Lewisham Islamic Centre

Mental Health Policy & Procedure

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Policy owner: Lewisham Islamic Centre

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Revision history

Version	Date	Description of Revision	Version	Date	Description of Revision
2.0	17/06/23	No Amendments			
3.0	12/10/24	No Amendments			

The latest version of this policy will always be on the intranet.

Mental Health Policy & Procedure

Contents

1. Policy statement

1.1. Mental health conditions are widespread and most of us will either experience one, or know someone who has a condition. One in four adults in the UK experience at least one diagnosable mental health condition in any one year. Lewisham Islamic Centre (LIC) is committed to promoting and maintaining the mental health and wellbeing of all attendees and employees. Also to encourage attendees and employees to take responsibility for their own mental health and wellbeing.

1.2. Mental health conditions can be presented in many ways and LIC has a duty of care to the attendees and employees to have the necessary skills and knowledge to identify the early signs of mental health and be proactive in supporting their attendees & staff.

1.3. LIC can offer support onsite or refer the attendee or staff member to external and professional support if required.

1.4. This policy is a positive step towards making LIC a better place of worship and working environment.

2. Purpose

2.1. LIC aims to provide a supportive environment that will help attendees and employees with mental health difficulties and aims to facilitate and promote positive mental health and well-being.

2.2. LIC intends to fulfill this purpose by implementing the following points:

- o Encouraging staff and attendees with mental health difficulties to seek help

- o supporting a culture in which mental health problems are accepted, not stigmatized

- o providing internal services (Counselling – CBT) and liaising with appropriate services to ensure that attendees & employees with serious mental health problems receive appropriate treatment

- o ensuring that the availability of support is accurately and widely publicised to both attendees and employees

- o providing guidance, practical and awareness training to the staff

- o respecting the confidentiality of personal information provided by attendee & staff with mental health difficulties

3. Responsibilities

3.1. Management

3.1..1. It is the managers responsibility to (In addition to their responsibilities as employees):

- Ensure that all employees & attendees are made aware of this policy.

- Actively support and contribute to the implementation of this policy. Refer to employees for assistance and support as appropriate.

- Maintaining confidentiality with the exception of safeguarding or criminal issues where confidentiality cannot be ensured.

- Approaching issues sensitively without making moral judgements. Seek advice from HR when required.

- Train employees with regards to mental health to increase awareness and to give them the ability to deal with a person with mental health conditions.

- Know your limitations - you are not a health professional. Ensure you have the right information to signpost employees or attendees to appropriate advice, treatment and support services.

3.2. Employee

3.2..1. It is the employee's responsibility to:

- Understand and implement this policy and seek clarification from management where required.

- Support attendees and fellow workers in their awareness of this policy.

- Support and contribute to the LIC purpose of providing a mentally healthy and supportive environment for all employees and attendees.

- Take reasonable care of their own mental health and wellbeing, including physical health.

- Take reasonable care to ensure their actions do not affect the health and wellbeing and safety of other people in the centre.

- Know your limitations - you are not a health professional. Ensure you have the right information to signpost employees or attendees to appropriate advice, treatment and support services.

3.3. Trustee

3.3..1. It is the Trustee's responsibility to:

- Advise managers on the consistent application of the policy.

- Provide all employees and managers with information and advice as necessary.

- Refer employees for assistance and support as necessary.

- Review the application of the policy and procedures in the light of operational experience.

4. Who is Covered?

4.1. This Policy applies to all attendees and employees of the LIC, irrespective of status and/ or grade.

5. What is mental Health?

5.1. Mental health is the mental and emotional state in which we feel able to cope with the normal stresses of everyday life. If we are feeling good about ourselves we often work productively, and interact well.

5.2. Positive mental health is rarely an absolute state. Generally someone may feel that they are in good mental health but may also suffer stress or anxiety from time to time. Mental health can range from feeling 'a bit down' to common disorders such as anxiety and depression and, in limited cases, to severe mental illnesses such as bipolar disorder or schizophrenia.

5.3. Mental health conditions may emerge suddenly, as a result of a specific event or incident, or gradually, over a period of time when the condition may worsen. Mental health is very common, with 1 in 4 experiencing a period of mental health in the course of their lifetime.

5.4. It is important to realise that most mental health problems are short lived. Even when people experience more serious, long-term or recurring problems, they are still able to live meaningful and satisfying lives. This may mean making some adjustments to accommodate the effects of their mental health problems.

