Tackling Anxiety and Stress in the Workplace to improve Job Placements
The total number of cases of work-related stress, depression or anxiety in 2013/14 in the UK was 310,250 (25%) out of a total of 1,241,000 cases for all work-related illnesses.

487,000 (39%) out of a total of 1,241,000

The total number of working days lost due to stress, depression or anxiety in the UK was 5.3 million in 2013/14.

11.3 million in 2013/14, an average of 23 days per case of stress, depression or anxiety.
Breakdown of mental ill health cases by precipitating event 2011-2013
### Jersey Statistics

<table>
<thead>
<tr>
<th>2013 STIA Reason for Claim</th>
<th>% of all 2013 Claims Paid</th>
<th>No. Of Claims Paid</th>
<th>No. Of Days Paid</th>
<th>Average Claim Length (Days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infections</td>
<td>27%</td>
<td>6,952</td>
<td>53,083</td>
<td>7.6</td>
</tr>
<tr>
<td>Hospital treatment</td>
<td>15%</td>
<td>3,809</td>
<td>96,251</td>
<td>25.3</td>
</tr>
<tr>
<td>Back/neck pain/injury</td>
<td>10%</td>
<td>2,545</td>
<td>50,464</td>
<td>19.8</td>
</tr>
<tr>
<td>Depression, stress and anxiety</td>
<td>9%</td>
<td>2,337</td>
<td>102,330</td>
<td>43.8</td>
</tr>
</tbody>
</table>

*Table 12: Most common reasons for claiming STIA in 2013*

<table>
<thead>
<tr>
<th>LTIA Condition</th>
<th>No. of claims</th>
<th>% of all claims</th>
<th>Average % Degree of Incapacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>605</td>
<td>17%</td>
<td>39%</td>
</tr>
<tr>
<td>Pain - Back</td>
<td>314</td>
<td>9%</td>
<td>30%</td>
</tr>
<tr>
<td>Accident/Injury (Other)</td>
<td>151</td>
<td>4%</td>
<td>36%</td>
</tr>
<tr>
<td>Injury - Back</td>
<td>133</td>
<td>4%</td>
<td>34%</td>
</tr>
<tr>
<td>Anxiety</td>
<td>122</td>
<td>3%</td>
<td>38%</td>
</tr>
<tr>
<td>Stress</td>
<td>108</td>
<td>3%</td>
<td>37%</td>
</tr>
<tr>
<td>Carcinoma</td>
<td>95</td>
<td>3%</td>
<td>55%</td>
</tr>
</tbody>
</table>

*Table 13: Most common LTIA conditions at 31 December 2013*
Wellbeing Service

- **Lee Bennett** - Senior Wellbeing Practitioner
  - 10 years experience of working in Primary Care and the voluntary sector with individuals experiencing common mental health problems
  - Trained in CBT, DBT skills and Mindfulness based interventions.

- **Jane Holmshaw** - Wellbeing Practitioner
  - Head Occupational Therapist with 15 years experience of working in Secondary Care with individuals with a long Term Mental Illness
A charitable organisation
Established in 2000
Historically a pan disability service (Including mental health), however the majority of clients were of a learning disability
"To empower & facilitate people with a disability in Jersey. To maximise their potential to gain and maintain open employment through individual training, education and support"
Wellbeing Support

- Employment services
- Employment Support and Job Retention

The Jersey Employment Trust

STEPS
- Supported Training
- Employment Preparation Scheme
- Pre-Vocational Training

Acorn Business Group
- Nursery and Gardens, The Woodshack
Tackling Anxiety and Stress in the Workplace to improve Job Placements
JET Employment Placements

JET Employment Placements by Year
2004 up to July 2015

Number of Paid Placements

Year 2004: 4
Year 2005: 15
Year 2006: 25
Year 2007: 31
Year 2008: 30
Year 2009: 40
Year 2010: 43
Year 2011: 60
Year 2012: 75
Year 2013: 80
Year 2014: 152
Year 2015: 153

