSESSMENT & MANAGER CHECK-IN
<i>The member of staff is struggling to cope*</i> <i>*Is more support needed: can I bring any support into my organisation or do I need to send staff member to external provider?</i>	VCS Organisation	INDIVIDUAL: What are the signs that I am starting to struggle? (In the 'amber zone') Any changes to my mood, thinking style, behaviours, energy levels, level of 'attention/inatttention", rate of 'errors or problems' and how well I am able to 'bounce back' from adversities, etc. PLUS, have others noticed a change in me? MANAGER/SERVICE LEAD: Have I noticed anything that makes me worried or concerned about the well-being of any individual or groups of staff or whole team? Has anyone said anything that I need to attend to more closely? Have I picked up on behaviours or an 'overall vibe' in the team that I need to attend to? What support might I need and from whom to explore this further, or problem solve?
Types of support: Support for self Support from others – peers and senior colleagues Support from organisation	'Green' support plus: - Manager Health and Wellbeing Check-In - Peer support or buddy system REACT trained - Access to post-incident psychological debriefs - Personal coping strategies/behaviours - Access to online self-help resources - Support for managers – peer support, supervision, coaching/mentoring, training, etc. - Tellmi App	
Examples from existing services	- Back to work interviews including a Mental Health specific one - Specific Mental Health First Aiders - Staff EAP Programme including App	

My Examples

What are my normal coping strategies that I can draw on?	Who can I reach out to at work to help me recover (back to the 'green')?	What enables or disables me from speaking up and seeking support?	What processes are available at my work to help me? (or what can be available?) e.g. peer support processes.
<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>

MANAGER/SERVICE LEAD

What am I doing/can I do to support those who are starting to struggle – in the amber zone of well-being?	How might I need to adapt my supervision or other support? How can I enable better relationships between team members?	What interventions/support offers can be set up in-house?	What support might I need to support others? Are there any gaps in me/my service?
<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>

The member of staff is not coping

What is happening for the member of staff (signs/ indicators)?	Who provides	SELF- ASSESSMENT & MANAGER CHECK-IN
The member of staff is not coping and evidence of psychological harm	External provider	INDIVIDUAL: <i>What are the signs that I am not coping and need support beyond my normal sources of support at work and outside (that I am in the red zone)?</i> MANAGER/SERVICE LEAD: <i>Anything I have noticed that makes me very concerned about the well-being of a member of staff in my team or more? Do they feel able to seek support/share struggles? What can I do to enable them to speak up or get help? Is there an assesment tool I can use, or they can use? Do we have access to specialist support that I can refer them to? What support might I need to support them?</i>
Types of support: <i>Support for self</i> <i>Support from others – peers and senior colleagues</i> <i>Support from organisation</i>	- Access to Counselling & Psychological Support for individuals and team - Access to occupational health - Tellmi App	
Examples from existing services	- Serious Incident Reflective Debriefs - Staff EAP Programme - Occupational Health Assessments	

My Examples

Who can I tell at work or outside if I am not coping?	What can I do for myself?	What will my manager do to support me? (or what would I like them to do?)	What support is available via my organisation in terms of mental health support? (or what is needed?)
<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>

MANAGER/SERVICE LEAD

Is there access to specialist support, and if not, how can I get this for my team?	Is there any suitable internal support, or can one be created?	What support might I need to support others?
<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>	<i>Use this space to add your own answers</i>

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