



marriage

new house

divorce

birth

new job

promotion

new school
marriage

bereavement

retirement *Getting to grips with*

birth

illness

new job

new school

new school

new house

divorce

retirement

promotion

promotion

new job

voice

retirement

retirement

marriage

birth

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birth

redundancy

new school

change

There is one thing in our lives that remains constant. . . **CHANGE!**

Some changes are good and some bring sadness. Sometimes we are filled with excitement, sometimes dread. New opportunities, challenges and rewards come with change.

No matter what the change is, home or work, there is a process we can go through to successfully handle change.

Change is situational and continual: the move to a new site, retirement, the new boss, the new relationship, the new house and the new job. It is external, or comes from outside us. It can be something, which is forced upon us, or something we choose to do.

Transition is the process people go through coming to terms with the new situation. Transition is internal, it is our emotional reaction and attitude we use in deciding to accept, adapt or resist change.

Transition starts with an ending and finishes with a new beginning.

Transition usually starts with an ending or the realisation that things aren't going to stay the same. In order for us to move forward and have some control over the outcome, we need to let go of the past and start exploring all our options and opportunities.

Phase 1 Ending: The first phase of transition is an ending, a time to let go of the old ways, old identity and a time to deal with the loss. Even with good changes or changes we choose, transition begins with an ending.

Examples of positive changes	Ending/loss
Birth of baby	Regular sleep, extra money, time alone with partner.
House Move	Loss of feeling at home for a while, familiar neighbours, shops and routine.
Promotion	Lost peer group, feelings of competence.

Phase 2 Neutral Zone: The in-between phase when the old is gone however the new is not fully operational. **Possible feelings and behaviours:** people's anxiety rises and motivation falls. They develop feelings of disorientation, self-doubting and resentment. Energy can be drained from work into coping tactics. **Workplace:** Increased absenteeism and decreased productivity. Priorities can be confused and information misconstrued, important tasks go undone.



Difficult aspects: people don't understand it. It's a time for reorientation and redefinition. It is natural to feel frightened and confused during such a time.

Phase 3 New Beginning: People develop the new identity, experience the new energy or discover a sense of purpose that makes the change begin to work.

The beginning will take place only after people come through the neutral zone and make the emotional commitment to do things the new way or see themselves as new people. Beginning involves new understandings, new values, new attitudes and most of all new identities. New beginnings are marked by a release of new energy in a new direction – they are the expression of a new identity.

Attitude/Emotions

During change it may feel confusing and chaotic, but it can also be a time of creativity and challenge. What we do with these feelings makes the difference. When we're able to find something positive or see possibilities, we'll have energy and motivation to take the next step.

Thoughts + Feelings = Reaction

Many factors influence our mental health; housing, jobs, schools, transport, our environment - as well as the way we live our lives.

We are all individually responsible and choose how to respond to our thoughts and feelings. This in turn determines our behavioural or emotional reaction to change, whether positive or negative.

Attitude is everything. It's important to take responsibility for our attitude, because it can give us strength and control during change. Attitude is like a magnet: Negative attitudes attract negative results. Positive attitudes attract positive results. Life isn't what happens to you, but how you respond to it. You are in charge of your attitude.

We cannot change the past or how others act, but we can change our attitude, we can alter our lives by altering our attitudes. If we learn to manage our attitudes, we won't feel paralysed and the benefits will follow. We can influence others with our positive attitude.

Change affects our emotions. You may feel relief, anticipation or renewal, or you may feel anger, sadness, fear, depression or confusion. These feelings are natural. Don't deny these feelings, but also don't be driven by them. As you move through transition and accept the facts and find new options, you will feel energetic, productive and hopeful again.



