

# Health at Work Advice Line Wales newsletter



ISSUE 3: MARCH

## Mental Health Charity lends its Support to Health at Work Advice Line

**With Health and Safety Executive statistics revealing that absence for sickness costs businesses £517 per employee on average, the New Year is the perfect opportunity for employers to minimise this impact by providing the right amount of support and advice to their workforce.**

2011 is shaping up to be a challenging year for the Welsh workforce. As a result, mental health issues are set to become the fastest-growing issue faced by GPs and employers in the workplace.

The Health at Work Advice Line has linked up with mental health charity, Mind Cymru, to encourage employers and GPs dealing with employees and patients with occupational health issues, to seek professional advice and support from the advice line's trained occupational health professionals.

Mind Cymru has established itself as an influential commentator on, and partner in the development of mental health and community care policy in Wales.

Lindsay Foyster, Director of Mind Cymru says: "Resources like the Health At Work Advice Line Wales that provide practical, immediate help for employers so they can effectively support employees with mental health problems can make a positive difference.

"One of the key areas Mind Cymru highlights is the issue of mental health in the workplace and how to manage this better. Mental Health First Aid (Wales) is a training course targeted at raising mental health literacy in the general public. It provides people with the skills to recognise the signs and symptoms of someone with mental health problems; to respond to various mental health crises; engage with, support and signpost people to appropriate help. Feedback from employers and employees has been excellent.

"Work-related mental ill health costs the UK economy up to £26 billion every year through lost working days, staff turnover and lower productivity. With better interventions, these costs could be cut by a third."

Occupational health practitioner, Amanda Price says:



**Amanda Price**  
OCCUPATIONAL  
HEALTH NURSE

"A typical call could be from an employer who has got an employee off with a mental health issue, or anxiety. Other calls could be from employees who have got more long-term health conditions, and need to be advised on rehabilitation and maintaining employees in the workplace.

"The advice line can also be used to signpost callers to various types of organisations – ACAS being one, MIND being another, Shaw Trust... They can advise them on calling the benefits advice line, and also on accessing local occupational health services, as sometimes a face-to-face assessment is necessary for certain people."

The Health at Work Advice Line Wales provides employers and GPs across Wales with the opportunity to speak to trained professionals about any occupational, physical or mental

### Case Study

The Health at Work Advice Line team recently took a call from a concerned employee who was suffering serious mental health problems and was absent from work. She had been told of the advice line by a friend and so decided to ring and speak to the trained advisers for some guidance. Following the call she contacted her employer and recommended that they also make a call to the line to discuss the problem, commenting on how helpful the service was to her. Within two days, the employer made the call and also received enough advice to assist both parties in successfully resolving the matter. The employee has since returned to the workplace.



health issues they may encounter in the workplace or with their patients.

The line is open 24 hours a day with qualified advisers offering advice on occupational health monitoring, screening and surveillance, as well as lifestyle and well-being issues, absence management and rehabilitation.

Information on the Advice Line and other related services is available at [www.healthyworkingwales.com](http://www.healthyworkingwales.com). The video which features an interview with an occupational health nurse and an endorsement of the advice line from the Federation of Master Builders, is available to watch at

[www.youtube.com/welshgovernment](http://www.youtube.com/welshgovernment)

**Call 0800 107 0900 and minimise the impact of ill-health on your business.**



O blaid gwell  
iechyd meddwl  
For better  
mental health

24/7

0800 107 0900



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# Iechyd ar Waith Llinell Gymorth Cymru cylchlythyr



RHIFYN 3: MAWRTH

## Elusen Iechyd Meddwl yn Cefnogi'r Llinell Gymorth Iechyd ar Waith

Gydag ystadegau'r Awdurdod Gweithredol Iechyd a Diogelwch yn datgelu bod absenoldeb oherwydd salwch yn costio £517 fesul cyflogai i fusnesau ar gyfartaledd, mae'r Flwyddyn Newydd yn gyfle perffaith i gyflogwyr leihau'r effaith hon drwy ddarparu'r lefel briodol o gymorth a chynghor i'w gweithlu.

Mae 2011 yn debygol o fod yn flwyddyn heriol i weithlu Cymru. O ganlyniad, mae'n debyg mai problemau iechyd meddwl fydd yn broblem gynyddol fwyaf a fydd yn wynebu meddygon teulu a chyflogwyr yn y gweithlu.

Mae'r Llinell Gymorth Iechyd ar Waith yn cydweithio â'r elusen iechyd meddwl, Mind Cymru, i annog cyflogwyr a meddygon teulu sy'n ymdrin â chyflogion a chleifion sydd â phroblemau iechyd galwedigaethol i ofyn am gynghor a chymorth proffesiynol gan weithwyr iechyd galwedigaethol proffesiynol hyfforddedig y llinell gymorth.

Mae elusen Mind Cymru wedi ennill ei phlwyf fel sylwebydd dylanwadol ar y broses o ddatblygu polisiau iechyd meddwl a gofal cymunedol yng Nghymru, ac fel partner dylanwadol yn y broses honno.

