



Royal Conservatoire *of* Scotland

Guidance for Mental Health First Aiders

1. Introduction

At the RCS we are striving to create a community where attitudes and behaviour towards mental ill health are normalised and where everyone has the skills to look after their own and others' wellbeing.

This document is for Mental Health First Aiders and outlines what to expect from this role, and what support you can expect in turn from the RCS.

2 Training

First of all, thank you for completing your Mental Health First Aid Two Day course and becoming a certified Mental Health First Aider.

This training forms part of the support for mental health and wellbeing in the RCS.

You will be offered refresher training as appropriate every three years.

This will be paid by the RCS and will be dependent on you remaining listed as mental health first aiders.

HR will send out reminders to you accordingly and will arrange the training.

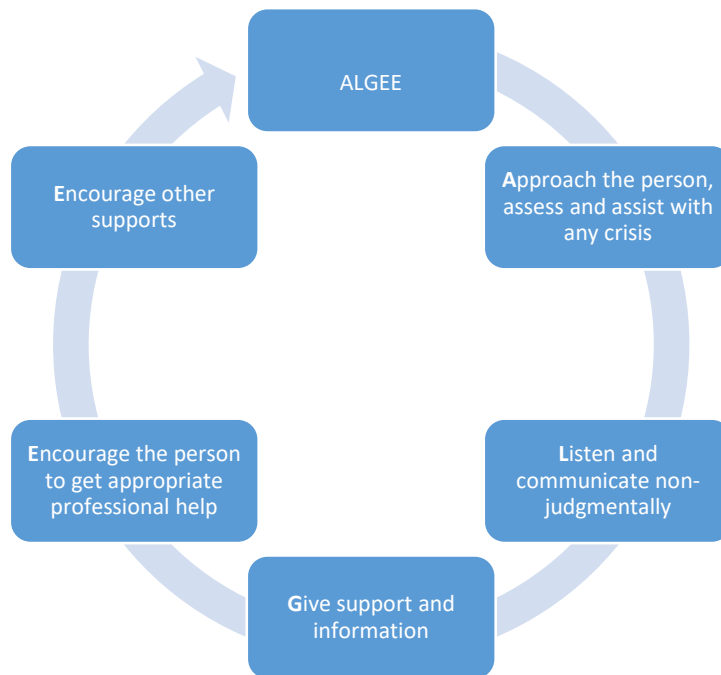
3. The role of a Mental Health First Aider

Now that you have taken the Two Day course as a Mental Health First Aider you should:

- understand the important factors affecting mental ill health;
- recognise the signs and symptoms for a range of mental health conditions;
- be able to use ALGEE to provide Mental Health First Aid to someone experiencing a mental health issue or crisis;
- listen non-judgementally and hold supportive conversations using the Mental Health First Aid action plan;
- signpost people to professional help, recognising that your role as a Mental Health First Aider does not replace the need for ongoing support.

You will not diagnose mental health conditions or provide ongoing support.

Your role is to act as a point of contact and reassurance for a person who may be experiencing a mental health issue or emotional distress.



Guidance from NHS/Scottish Government for SMHFA trained individuals is detailed below:

Sometimes people are worried that being trained as a mental health first-aider (especially if they have been sent on the training by their employer) will mean that they have to take responsibility for others – even when this is too emotionally demanding or time-consuming. This is an understandable concern but it is based on a misconception.

People trained in mental health first aid are ordinary people who have learned how to respond in a situation where someone else is experiencing a mental health crisis. However, their role is only as an initial responder, in the very short term, until other help can be identified. The other help can come in a variety of forms – from a paramedic or another emergency service, via an NHS telephone helpline, from a hospital A&E department, from the person's GP or CPN ... or from a family member of the person themselves.

A key thing to remember is that although you, as the mental health first-aider, have been trained how to respond, you are never obliged to intervene.

4. Boundaries

Maintaining appropriate boundaries is a key part of successfully providing Mental Health First Aid and keeping yourself safe and well.

You will need to take care that you do not become involved in an individual's issues, you are there to support, listen and signpost those in need to professional help (see appendix for a list of referral pathways for mental health support and how best to signpost a colleague, either internally or externally).

A Mental Health First Aider should provide initial support only, in terms of signposting to appropriate support, but not continue to provide support.

5. Identification as a Mental Health First Aider

You have agreed to be identified as a Mental Health First Aider within the RCS.

The RCS will add your name to a list of Mental Health First Aiders who may be approached by anyone for support. (as outlined above in paragraph 3).