Understanding the Emotional Side of Change

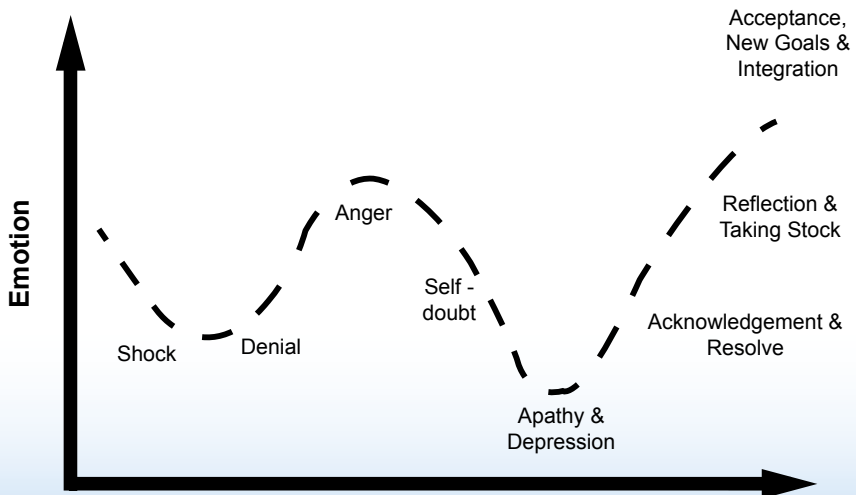
Each person goes through change differently. People can struggle through, it can be an emotional wilderness, a time when it isn't quite clear who you are or what is real. This process can be painful.

Anger, sadness, fear, depression and confusion are all signs of grieving, the natural sequence of emotions people go through when they lose something or someone who is important to them. As with any loss, you may experience varying degrees of sadness, anger or relief. These emotional states are justifiable and should be acknowledged. Trying to move on without recognising and dealing with the feelings and emotions that arise can be difficult.

Not everyone experiences the emotional ride, however, it can be very significant for some, with many ups and downs. Any number of emotions can be experienced. Each person's process is unique. The way this process is handled depends on attitude, acceptance of the situation and moving forward working through these emotions, handling the transition and moving forward with life. The danger is often that people are afraid of what is happening to them and suppress feelings.

The change/transition curve

The change/transition curve is based on a model originally developed by Kubler - Ross to explain the grieving process. Since then it has been used as a method of helping people understand their reactions to significant change or upheaval.



Change and transition can lead to stress and anxiety affecting us in different ways:

It affects our thoughts;

- We worry too much about trivial things.
- We find it harder to concentrate and may have difficulty in making decisions.

It affects our feelings;

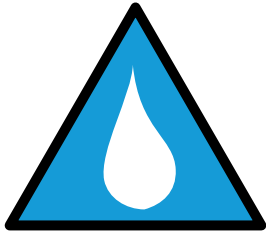
- We may feel sad, worthless or depressed.
- We find it difficult to relax.
- We feel alienated.
- We always expect the worst to happen.
- We may experience sexual and/or relationship problems.

It affects our behaviour:

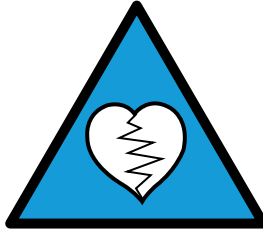
- We may feel tired and on edge and irritable with people around us.
- We become frustrated or emotional at the slightest upset.
- We either lose interest in food or eat too much.
- We may smoke or drink too much.

It affects our body;

- Our usual sleep patterns become disturbed, sometimes we may find it difficult to sleep or need more sleep.



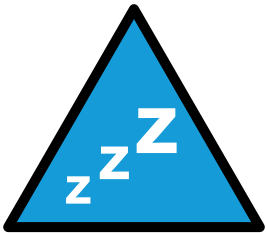
Persistent sadness



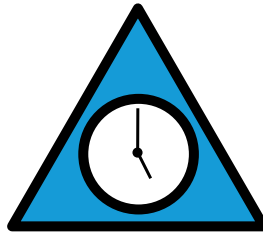
Loss of sex drive and/or relationship problems



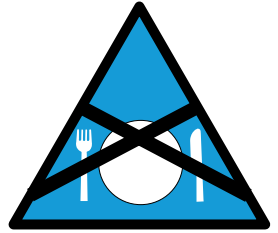
Difficulty concentrating



Tiredness/loss of energy



Sleeping problems



Loss of appetite

redundancy

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divorce

Recovery

What do we mean by recovery?

