



SIX MHS

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SPOTLIGHT ON TRIAGE

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JEWSON ROADSHOWS

NEW CLIENTS



DR BEN'S BLOG

welcome

Tony Adams, MBE



We are really excited to present the first SIX MHS Newsletter.

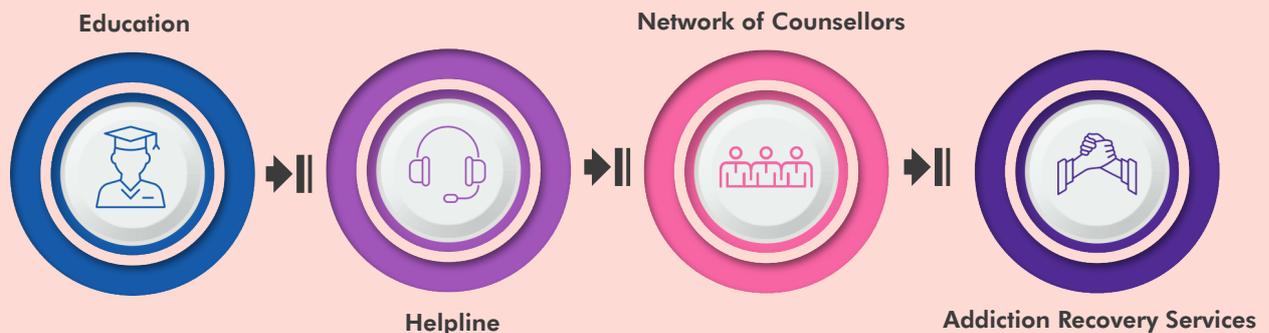
I set up SIX MHS to bring the treatment methods I developed for my charity, Sporting Chance, to a wider audience.

I have witnessed the workplace become an increasingly stressful and pressurised environment and set out to deliver solution-based education and treatment to the business community.

Taking up our services requires commitment from the clients we serve. It means taking mental health seriously, and we are humbled by the business leaders we have had the opportunity to work with.

We're really excited by how things are progressing. It is all about saving lives and we have had some fantastic feedback from employees whose lives have been transformed through bespoke talking therapy.

We believe the services we offer are unparalleled in the mental health and addiction landscape.



## SIX MHS ADDICTION RECOVERY SERVICES

SIX MHS provides a range of Addiction Recovery Services, from talking therapies to peer support, and online recovery meetings to residential treatment episodes. Anyone who comes to SIX MHS looking for help will be provided with a tailor-made recovery plan, built around their unique needs.



Mandy is our Recovery Support Worker, and she writes:

"This department is going from strength to strength. We host a weekly meeting on a Friday to enable those in recovery who have engaged with SIX MHS to get together and support one another. We try to have different speakers each week, and we have an active WhatsApp group to allow people to reach out for support between meetings, or share interesting information or tips. I have the privilege of supporting anyone who approaches SIX MHS struggling with addiction - whether that be through the meeting, or just chatting on the phone if they are having a bad day. As someone with lived experience myself, you can be sure that you won't be judged, no matter what dependency you have or what you have been through in the past. Please do pick up the phone and call the helpline if you are in need of support."



## JEWSON ROADSHOWS

The Jewson logo, featuring the word "JEWSON" in a bold, blue, sans-serif font with a yellow underline.

Throughout May, Tony has spoken at the nationwide Jewson Roadshows. These events provide the perfect platform for connecting directly with clients. The Roadshows have received excellent feedback from Jewson employees who were able to put their questions to Tony and share their experiences of difficulties with mental health.

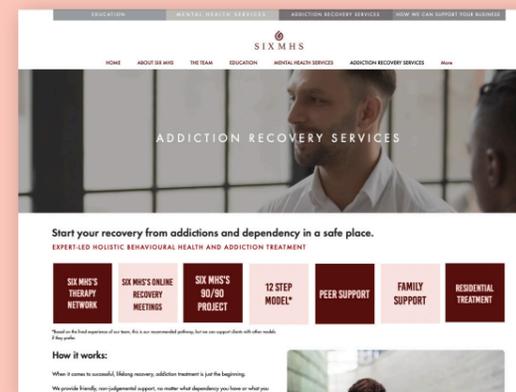
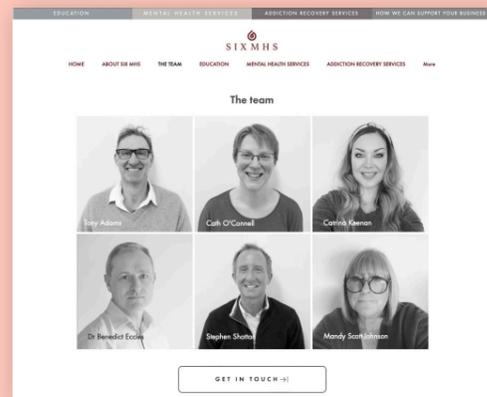
This is a great example of how SIX MHS is out in the field, meeting the people that we look after. We want everyone to feel comfortable about getting in touch with SIX MHS. As well as Tony, many of our staff have lived experience, so can understand exactly what people are going through.