44 MH as a primary diagnosis
48 MH as a primary diagnosis
2014 Placement Numbers

- 152 placements
- 44 with a mental health condition as a primary diagnosis
- 29% of total placements
- 71% Other with co-occurring symptoms

2015 Placement Numbers

- 153 placements
- 48 with a mental health condition as a primary diagnosis
- 31% of total referrals
- 69% Other with co-occurring symptoms
Referrals

JET Mental Health Referrals by Primary Disability

<table>
<thead>
<tr>
<th>Year</th>
<th>Employment</th>
<th>STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>2004</td>
<td>2</td>
<td>14</td>
</tr>
<tr>
<td>2005</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>2006</td>
<td>3</td>
<td>14</td>
</tr>
<tr>
<td>2007</td>
<td>6</td>
<td>23</td>
</tr>
<tr>
<td>2008</td>
<td>12</td>
<td>25</td>
</tr>
<tr>
<td>2009</td>
<td>1</td>
<td>14</td>
</tr>
<tr>
<td>2010</td>
<td>16</td>
<td>45</td>
</tr>
<tr>
<td>2011</td>
<td>21</td>
<td>48</td>
</tr>
<tr>
<td>2012</td>
<td>21</td>
<td>48</td>
</tr>
<tr>
<td>2013</td>
<td>23</td>
<td>43</td>
</tr>
<tr>
<td>2014</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>21</td>
<td></td>
</tr>
</tbody>
</table>

Lee Bennett
Jane Holmshaw
### Referral Numbers

#### 2014 Referral numbers
- 158 referrals
- 93 with a mental health condition as a primary diagnosis
- 58% of total referrals
- 42% Other with co-occurring symptoms

#### 2015 Referral Numbers
- 150 referrals
- 65 with a mental health condition as a primary diagnosis
- 43% of total referrals
- 52% Other with co-occurring symptoms
We know why?  
But how?
Wellbeing Service
Employment and STEPS staff

- Made up approximately 40 staff 95% non-health professionals
- Identifying employment and training needs.
- CV preparation and Interview skills
- Work experience opportunities
- Recruitment and Job matching
- On the job support
Process of support
Person Centred approach, not disorder driven

Person Centred language, not disorder defined

“If thought corrupts language, language can also corrupt thought.”
— George Orwell
Wellbeing Support

121 Support

Mentoring

Resource packages (CORE 10)

STEPS
Supported Training
Employment Preparation Scheme
Pre-Vocational Training

Employment services
Employment Support and Job Retention

The Jersey Employment Trust

Ongoing Training

Liaising

Acorn Business Group
Nursery and Gardens, The Woodshack
Liaising

AMHT

Wellbeing Service

Psychology

Learning Disability/ Autismo Services

Other HSS

Psychology

Resource packages

Mentoring

S2I Support

Ongoing Training

Employment services

Support for Vocational training

Assert individual
Empowerment

Preparation schemes

Pre-employment training

The Assert Individual
Empowerment Trust

Other HSS
Staff resources/wellbeing process

* Generated a resource package for staff to enable a more ‘streamlined’ approach to clients presenting with mental health issues.
* Generate a solution focussed and person centred style of learning whereby the client ‘intrinsically’ learns self regulatory skills.
CORE 10

CLINICAL OUTCOMES in ROUTINE EVALUATION

CORE-10 Screening Measure

IMPORTANT - PLEASE READ THIS FIRST
This form has 10 statements about how you have been OVER THE LAST WEEK. Please read each statement and think how often you felt that way last week. Then tick the box which is closest to this.
Please use a dark pen (not pencil) and tick clearly within the boxes.

Over the last week...
1. I have felt tense, anxious or nervous
2. I have felt I have someone to turn to for support when needed
3. I have felt able to cope when things go wrong
4. Talking to people has felt too much for me
5. I have felt panic or terror
6. I have made plans to end my life
7. I have had difficulty getting to sleep or staying asleep
8. I have felt despairing or hopeless
9. I have felt unhappy
10. Unwanted images or memories have been distressing me

Total (Clinical Score*)
Preparing staff and clients for possible stressful situations
Separate from Risk assessment and language associated
Pre-placement Action Plan

<table>
<thead>
<tr>
<th>Client name:</th>
<th>Staff name:</th>
<th>Date:</th>
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</thead>
<tbody>
<tr>
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</table>

Do you foresee any personal challenges for or within this placement?