Recovery is about much more than the traditional concept of medical recovery. It is about the development of coping skills, self-management and the ability for people to have a quality of life and a degree of independence/choice. Individuals may not return to the life they led prior to the onset of their mental health problem but they may lead full and productive lives.

Each person's experience of stress, anxiety or every other mental health problem is different. Equally each person's experience of recovery is different. Essentially, recovery is about individuals regaining a quality of life that is satisfying, hopeful and contributory even though they may continue to experience some ongoing or periodic difficulties as a result of either their mental health problems or side-effects of medication.

Who can recover?

Some people experience a single episode or short-term mental health problem or anxiety from which they will fully recover. Recovery can come about more quickly with the right support or treatment. Other people experience long-term/persistent mental health problems for which they receive ongoing medication and/or treatment and support. They too can live their lives with their families, at work or socially as people who just happen to have a mental health problem.

Why is it important to recognise and promote the message that people can and do recover from stress/mental health problems?

It is important that people with stress/mental health problems are aware that many people recover and lead full and contributing lives. This is an equally important message for the family and friends of those people experiencing mental health problems and indeed the wider community.

The recovery message obviously holds significance for employers and those working in recruitment/careers. Employers should be aware that many people experiencing mental health problems are willing and able to be involved in unpaid and paid work. Employers should work with their employees to support them to recover and remain in employment.



In NSS the Stress/Mental Health Policy supports this approach by recognising the Health and Safety Executive (HSE) Management Standards for work related stress. This covers six key areas of work design that, if not properly managed, are associated with poor health and well-being, lower productivity and increased sickness absence.

The Health and Safety Executive (HSE) Management Standards define the characteristics, or culture, of an organisation where the risks from work related stress are being effectively managed and controlled.

The six Management Standards that cover the primary sources of stress at work are:

- Demands** – this includes issues such as workload, work patterns and the work environment.
- Control** – how much say the person has in the way they do their work.
- Support** – this includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.
- Relationships** – this includes promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- Role** – whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.
- Change** – how organisational change (large or small) is managed and communicated in the organisation.

For further information on the HSE Stress Management Standards please visit www.hse.gov.uk/stress/standards

Nearly one in six of Scotland's workforce is affected by a mental health problem such as stress, depression and anxiety. This currently costs Scotland's employers approximately £439 million per year in sickness absence. The impact in NSS during 2012 - 13 was 40, 000 working hours lost at a cost of approximately £820, 500.



Positive mental health

Positive Mental Health is a hugely important aspect of working life, for both employees and employers.

It also influences our ability to cope with change, transition and life events, which may challenge our coping skills such as becoming a parent, the end of a relationship and experiencing bereavement.

Positive mental health can:

- Help us to be confident, resilient and affects our capacity to control life skills and challenges.
- Influence how we think and feel about others and ourselves and interpret events.
- Affect our overall health, wellbeing and quality of life.
- Affect our capacity to learn.
- Help us to communicate and to form, sustain and end relationships.

Taking and keeping a job has consistently been shown as a key life goal, and the confidence and self-esteem that employment provides is key to emotional wellbeing.

A workplace that promotes good mental health achieves more through greater morale and productivity.

Feeling down is a normal emotion use of the word depression is often overused and misunderstood like the word stress.

Everybody has mental health needs. From time to time, most of us feel stressed, anxious, worried or afraid.

It is possible to have poor mental health and yet not be diagnosed with a mental illness.

It is also possible to have been clinically diagnosed and be coping well and therefore have good mental health.



Techniques to try for Stress Relief

The body's natural response to relaxation is a powerful tool to coping with stress.

Techniques such as deep breathing progressive muscle relaxation, meditation and yoga can help you activate this response.