5.5. Although certain symptoms are common in specific mental health conditions, no two people behave in exactly the same way when they are unwell. Many people who live with or are developing a mental health problem try

to keep their feelings hidden because they are afraid of the reaction of others. Many people feel troubled without having a diagnosed or diagnosable mental health condition – although that does not mean they are not struggling to cope with daily life.

5.6. A range of factors can contribute to mental health conditions. These can include bereavement, debt, family problems, addiction, relationship breakdown, and housing problems. Within work - organisational change, workload, nature of relationships at work and management styles can affect an employee's mental health.
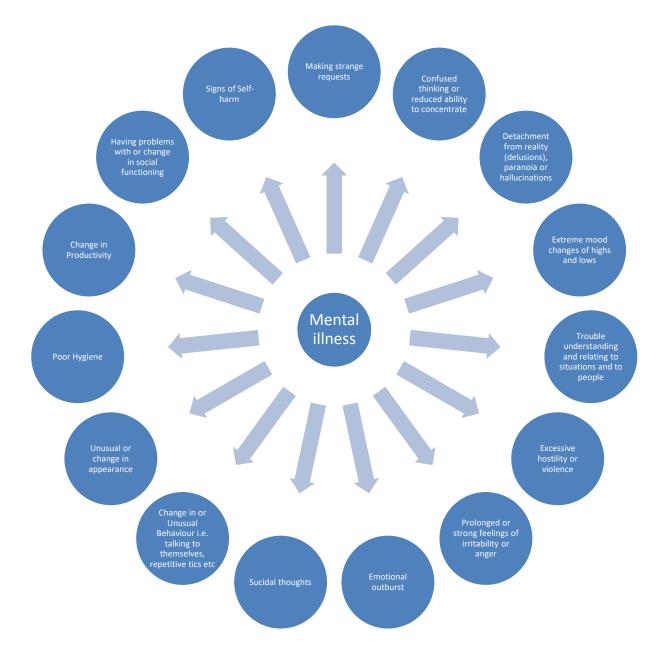
6. Procedure

6.1. Mental health conditions that staff may need to look out for are (This list is not exhaustive):

- Common problems: Anxiety and depression are the leading causes of long-term work-related ill health. These can be chronic or can be a response to external factors such as stress, grief, or significant life changes.

- Less common severe mental health conditions: These conditions are less common, but you should be aware of them. These can include bipolar disorder, psychosis and schizophrenia.

- Other conditions: These can include personality disorders, eating disorders and addictions.

- Atypical personalities: Whilst conditions such as autism are not disorders, they are still worth mentioning. There may be particular needs an attendee or employee has which you can help with. For example, creating a quiet environment with fewer stimuli.

6.2. Spotting Early Signs

- Common signs that staff should look out for are (This list is not exhaustive):

Making strange requests

Signs of Self-harm

Confused thinking or reduced ability to concentrate

Having problems with or change in social functioning

Detachment from reality (delusions), paranoia or hallucinations

Change in Productivity

Mental illness

Extreme mood changes of highs and lows

Poor Hygiene

Trouble understanding and relating to situations and to people

Unusual or change in appearance

Excessive hostility or violence

Change in or Unusual Behaviour i.e. talking to themselves, repetitive tics etc

Sucidal thoughts

Emotional outburst

Prolonged or strong feelings of irritability or anger

6.3. Providing support

6.3..1. Onsite support –

- For less severe mental health cases, LIC can support by providing the staff or attendees counselling sessions (CBT - Cognitive Behavioural therapy) conducted by Imam Ashraf Dabous who is fully qualified in CBT and has experience working in the NHS.

6.3..2. Referrals:

- Attendee or employee with mental health condition which is severe should be encouraged to see their GP who will refer them to relevant services. This should be done in writing and filed for future reference.

6.3..3. Spreading awareness & Training:

- To spread awareness amongst the attendees about mental health, LIC will arrange a mental health workshops onsite with professionals from the NHS & council.

- Leaflets will be provided to the attendees and poster will be displayed at LIC, with regards to mental health to increase awareness.

- Employee will receive training in regards to mental health to increase awareness amongst the LIC team and to give them the ability on how to deal with a person with mental health.

