



It is beneficial to have a Mental Health First Aider to help those affected by poor mental health. Mental health issues are as much of a priority as physical ill health.

A Mental Health First Aider in the workplace is the go-to person for anyone who is going through some form of mental health issue. The first aider will be present to help guide the person in distress to the relevant help that they need. They will also have the relevant knowledge to be able to spot someone who is developing a mental health issue. They will, therefore, be able to intervene before it escalates.

Being a Mental Health First Aider doesn't qualify you to provide therapy to someone who may need it. They are there to support an individual and help to make their life at work easier. It is important to not be judgmental and to encourage them to access the professional support that is available.

An important part of the role is assessing the individual; if the person is getting worse and may be moving towards self-harm or suicide the situation may need to be escalated. In the role, confidentiality is key, just like physical health or disciplinary issues within a company, each discussion must be protected.



Mental Health First Aiders are trained to:

- Spot the early signs and symptoms of mental ill health
- Start a supportive conversation with a colleague who may be experiencing a mental health issue or emotional distress
- Listen to the person non-judgementally
- Assess the risk of suicide or self-harm



Toolbox Talk

Mental Health First Aid



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- Encourage the person to access appropriate professional support or self-help strategies.
 - This might include encouraging access to internal support systems such as EAPs or in-house counselling services if available
 - Escalate to the appropriate emergency services, if necessary
 - Maintain confidentiality as appropriate
 - Complete critical incident documents as and when necessary
 - Protect themselves while performing their role
 - At no time does the Mental Health First Aider role (or anyone trained in MHFA skills) supersede company policy: first and foremost they are all employees of the company.

AM Services Group currently has a small team of mental Health First Aiders who can be contacted confidentially on mhfa@amservicesgroup.co.uk

A Mental Health First Aider will make contact with you ideally within 48 hours in strictest confidence to assist in helping you by informing you of the various agencies and professional help channels available.

We use the 5 basic steps :-

- Approach the person, assess and assist with any crisis
- Listen and communicate non-judgementally
- Give support and information
- Encourage the person to get appropriate professional help
- Encourage other support