Dyweddodd Lindsay Foyster, Cyfarwyddwr Mind Cymru: "Gall adnoddau fel Llinell Gymorth Iechyd ar Waith Cymru, sy'n darparu help ymarferol ac uniongyrchol i gyflogwyr fel y gallant roi cymorth effeithiol

i gyflogion â phroblemau iechyd meddwl, wneud gwahaniaeth cadarnhaol.

"Un o'r priif feysydd a amlygir gan Mind Cymru yw iechyd meddwl yn y gweithlu a sut i'w reoli'n well. Mae Cymorth Cyntaf Iechyd Meddwl (Cymru) yn gwrs hyfforddi sydd â'r nod o wella dealltwriaeth y cyhoedd o faterion iechyd meddwl. Mae'n rhoi'r sgiliau i bobl adnabod arwyddion a symptomau rhywun sydd â phroblemau iechyd meddwl; ymateb i argyfyngau iechyd meddwl amrywiol; ymgysylltu â phobl, eu cefnogi a'u cyfeirio at ffynonellau help priodol. Bu'r adborth gan gyflogwyr a chyflogion yn ardderchog.

"Mae salwch meddwl sy'n gysylltiedig â'r gwaith yn costio hyd at £26 biliwn i economi'r DU bob blwyddyn drwy ddiwrnodau gwaith a gollwyd, trosiant staff a lefelau cynhyrchiant is. Gyda gwella ymyriadau, gellid lleihau'r costau hyn draean."



Amanda Price  
NYRS IECHYD  
GALWEDIGAETHOL

Mae Amanda Price yn nyrs iechyd galwedigaethol sy'n gweithio ar y Llinell Gymorth Iechyd ar Waith:

"Gallai galwad arferol fod gan gyflogwr y mae un o'i gyflogion yn absennol oherwydd problem iechyd meddwl, neu bryder.

Gallai galwadau eraill ddod oddi wrth gyflogion sydd â chyflyrau iechyd mwy hirdymor, ac sydd angen cynghor ar adsefydlu a chynnal cyflogion yn y gweithlu.

"Gellir defnyddio'r llinell gymorth hefyd i gyfeirio galwyr at sefydliadau amrywiol megis Mind Cymru. Gallwn roi cynghor iddynt ar alw'r llinell gymorth budd-daliadau, a hefyd ar gael gafael ar wasanaethau iechyd galwedigaethol lleol, oherwydd weithiau mae angen i rai pobl gael asesiad wyneb yn wyneb".

Mae Llinell Gymorth Iechyd ar Waith Cymru yn rhoi cyfle i gyflogwyr a meddygon teulu ledled

### Astudiaeth Achos

Derbyniodd tîm y Llinell Gymorth Iechyd ar Waith alwad yn ddiweddar gan gyflogai pryderus a oedd yn dioddef problemau iechyd meddwl difrifol ac a oedd yn absennol o'r gwaith. Roedd hi wedi clywed am y llinell gymorth wrth ffrind, ac felly penderfynodd ffonio i siarad â'r cynghorwyr hyfforddedig i gael rhywfaint o arweiniad. Yn dilyn yr alwad, cysylltodd â'i chyflogwr gan argymhell eu bod nhw hefyd yn ffonio'r llinell gymorth i drafod y broblem, gan ddweud pa mor ddefnyddiol y bu'r gwasanaeth iddi hi. O fewn dau ddiwrnod, roedd y cyflogwr wedi gwneud yr alwad ac wedi cael digon o gynghor i gynorthwyo'r ddau barti i ddatrys y mater yn llwyddiannus. Mae'r cyflogai bellach wedi dychwelyd i'r gweithlu.



Cymru siarad â gweithwyr proffesiynol hyfforddedig am unrhyw broblemau iechyd galwedigaethol, iechyd corfforol neu iechyd meddwl y gallant eu hwynebu yn y gweithlu neu gyda chleifion.

Mae'r llinell ar agor 24 awr y dydd gyda chynghorwyr cymwys yn cynnig cynghor ar fonitro, sgrinio a goruchwyllo iechyd galwedigaethol, yn ogystal â materion ffordd o fyw a lles, rheoli absenoldeb ac adsefydlu.

Mae gwybodaeth am y Llinell Gymorth a gwasanaethau cysylltiedig eraill ar gael yn [www.healthyworkingwales.com](http://www.healthyworkingwales.com). Mae'r fideo, sy'n cynnwys cyfweiliad gyda nyrs iechyd galwedigaethol a chymeradwyaeth ar gyfer y llinell gymorth gan Ffederasiwn y Meistr Adeiladwyr, ar gael i'w wyllo yn [www.youtube.com/welshgovernment](http://www.youtube.com/welshgovernment)

Ffoniwch 0800 107 0900 er mwyn lleihau effaith salwch ar eich busnes.



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