## WEBSITE REFRESH

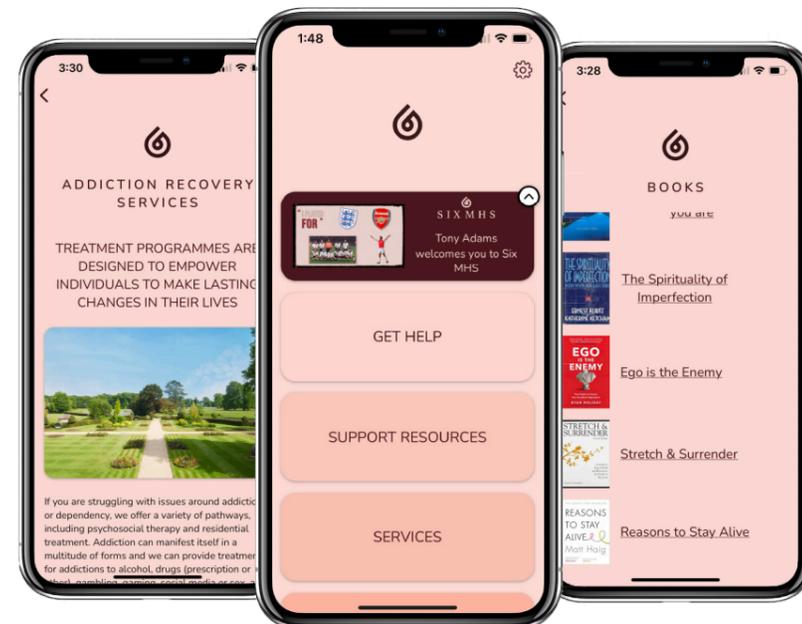
SIX MHS has grown enormously since our launch in late 2020, so earlier this year we overhauled the website to reflect how our services have developed and the team has expanded.

We feel it's important to have all the information about what we offer and how to get in touch with us in one place, and so we hope the new website presents an easy-to-access portal for information on all things SIX MHS!



## SIX MHS APP LAUNCH

In February, we launched the SIX MHS App. As well as providing excellent wellbeing tools, the App signposts to many varied support services. Each company that SIX MHS is working with has a unique log-in code, which gives them access to company-specific content, including their own helpline number. The App can also be used by anyone looking for support with their mental health - just search for SIX MHS in your App Store and download the App, and then choose 'continue without company code' to access the publicly available content. We are really excited about the launch, and the resources available through the app will continue to grow over time.



# catrina keenan



## new clients

We are thrilled to welcome three new clients:



### how did you come to for work SIX MHS?



I saw the Ad on LinkedIn and was intrigued by the role. It looked like an amazing opportunity to do something special and different, whilst still using all of my Mental Health Nursing skills, and I wasn't wrong.

### can you describe your role with SIX MHS for us?

I would describe my role as 'the gatekeeper', as the first point of contact, ensuring clients are supported safely and in accordance with their needs. I coordinate the support plan that is built around them. I also ensure that all of the therapists and services we use are suitable and safe for our clients. There lots of other things that I do day-to-day and no two days are the same.

### how does working for SIX MHS differ from other similar roles?

Working for SIX MHS is a breath of fresh air. We have the privilege of being able to triage clients as and when they need to use the service. We also get their support in place within one working day (usually).

All of my roles have been rewarding, but I would say SIX MHS's resources and rapid access to care are unprecedented within mental health/addiction services.

### can you describe a typical day or is there no such thing?

Every day is different! But two things never change: each day always starts with coffee and ends with a smile, as every day we do make a difference to at least one person's life.

### how has your role changed since you started?

My role has developed with our clients' needs and the growth of our organisation. As we are client-led and person-centred, we are responsive to the everchanging needs of the populations we serve and as we expand and more clients work with us, we have to keep our skills and support options up to date and safe. I will be starting my Master's degree this year, a ground-breaking programme of study that will directly enhance the service we are able to offer to clients. We don't expect our clients to fit in with us, we evolve to fit what they need.

### how do you see the future for you and SIX MHS?

I believe SIX MHS will grow from strength to strength. The feedback we get from our clients is so overwhelmingly positive that I can't see how we wouldn't continue to progress and build upon our success. I plan to be part of that journey for as long as Tony and Cath will allow me to be. We are lucky to have such great leaders who make working for SIX MHS an absolute pleasure. We understand wellbeing in the work place better than most, so that means we also have a brilliant experience at work. Also I love my job and all of our clients - so you can't get rid of me!