6.3..4. Other Support services

Organisation	Details	Helpline	Opening Hours	Email/web address
NHS Choices	The NHS website has a wide range of advice and practical tools for raising awareness of mental health issues, self-management of symptoms and sources of further specialist help	_____	_____	www.nhs.uk/livewell/mentalhealth https://www.nhs.uk/nhs-services/mental-health-services/
The Samaritans	Provides confidential, non-judgmental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. You can phone, email, write a letter or in most cases talk to someone face to face	116 123	24 hours a day (Free)	https://www.samaritans.org/
Solidarity in a crises	This peer led service is for people going through very difficult life events and experiencing feelings of emotional or mental health crisis.	0300 123 1922	Monday -Friday from 6pm until midnight. Sat-Sun from midday to midnight (Free)	https://www.certitude.london/what-we-do-2/solidarity-in-a-crisis/
SLaM one	Local 24 hour mental health crisis line.	0800 731 2864 (Option 1)	24 hours	_____
Lewisham Talking Therapies	Lewisham Talking Therapies offer a range of short-term psychological therapies to adults 18 years and over, who are registered with a Lewisham GP.	_____	_____	https://lewishamtalkingtherapies.nhs.uk/
Rethink Mental illness	_____	_____	_____	https://www.rethink.org
Lateef Project	Islamic Counseling.	_____	_____	https://www.lateefproject.org/get-support

6.4. Dealing with Security breach or threat

- If the employee or attendee breaches security or could be a threat, the LIC staff should deal with the situation in a calm manner to avoid escalating the problem. For more information how to deal with someone who has mental health condition please refer to the security policy (Appendix 1).

- If the attendee or employee is an imminent threat to themselves or public, then the police should be called as a last resort. The police have the right to insist the attendee or employee to go with them to a "place of safety" for a mental health assessment, under section 136 under the Mental health Act.

6.5. Employees Mental Health (For Management)

6.5..1. **Prevention -** ACAS have stated that there are three things employers can do to help maintain the health of employees, and help those with mental health conditions to remain in work and be productive:

- **Spot the signs** – This may initially mean taking a note of what you see as you walk around or in team meetings and then choosing the right moment to intervene or speak to employee.

- **Engage with the problem** – There are some good practical steps you can take to help with coping strategies, and some legal requirements you need to bear in mind, for example your duty to make reasonable workplace adjustments to the working environment in certain circumstances

- **Keeping a watching brief** – This does not necessarily mean passively observing, although in some circumstances this could be the best option. Promote awareness of mental health issues and create a culture where employees feel they can talk to you about their concerns. Keeping communication channels open is critical.

6.5..2. **Reasonable Adjustments**

- There are a number of reasons why employers should take steps to make adjustments for people with mental health conditions. From a regulatory perspective, the Equality Act (2010) outlines an employer's duty to make reasonable adjustments for people with disabilities in order to ensure that they have the same access to everything that involves gaining or keeping employment as a non-disabled person. According to the Act, a person is defined as disabled if

they have a mental or physical impairment that has a substantial long-term (i.e. more than 12 months) effect on their normal day-to-day activities. A person is also protected under the Act if they have been affected in this way in the past but have been well for some time.

- It is good practice to make adjustments that are 'reasonable' for any employee with mental health conditions, whether or not they may be covered by the Equality Act. Advice should be sought from Occupational Health.

6.5..3. Examples of reasonable Adjustment - The following are examples that management can use to support and assist employees who have a mental health condition**:**

- Amend Working hours or patterns i.e. working from home on temporary basis, frequent short breaks throughout the day, reduce working hours or days.

  - Change physical environment i.e. Move the employee to different workstation, provide quiet space for break times.

  - Support with workload i.e. Support the employee to prioritise their work, allow the employee to focus on a specific piece of work, temporary reallocation of tasks.

  - Consider other support i.e. allocate a mentor that employee can speak to, encourage the employee to seek spiritual guidance by making Du'a and asking Allah (SWT) for help, refer to the contact list (See point 8.3.4.)

  - Employee Wellness Action Plan - Discuss completing the Employee Wellness Action Plan and action accordingly (See sample in appendix 2)

LIC urges Staff/Volunteers to review the Mental Health Policy and Procedure thoroughly, discuss any concerns with your head of departments who will then forward your concerns to the Centre Coordinator. By not expressing any concerns before the policy comes into effect, LIC will assume you are in agreement with the policy.

