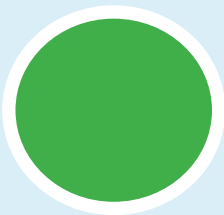


Observation Topic of the Month - Mental Health Aware- ness

Key questions to ask ...



Did you know that one in 6 of us are dealing with anxiety, stress or depression at work

If you are struggling to cope with something it may help to share with someone you trust - maybe your manager, a Disability Advocate or a friend - so they can signpost you to help, or simply listen.



Do you know about the Employee Assistance Programme that supports NHSBT

There to help you, 24 hours a day, 7 days a week. EAP through Health Assured can provide face-to-face or telephone counselling, cognitive behavioural therapy (CBT) as well as info and guidance on a wide range of topics. Available via [People First](#).



Are you aware keeping fit, eating well and stopping smoking can help improve your mental

Exercise produces endorphins which make you feel good. Eating the right foods can help your brain to thrive. Stopping smoking can help relieve the symptoms of anxiety, stress and depression.



Are you aware that NHSBT has its own Wellbeing Policy?

The Wellbeing Policy gives all the support and information available to staff and can be found on [People First](#).



Did you know if you are affected by work-related stress, you can request a stress risk assessment?

Someone from the Health, Safety and Wellbeing team will come and sit and talk through with you what is causing you to feel stressed. They can then help you to identify possible solutions and support for you. Contact [HR Direct](#) for more information.



Are you aware that there is a wealth of resources outside of NHSBT to support you?

Further information about mental health issues can be found on websites such as NHS Choices, Mind, Sane, Samaritans, Anxiety UK, etc.

Please feedback to the team all the positive information from your observation and congratulate them on what they did correctly. Any suggestions for improvement should be put to the team as a question as per the behavioural safety training and also collated onto a near-miss postcard and return it to the health, safety and wellbeing team.

A behavioural safety observation is the key to identifying hazards in the way people carry out tasks before an accident happens.

The idea is to visit your team and observe the work for a few minutes, identifying things that are good as well as bad and then discuss the points with your team. The information on the other side of this sheet may provide some guidance on what to look for.

Below is advice on how to carry out the conversation and what to look for in the observations.

Introduce yourself

- Advise the observee who you are if they don't know and why you are there
- Advise all observations are anonymous
- Watch the whole process you are observing
- Record good and poor practice
- Only interrupt if there is an immediate danger of injury or worse

Immediate feedback

- Feedback directly to the person you have observed
- Reinforce POSITIVE behaviour by telling them what they did well
- Have an open and honest conversation with the observee

Do this by asking the right question in the right way

- Highlight what they have done correctly and present any issues as a question for them to answer:

- Q. Does everyone do it that way?
- Q. What is slow / inconvenient uncomfortable about doing that safely?
- Q. What is the worst thing that could happen with that approach?
- Q. How would that affect your spouse, children, partner, children, friends, colleagues?
- Q. What could be done to address the issue highlighted?

Date	What was observed?
What went well?	
What didn't go well? - Please report all issues as near misses	
What could be better?	
How can we improve?	