### what's your favourite thing about working for SIX MHS?

I love everything about my job. But if I have to pick one thing it's that I have the absolute privilege of sharing intimate and private moments with clients. I am always astounded by the courage and tenacity of the people we support. It is nothing short of inspiring. I am also continually impressed by how the companies we work with go above and beyond to support their employees. It is truly heart-warming.

Seeing people doing their absolute best makes me what to do my very best for them.



WHAT MAKES SIX MHS DIFFERENT?

SIX MENTAL HEALTH SOLUTIONS

# WE SPEAK YOUR LANGUAGE

We have a diverse team including multi-lingual therapists, so if you would prefer to speak your own language, we can help.

SIX MENTAL HEALTH SOLUTIONS



# WE HAVE A THERAPIST ESPECIALLY FOR YOU.

We have a diverse team of therapists, that can support clients with many different needs. We have specialists in mental health, neuro-diversity, identity, addiction, and sexuality, and therapists who can speak any language. If you want to speak to someone about your individual needs, we can help.

SIX MENTAL HEALTH SOLUTIONS

Mental Health Foundation

MENTAL HEALTH AWARENESS WEEK, 9-15 MAY 2022 - LONELINESS

# need a chat?

Our friendly team of mental health professionals can help. We offer listening services as well as providing information and advice. We can also find someone for you to have a more in-depth conversation with if that's what you would like.

We are here for you – please don't hesitate to give us a call. Just pick up the phone or send us a message

0800 470 2929  
helpline@sixmhs.com

SIX MENTAL HEALTH SOLUTIONS

Mental Health Foundation

MENTAL HEALTH AWARENESS WEEK 9-15 MAY 2022 - LONELINESS

# working together

to support employees' mental well-being



helpline@sixmhs.com

## FACELESS CALL CENTER



## SIX MHS

We understand that picking up the phone or sending us a message is not easy to do.

You can call, text, email or use our website to contact us. All our details are available on the SIX MHS App.

All calls are confidential.

There is no problem too big or too small and if we can't help directly, we can point you in the right direction.

We don't have a waiting list.

We over 20 years' experience working with people from all walks of life, so you can be assured that you are in safe hands.

We work with you to find the best solution. This includes any needs around identity, culture and background - we are an inclusive service, and everybody is welcome.

The call is not rushed, you can take as much time as needed and share what you feel comfortable sharing.

If you have work-related issues the information is only shared with your employer if you agree that we can.

You can ring the helpline as often as you need to. There is always a friendly voice at the end of the phone. Some people call us when they are having a bad day; others need more robust support plans.

SIX MENTAL HEALTH SOLUTIONS

We are here for you – please don't hesitate to give us a call. Just pick up the phone or send us a message

0800 470 2929

We are very aware of how damaging social media can be and so we try to only post informative or positive messages. It is one of the ways that we differ from other mental health service providers.



SIX MHS Logo for Pride Month, 2022



# Dr Benedict Eccles



## The manager with three faces

I have always liked the definition of a manager as being a 'fixer, firefighter and problem solver\*', but I am wondering if this applies to their role in helping staff maintain their wellbeing and mental health? On reflection, I see that there are three ways of seeing the manager with this role: firstly, as somebody who supports their staff and their wellbeing; secondly, as somebody who needs to look after their own wellbeing and thirdly, at times, the actual catalyst of pressure on staff, distress and even sickness leave.

It is a difficult job, being the stereotypical middle manager. Often called 'the squeezed middle\*\*', managers must act as a conduit for the leader's strategy and performance demands, as well as being a broker of working conditions. I am working with one client now who is concerned about the pressure that financial targets - and the way the manager is demanding performance - are impacting upon their colleagues' mental health and wellbeing. This can lead to distress caused by a sense of shame and failure and, ultimately, staff attrition (a problem we are all suffering with at the moment). But the manager has to ensure the business delivers - no money no business, no business no jobs, etc. In this sense, my own experience as a manager has been that whenever possible, co create KPI's with staff as opposed to imposing them, thereby giving staff some ownership and agency over their choices and relationship with work.

The work of the manager in supporting their staff will often go unreported. I know of many stories of managers unofficially helping staff to relieve pressure and stress and help them look after themselves with unofficial leave, delegation of work to other areas or simply being that friendly face to listen to challenges. The manager is ideally placed to at least monitor staff wellbeing and, therefore, I think what is important here is to equip managers with appropriate training, awareness and support so they know how to assist and advise their staff to get any help that they may need.