Appendix 1   Dealing with a person with Mental health Condition

Ease into the conversation	• It may be that the person is not in a place to talk. • Greeting them and extending a gentle kindness can go a long way. • Sometimes less is more.
Manners	• Be sure to speak in a relaxed and calm manner. • Be respectful, compassionate and empathetic to their feelings by engaging in reflective listening.
Listen	• Be a good listener, be responsive and make eye contact with a caring approach. • Give them the opportunity to talk and open up but don't press.
Good Communication	• Do not argue and challenge. • Speak at a level appropriate to their age and development level. • Genuinely express your concern. • Communicate in a straightforward manner and stick to one topic at a time
Be Aware	• Be aware of a person becoming upset or confused by your conversation with them.
Understanding	• Show respect and understanding for how they describe and interpret their symptoms.
Offer Support	• Offer your support and connect them to help if you feel that they need it. Refer to the Referral list of agencies and centres that can help. • Ask, "How can I help?" if appropriate.
Do not pressurise	• Do not pressure them to leave if they are not causing harm. However, monitor them. They will usually leave on their own accord.
DISRUPTION/ACTION PLAN	• In some cases, if the person becomes disruptive or commits inappropriate action, kindly request them to leave or escort them off the premises. For example this could be done by requesting them to come outside to speak or come back later as the centre will close soon. • If the person has a personal grudge against you and you unable to resolve the issue, call another staff member to assist and step to the side. Do not get involved from this point. • If the person becomes uncontrollably aggressive then call for reinforcement via the walkie talkie so there is a large group of staff members at the scene. • In worse cases, if a person becomes violent toward staff or attendees or students, call 999 (police). This should be the last resort.

Appendix 2   **<u>EMPLOYEE WELLNESS ACTION PLAN</u>**

The information in this form will be held confidentially and should be regularly reviewed by the employee and line manager. Whilst the employee only needs to provide information that they are comfortable sharing and that relates to their role and workplace, the aim is to provide support and therefore the sharing of information will aid this. It can help the employee and manager to agree, together, how to practically support you the employee in your role and address any health needs. It is the responsibility of the manager to ensure that data gathered in this form will be kept confidential and will not be shared with anyone without the permission of the employee, the exception to this is safeguarding or criminal issues where confidentiality cannot be ensured.

However, it should be recognised that some mental health issues are irregular and ill defined. The unpredictability may therefore make the completion of a plan difficult.

The employee may wish to complete the action plan themselves and then arrange a meeting to discuss. Remember it is important to choose an appropriate place – somewhere private and quiet where the person feels comfortable and equal.

1. What helps you stay mentally healthy at work?

(For example taking an adequate lunch break away from your desk, getting some exercise before or after work or in your lunch break, light and space in the office, opportunities to get to know colleagues, quiet place to work)

2. What can your manager do to proactively support you to stay mentally healthy at work? (For example regular feedback and catch-ups, flexible working patterns, explaining wider organisational developments, minimising impact of unsuitable environment (heat, light, noise, etc), home working)

3. Are there any situations at work that can trigger poor mental health for you? (For example conflict at work, organisational change, tight deadlines, something not going to plan)

4. How does experiencing poor mental health impact your work? (For example you may find it difficult to make decisions, struggle to prioritise work tasks, difficulty with concentration, drowsiness, confusion, headaches, tiredness.)

5. What does good mental health at work look like for you?

6. Are there any early warning signs that we might notice when you are starting to experience poor mental health? (For example changes in normal working patterns, withdrawing from colleagues, tiredness, changes in expressing oneself, changes in clothing/hygiene)

7. What support could be put in place to minimise triggers or to support you to manage symptoms? (For example: extra catch-up time with line manager, environmental factors)

8. Are there elements of your individual working style or temperament that it is worth your manager being aware of? (For example a preference for more face to face or more email contact, a need for quiet reflection time prior to meetings or creative tasks, negotiation on deadlines before they are set, having access to a mentor for questions you might not want to bother your manager about, having a written plan of work in place which can be reviewed and amended regularly, clear deadlines if you have a tendency to over-work a task, tendency to have particularly high or low energy in the morning or in the afternoon)

9. If we notice early warning signs that you are experiencing poor mental health – what should we do? (For example talk to you discreetly about it, contact someone that you have asked to be contacted)

10. What steps can you take if you start to experience poor mental health at work? Is there anything we need to do to facilitate them? (For example you might like to take a break from your desk and go for a short walk, or ask your line manager for support)

11. Is there anything else that you would like to share?

12. Agreed actions(if appropriate)

13. What (if any) information may be shared with colleagues?

Employee Name_____

Signature_____

Date_____