Do you have any coping strategies, skills or experiences that you feel could assist you with this specific placement?

<table>
<thead>
<tr>
<th>Location:</th>
<th>Date:</th>
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</table>

Action Plan

<table>
<thead>
<tr>
<th>Task</th>
<th>Problem identified</th>
<th>Control measures</th>
</tr>
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<tbody>
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Review

Are the control measures effective, what’s gone well and what’s not gone well.

Review date:

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</tbody>
</table>
Wellbeing Support

121 Support
CBT brief/medium term intervention (Nice Guidelines)
Counselling
OT input (environmental, processing assessments)
Behavioural support

Courses For Clients
Wellbeing for work
Managing interview anxieties
Other bespoke training, specific for needs

Staff Training
Education on mental health disorders
Motivational interviewing
Risk assessment
Basic communication skills (questioning)
Basic CBT
Ongoing peer support (groups)

Staff Resources

Guidance/Mentoring
Informed language/ communication skills
- Reduced Stigma
- Confidence
- Clarity of support
- Clear support processes
- Practical skills (CORE 10 and pre placement)
- Understanding risk
Guidance/mentor Staff

- Specialist services
- One to one Wellbeing practitioner
- Advice/support with Wellbeing Practitioner
- Client using resources with support
- Client using material/resources self
Tackling Anxiety and Stress?

- Employer
- Education Person Centred
- Staff Clients
- Education Person Centred
JET Employment Placements

JET Employment Placements by Year
2004 up to July 2015

- Staff more skilled/knowledgeable
- Other services aware and supportive
- Ongoing support

Number of Paid Placements

<table>
<thead>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td>15</td>
<td>25</td>
<td>31</td>
<td>30</td>
<td>40</td>
<td>43</td>
<td>60</td>
<td>75</td>
<td>80</td>
<td>152</td>
<td>153</td>
</tr>
</tbody>
</table>
Summary

* Moving onto next phase of support/Intervention
* Stepped care model effective
* Empowering the many rather than the few
* Evidence based practice (evidence for liaising and for staff/client uptake)
* Problem solving nature of support
* Person centered language
* Wellbeing ‘buffer’ for mental health conditions/ to then relay info support to staff
* Local business magazine
* Local Media
  BBC radio
* JET conference is on MH and wellbeing in the workplace
* Wellbeing World magazine
Jersey Employment Trust
Able to Work Conference 2015
“Managing Wellbeing and Mental Health in the Workplace”

Date:  
2 October 2015

Start Time:  
08:30 hours

Finish Time:  
12:00 hours followed by a complimentary lunch

Location:  
Hôtel de France

Who is it for?  
Employers, HR professionals, employees with a disability, politicians, practitioners and agencies.

08:30 - 09:00  
Registration and coffee

09:00 - 09:10  
Introduction by Stephen Platt, Chair of JET Board of Trustees

09:10 - 09:30  
A states of Jersey perspective - Ian Gorst, Chief Minister, States of Jersey

09:30 - 09:50  
Emma Mann, National MIND - Global Perspective. Good practice in promoting a positive approach to Mental Health in the workplace

09:50 - 10:00  
Beth Moore - Beth’s own personal experience of living with a mental health condition

10:00 - 10:30  
Royal Bank of Canada - Creating a workplace that supports Wellbeing

10:20 - 11:20  
Workshop - Jersey’s 10 top tips for promoting a healthy workplace

11:20 - 11:40  
Coffee break

11:40 - 11:50  
The JET Able to Work Employer Awards 2013

11:50 - 12:25  
Keynote speaker - Claire Calder (Ex-Chairman of the Professional Footballers’ Association) - Insight into his own experience of mental health in life and within Premier Football league

12:25 - 13:00  
Plenary and closing statement by Stephen Platt

13:00 - 14:00  
Complimentary lunch served in the Drangery

Sponsored by:  
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