When practiced regularly, these activities can reduce your stress levels and promote a sense of wellbeing.

They also serve as a coping mechanism by teaching you how to stay calm when faced with stress in everyday life.

We will not be able to avoid all stress but we can cope with it's negative effects by learning how to promote the relaxation response (a state of deep rest that is the opposite to stress response)

The relaxation response is **NOT**

- Lying on the couch.
- Sleeping.
- Being lazy.

Chemicals fill our bodies when faced with stress, this prepares us for "flight or fight" while this response is helpful in some situations where we need to be alert, this can be very tiring on both the mind and body if experienced constantly.

The relaxation response **IS**

- A mentally active state that leaves the body relaxed.
- Trainable and becomes more profound with practice.
- Should be done when awake.

The relaxation response brings the body and mind back into balance by deepening breathing, reducing stress hormones, slowing down the heart rate, lowering blood pressure and relaxing the muscles.



In addition to this research shows that the relaxation response also increases energy levels, combats illness, aches and pains, promotes good health, problem solving abilities and boosts motivation and productivity.

Breath Counting

- Choose a quiet area.
- Sit up straight or lie down.
- Take normal deep breaths.
- Feel your stomach rise and fall as you breathe.
- Each time you breathe out, count a breath.
- Count 10 breaths in a row, if you miss one start again.
- When you get to 10, repeat.
- Focus on your breathing and block out all other thought.
- Repeat as many times as necessary.

Stomach Breathing

- Find a comfortable place and sit or lie down.
- Place one hand on your belly button then place the other hand on top.
- Take a deep breath in (2-3 seconds) through your nose and feel the air travel inside your stomach making your abdomen and hands rise.
- Hold your breath for several seconds, keeping the air inside your stomach. (This is expanding your diaphragm and lungs)
- Tell yourself that your body is calm and peaceful.
- Slowly exhale through your mouth and feel your abdomen and hands go down.
- Repeat 4-5 times.
- As you become more comfortable, you can increase the length of time you breathe in and hold your breath.
- Repeating this exercise several times a day and during stressful situations will help you relax.

With a little practice anyone can reap the benefits.

Stop this exercise if you start to feel dizzy and try again with shorter, fewer breaths. If you continue to have difficulty then it is advisable to contact your GP or other health professional



Talk: Ask for help DON'T SUFFER IN SILENCE

How you can look after your Mental Health and Wellbeing

Talk about it

Talking about your thoughts and feelings can help you deal with times when you feel troubled. If you turn a worry over and over in your mind, the worry can grow. Talk to family and friends or trained counsellors about your feelings.

Eat well

One of the most under-recognised factors in the development of major trends in mental health is nutrition. The body of evidence linking diet and mental health is growing at a rapid pace. As well as its impact on short and long-term mental health, the evidence indicates that food plays an important contributing role in the development, management and prevention of specific mental health problems such as depression, schizophrenia, attention deficit hyperactivity disorder, and Alzheimer's disease.

Keep active

Physical activity is proven to reduce symptoms of mental ill health. The Department of Health recommends that adults should incorporate 2.5 hours of physical activity per week or 30 minutes 5 times a week to help reduce the risk of mental health related illness such as depression, stress and anxiety. Be practical about what kind of activity you can do. If you feel self conscious about going to the gym or fitness classes, try going for a brisk walk, a bit of gardening and even housework are all regarded as physical activity.

Keep in touch

Friendships are crucial to protecting and enhancing our mental wellbeing. We need to talk to our friends. Friends can keep us grounded and can help to put things in perspective. It is worth putting effort into maintaining our friendships and making new friends. Friends form one of the foundations of our ability to cope with the problems that life throws at us.

Accept who you are

Everybody is different. Accept who you are. Accept that you are unique rather than try to be like someone else. Recognise the things that you are not so good at and focus the things you are good at and be proud of who you are.



Drink sensibly

Some people often see alcohol as a way of filling a void and a coping mechanism to dealing with stress or other types of mental ill health.