You may be identifiable by means of internal publicity, such as

- A poster campaign
- Being listed on the Portal

6. Support for Mental Health First Aider

The RCS will allow identified Mental Health First Aiders sufficient time to support staff or students. For academic staff this may be accounted for in their activity plans.

Regular meetings/updates will be arranged for Mental Health First Aiders to provide peer support to each other, being mindful of the need to retain confidentiality at all times.

NB This system or regular updates will be similar to that for Designated Child Protection Contacts

Director of Human Resources

Appendix 1

SOURCES OF SUPPORT AT THE RCS

FOR STUDENTS

Dr. Jane Balmforth
Conservatoire Counsellor & Disability Adviser
+44 (0)141 270 8282 (direct)
J.Balmforth@rcs.ac.uk

Jane works Monday to Friday, 9am to 5pm.

Marie Gillies, Cognitive Behavioural Therapist (CBT), accredited by BACP.
Marie works weekdays from 9-5.30pm. Marie works from her own office external to RCS and provides up to six sessions of CBT for RCS students – please state that you are an RCS student when contacting Mairi for an appointment.
Email: mairi@mgtherapy.co.uk

Stephanie McDermid, person-centred BSL counsellor, accredited by BACP.
Stephanie provides counselling in British Sign Language (BSL) at RCS on request. Stephanie has an assistance dog. There is no limit to the number of counselling sessions for students – please state that you are an RCS student when contacting Stephanie for an appointment.
Email: stephanier1975@btinternet.com

Ross Paterson, person-centred counsellor, accredited by BACP. Ross provides counselling out of office hours (5-8pm on weekdays) either at RCS or at his office in the West End of Glasgow. Ross provides up to six sessions of counselling for RCS students – please state that you are an RCS student when contacting Ross.

Email: westendcommunitycounselling@gmail.com

The RCS Portal has counselling information available at:

<https://portal.rcs.ac.uk/counselling/>

Further support pages are available at

<https://portal.rcs.ac.uk/student-support/>

Student Mental Health Crisis Intervention Procedure

<https://portal.rcs.ac.uk/staff/wp-content/uploads/sites/3/2018/11/Student-Mental-Health-Crisis-Intervention-Procedure.pdf>

The Student Union will also be able to signpost students to assistance.

Togetherall (available online 24/7): <https://togetherall.com/en-gb/>

FOR STAFF

Togetherall (available online 24/7): <https://togetherall.com/en-gb/>

The RCS Employee Assistance Programme:

The Conservatoire provides our staff with access to a full Employee Assistance Programme provided by Workplace Options (WPO).

Alongside 24hr telephone counselling WPO offers the best variety of communication options available in the market at this time including liveconnect, a chat platform with dedicated counsellors, text services and call backs, and the option to email a counsellor. All of which we hope will offer a method to suit every staff members preferred communication style.

In addition to counselling services the platform offers resources such as dedicated legal and financial advice, a host of guidance documents for all life situations and dedicated advice and support for managers and supervisors.

To access your Workplace Options EAP service please call the helpline number 0800 243 458. Once through to the service you will then be asked who you work for and you should state that you work for 'The Royal Conservatoire of Scotland'.

Additionally, to access the Workplace Options website please use the link below and click in to the 'Member Benefits Website' option at the top of the page and then enter the username and password:

www.workplaceoptions.com

Username: rcos

Password: employee

Other contact methods:

- email: assistance@workplaceoptions.com
- outside the UK contact number: +44 (0)208 987 6550.
- SMS (for call back) +44 (0)7909 341229
- Minicom: +44 (0)2089876574
- iConnectYou Apple and Android App

When registering you will be asked for the passcode which is '140'.

EXTERNAL SUPPORT

Samaritans: 116 123

Breathing Space: 0800 83 85 87

NHS 24: 111




Individual GPs




The local Accident & Emergency Department (24 hours)





Music Support.(a registered charity founded and run by people from the UK music industry, for individuals in any area of the UK music industry suffering from mental, emotional and behavioural health disorders (including but not limited to alcohol and drug addiction).


<https://www.musicsupport.org/>

Mental Health First Aiders (October 2020)

<u>Name</u>	<u>Contact Details</u>	<u>Photo</u>
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<p>Sidrah Siraj</p> <p><i>HR Advisor</i></p>	<p>0141 270 8389</p> <p>s.siraj@rcs.ac.uk</p>	
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