



Identifying mental health concerns amongst remote workers

Create Opportunities

Using video software, conference facilities or phone calls

- Hold regular team meetings
- Have regular one-to-one catch ups
- Continue to provide supervision
- Role model by talking about your own mental health and how you are experiencing the changes and challenges we now face
- Invite members of staff to talk regularly about their own mental health - how do they think and feel about the changes and present challenges?

Look out for

- Irritability - short, snappy emails or responses
- Not attending team meetings and one-to-ones
- Not showing their face when using video software
- Complaints about their struggles with the current challenges of working from home
- Comments which imply hopelessness and worthlessness
- Reduced productivity in their workload without communicating the reasons why
- Change in mood
- Change in appearance if you can see them online

How can I help?

- Respond as quickly as possible
- Open questions - how are you today? How are you finding working from home? How are you managing with regards to balancing work and home life?
- Reflection - I noticed you didn't attend the team meeting this morning and your emails have been shorter and a little abrupt, how are you finding everything?
- Listen to how they feel
- Accept their feelings
- Ask about suicide - one in four adults thinks about suicide at some point in their life
- Identify the reasons as to why they feel the way they feel and where possible, come up with a plan to address the concerns

Action Plan

- If there is an immediate threat to life, involve the emergency services on 999
- Provide details of formal supports
- Encourage the employee to share their feelings with others at home
- Support the individual to identify how they can look after their wellbeing whilst working from home
- Five ways to wellbeing - how are they achieving them?
- Discuss their current workload - is it manageable? What can be reduced? What responsibilities need to be adjusted?
- Agree a regular check in
- Provide details of self-help apps