This is not true and drinking too much alcohol will only make feelings worse and can often lead to dependency. It is therefore important to know the safe alcohol limits and stick to them or avoid alcohol altogether.

Cut down or give up smoking

Smokers believe that smoking helps reduce stress, however this is not the case.

Smoking only increases anxiety and stress. Nicotine in cigarettes creates an immediate sense of relaxation but this is only temporary and soon wears off and gives way to feelings of withdrawal which are similar to feelings of anxiety and in turn increases the craving for more nicotine.

Help Others

Research shows that helping others and engaging in acts of kindness promotes positive emotions which in turn reduces stress and boosts the immune system. Helping others can reduce feelings of isolation and loneliness and bring a sense of belonging therefore leading to feelings of confidence, happiness and self control. Helping others also help us to keep our own feelings in perspective

Do something you are good at

Enjoying hobbies/pastimes can help us concentrate and focus on things we enjoy doing. This helps change our mood and forget about any worries.

Where can you get help?

Helpful resources within NSS include:

Occupational Health Services: Confidential service available to all employees to discuss work and health related problems. Details of local services can be obtained from HR departments.

Employee Counselling Service: Professional counsellors who provide safe and confidential face to face and telephone counselling services. Completely confidential and independent from NSS, self referrals made by contacting:

0800 435 768 (for structured appointments) or for the 24 hour helpline call
0800 389 7851 Further information can be found on www.empcs.org.uk



Personal development through NSS Learning Centre Courses such as:

Additional Leadership and management courses as well as Business skills
Assertiveness Training
Confidence Building
Emotional Aspects of Change
Handling Stress Positively
Managing Change for Individuals
Personal Development
The 7 Habits of Highly Effective People

Contact website: www.show.scot.nhs.uk/nsslearning
Email enquiries to NSS.HRTransactions@nhs.net
Telephone 0131 275 7700
Textrelay 18001 0131 275 7700

Other Useful Contacts

Depression/Mental Health

Breathing Space, 0800 83 85 87
www.breathingspacescotland.co.uk

Confidential phoneline service for individuals experiencing low mood or depression, or who are unusually worried and in need of someone to talk to, 7 days 6pm – 2am.

Choose Life, www.chooselife.net

The Scottish Executive's Choose Life strategy is aimed at reducing suicides in Scotland.

Depression Alliance Scotland, 0808 802 2020
www.dascot.org

Provides information for anyone affected by depression and his or her family and friends.

Living Life to The Full, 0141 211 3889
www.lltff.com

A mental health life skills course available free online and at local further education colleges. Aims to help you discover why you feel as you do, build problem solving skills, develop helpful responses to life stresses and act to build a healthy life.



Samaritans, 08457 90 90 90 24hrs

www.samaritans.org

Why telephone Samaritans?

“24 hours a day, 7 days a week, every single day of the year. We’re always here to listen. Call us. It doesn’t matter who you are - If you are in crisis, despairing or suicidal, contacting us can make all the difference to talk about how you are feeling. You can speak in total confidence with one of our volunteers about anything that is troubling you.

The Scottish Association for Mental Health, 0141 530 1000

www.samh.org.uk

SAMH provides community based services for over 3000 people across Scotland, offering support, training and recovery for those experiencing mental health problems, addictions, homelessness and other forms of social exclusion,

See me, www.seemescotland.org.uk

‘see me’ campaign challenges stigma and discrimination around mental ill-health in Scotland. The campaign is run by an alliance of five Scottish mental health organisations, the website contains facts and information as well as useful links.

Steps for Stress, www.stepsforstress.org

This website contains some practical ways for you to start dealing with stress right now, and to stop it building up in future.

Scottish Recovery Network, www.scottishrecovery.net

The Scottish Recovery Network is an initiative designed to raise awareness of recovery from mental health problems.

Bereavement

CRUSE Bereavement Care Scotland, 0845 600 2227

www.crusescotland.org.uk

Help for anyone who has been affected by the death of a relative or friend.