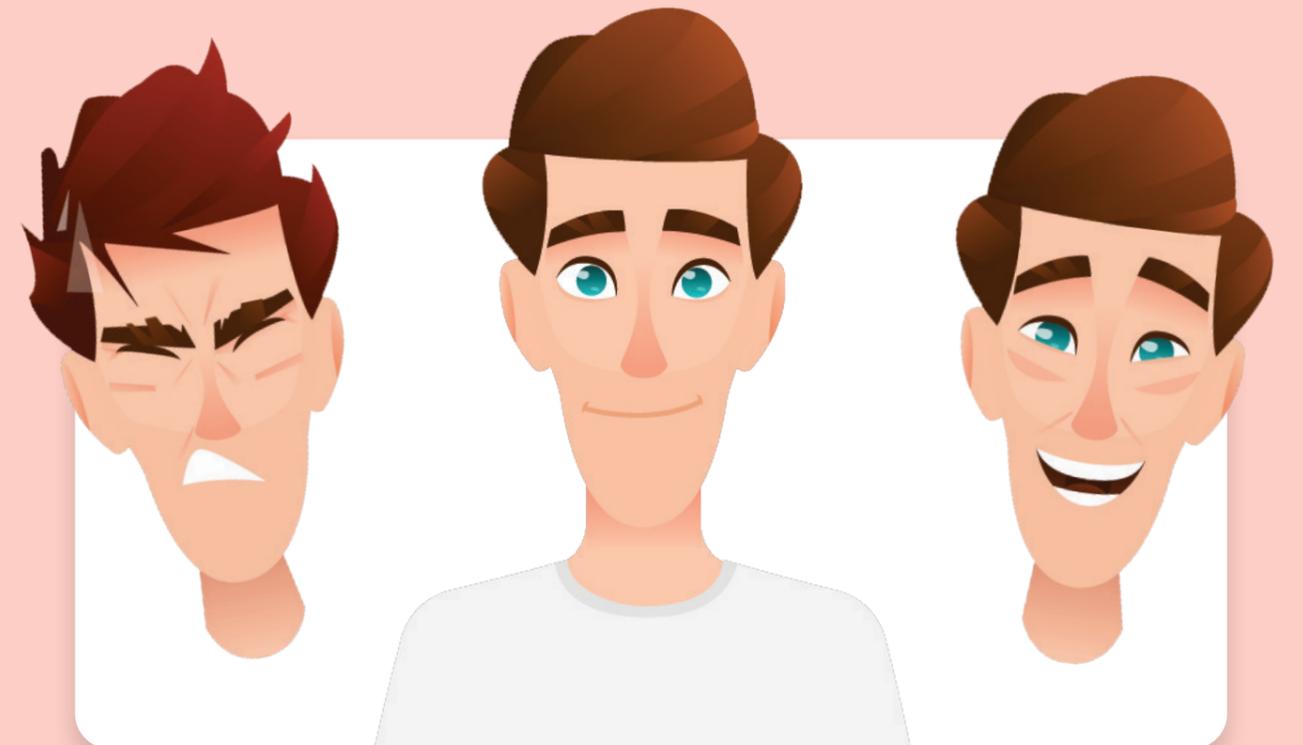
Finally, what about themselves? The pressure on managers comes from three sides: leaders, employees and their own peers. Managers also suffer from mental distress and their wellbeing and resilience is often challenged. Arguably, it is an impossible job at times - so who looks after the managers? Do the managers' managers look after their mental health and wellbeing? Does the leadership know what is at stake?

I think the only solution here is to look at what Tony is trying to do with SIX MHS and challenge organisations as a critical friend: Do you mean this when you talk about stuff? Where are your wellbeing KPIs and roadmap for the next three years? How is your commitment embedded in your organisational systems and culture? Indeed, how can SIX MHS help you with these reflections?

I have been a manager on several occasions in my career and I think I have fulfilled all three roles. It is the nature of the human condition I suspect. But I think what I would have appreciated most is support from the organisation. Real meaningful support.

\*John Burgoyne. Lancaster Business School

\*\*see the work of Barry Oshry on the 'tops, middles and bottoms' and organisations.





## GET IN TOUCH

MENTAL HEALTH SUPPORT: 0800 470 2929

ADDICTION SUPPORT: 0800 470 2939

ENQUIRIES: 0800 2100 777

[helpline@sixmhs.com](mailto:helpline@sixmhs.com)

### CLIENT HELPLINE NUMBERS:

Champneys Employee Helpline: 07360 533008

Devonshire Group Employee Helpline: 07360 533028

George Boyd Employee Helpline: 07480 046267

Gibbs & Dandy Group Employee Helpline: 07723 869157

Jewson Employee Helpline: 07480 046267

JP Corry Employee Helpline: 07723 869157

Lavazza Employee Helpline: 0800 880 7373

Normans Employee Helpline: 07723 869157

Playtech Employee Helpline: 07723 866627

Thames Valley Police Employee Helpline: 07360 533049