Miscarriage Association, 01924 200 799

www.miscarriageassociation.org.uk

Helpline acknowledging the distress associated with pregnancy loss and striving to make a positive difference to those whom it affects.



Sands (Stillbirth & Neonatal Death Charity), 020 7436 5881

www.uk-sands.org

If you have been affected by the stillbirth or death of a baby and would like to talk to someone please ring the helpline above. You may be a parent, family member, friend or health or social care professional supporting bereaved parents.

The Scottish Cot Death Trust, 0141 357 3946

www.scottishcotdeathtrust.org

Royal Hospital for Sick Children, Yorkhill, Glasgow G3 8SJ.

Relationships

Creative Couple Counselling, www.creativecouplework.com

This website offers information and support for couples experiencing relationship problems.

Divorce aid, www.divorceaid.co.uk

Are an independent organisation of professionals giving divorce advice to anyone who asks.

Scottish Marriage Care, Appointments: 0845 271 2711,

Relationship Helpline: Freephone 0808 802 2088

www.scottishmarriagecare.org

Scottish Marriage Care provides relationship counselling to couples and individuals all over Scotland. Relationship counselling and professional relationship services are available to the whole community without judgement or discrimination on any grounds. Research shows that relationship counselling helps unhappy marriages and relationships by reducing stress and changing negative behaviours. Counselling also impacts positively on children, the extended family, employers and the wider community.

Stonewall Scotland, 0131 474 8019

www.stonewallscotland.org.uk

Support groups Email: info@stonewallscotland.org.uk

Parent's Enquiry Scotland, Lothian: 0131 556 6047

Strathclyde: 0141 427 3897

www.parentsenquiryscotland.org

A voluntary organisation which provides information and support for parents whose sons or daughters have come out as lesbian, gay, bisexual or transgender.



The National Youth Agency, 0116 242 7350

www.nya.org.uk

Information toolkit for young people with a wide variety of information, advice and associated links.

Cancer Support

Macmillan Cancer Support, 0808 808 0000

www.macmillan.org.uk

Provide practical, medical and financial support and push for better cancer care.

Maggie's Cancer Caring Centres, www.maggiescentres.org

The aim of Maggie's Centres is to help people with cancer to be as healthy in mind and body as possible and enable them to make their own contribution to their medical treatment and recovery.

They allow people to address all aspects of living with cancer. They can share their experiences with others in similar situations and, with professional help, inform themselves about the medical realities of their disease. The friendly environment of the centres, close in each case to a major cancer hospital treatment centre, invites people to take time out and gives them a non-institutional place they can call their own.

Walking through the door of a Maggie's Centre will make a significant difference to how you live with cancer.

Alcohol

Alcohol Focus Scotland, 0141 572 6700

www.alcohol-focus-scotland.org.uk

Alcohol Focus Scotland is Scotland's national charity working to reduce the harm caused by alcohol, **enquiries@alcohol-focus-scotland.org.uk**

Drinkline Scotland, 0800 7 314 314

If you are concerned about your own or someone else's drinking and would like to speak to someone.

Talk to Frank, www.talktofrank.com

Designed to give you or someone you are worried about advice and information on drugs and alcohol related issues and where to you can receive local help and associated counselling. Contact your GP for referral details of your local community addiction teams.



Others

Citizens Advice Scotland, 0808 800 9060

www.cas.org.uk

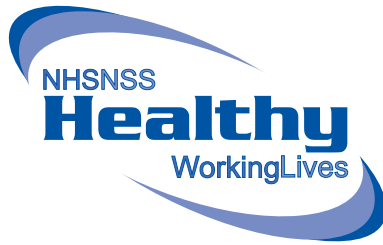
Public Services www.gov.uk Public services all in one place, information on a variety of topics from parenting to money, tax benefits, employment disability.

Carers Scotland, 0808 808 7777

www.carersscotland.org

Carers Scotland is designed to make the maximum difference to carers' lives.





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marriage

For enquiries contact 0131 275 7441
NSS.healthyworkinglives@nhs.net