Mental Health Issues – Where To Go For Help And Support At Work

An Advice Guide for Usdaw Members

USDAW EQUALITIES

There Are Times When We All Feel We Have Too Much On Our Plate...

When this happens, being an Usdaw member can really help.

Mental health problems are very common. Estimates show one in four people will experience a mental health problem in any year.

Usdaw has thousands of trained reps who can advise and support members who are having problems at work or are not sure what their rights are.

But we are not just here for when things go wrong at work; we can help with a whole range of issues such as:

- Needing time off work for family reasons.
- Changes to your hours of work.
- Concerns about your health or the health of a family member.
- Money worries.
- Where to go for help with benefits, debt and housing problems.

If You Need Help at Work, You Can Talk to Your Rep in Confidence

The sooner you do this, the quicker you can get the help you need.

If you need help with a situation outside of work, Usdaw can help you find the right place to go for support and advice.

The list of support organisations on the following pages might be of help if you or someone you know are feeling under pressure.

Usdaw has thousands of reps who can advise and support members at work.

Useful Contacts

Mental Health Campaigning and Support Organisations

British Association for Counselling and Psychotherapy

Through the BACP, you can find out more about counselling services in your area.

Web: **www.bacp.co.uk**
email: **bacp@bacp.co.uk**
Tel: **01455 883300**

CALM

Raising awareness of suicide and working with communities to challenge stereotypes and stigma that prevent people from talking about how they are feeling.

Helpline: **0800 58 58 58**
(5pm-midnight, 365 days a year)

Combat Stress

The mental health charity for veterans, service personnel and their families.

Web: **www.combatstress.org.uk**
Tel: **0800 138 1619** (24-hour)

Inspire (Northern Ireland)

Charity providing information, advice and signposting to services for people living with mental health problems in Northern Ireland.

Web: **www.inspirewellbeing.org**
Lifeline: **0808 808 8000**
(24 hours a day, 7 days a week)
General Enquiries: **0808 189 0036**
(Mon-Fri 10am-4pm)

Life SIGNS

A user-led small charity which raises awareness about self-injury, and helps people who self-injure, by providing a safe and friendly message board, ideas for distraction techniques and empowering them to find alternative, healthier coping mechanisms.

Web: **www.lifesigns.org.uk**

Mind (England and Wales)

Providing advice and support to empower anyone experiencing a mental health problem, and campaigning to improve services, raise awareness and promote understanding.

Web: **www.mind.org.uk**
email: **info@mind.org.uk**
Tel: **0300 123 3393** (Mon-Fri 9am-6pm)

Rethink Mental Illness

Working together to help everyone affected by severe mental illness to recover a better quality of life.

Web: **www.rethink.org**
Tel: **0808 801 0525**

The Samaritans

24-hour confidential, emotional support for anyone who is feeling troubled.

Web: **www.samaritans.org**
email: **jo@samaritans.org**
Tel: **116 123**

SAMH (Scotland)

Scotland's national mental health charity providing information and advice about where to go for help.

Web: **www.samh.org.uk**
email: **info@samh.org.uk**
Tel: **0344 800 0550**

SANE

A mental health charity providing practical help to improve the quality of life for people affected by mental illness, and campaigning to end the stigma.

Web: **www.sane.org.uk**
Tel: **0300 304 7000**
(4pm-10pm, every day)

National Suicide Prevention Helpline UK

A supportive listening service to anyone aged 18 or over with thoughts of suicide or self-harm.

Web: **www.spuk.org.uk**
Tel: **0800 689 5652**

Support for Parents and Young People

Childline

Free, national helpline for children and young people in trouble or danger.

Web: **www.childline.org.uk**
Tel: **0800 1111**

PAPYRUS

If you are a young person at risk of suicide, or are worried about a young person at risk of suicide.

Web: **www.papyrus-uk.org**
Hopeline: **0300 102 2470**
(24 hours a day, 365 days a year)
email: **pat@papyrus-uk.org**
Text chat: Text **HOPE** to **88247**

YoungMinds

Provides information and advice for anyone with concerns about the mental health of a child or young person.

Web: **www.youngminds.org.uk**
Tel: **0808 802 5544** (Parents' Helpline)

Relationship Problems

Forced Marriage Unit

Operated by the Foreign and Commonwealth Office.

Web: **www.gov.uk/stop-forced-marriage**
Tel: **0207 008 0151**
Tel: **+44(0)207 008 0151**
(from outside the UK)

Halo Project

Support and advice for survivors and victims of honour-based violence, forced marriage or FGM.

Web: **www.haloproject.org.uk**
Tel: **01642 683 045**

LGBT+ Switchboard

A one-stop listening service for LGBT+ people, on the phone or by email.

Web: **www.switchboard.lgbt**
email: **hello@switchboard.lgbt**
Tel: **0800 0119 100**
(10am-10pm every day)

Men's Advice Line

A confidential helpline offering support, information and practical advice to men experiencing domestic violence.

Web: **www.mensadviceline.org.uk**
email: **info@mensadviceline.org.uk**
Tel: **0808 801 0327**

National LGBT+ Domestic Abuse Helpline

Support for LGBT+ people who have experienced, or are experiencing, domestic abuse (run by Galop).

email: **help@galop.org.uk**
Tel: **0800 9995428**

Refuge

Provides accommodation and support for women and families experiencing domestic violence.

Web: **www.refuge.org.uk**
National Domestic Abuse Helpline:
0808 2000 247
(24 hours a day, 7 days a week)

Relate

Offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support.

Find your nearest Relate centre to talk to someone: **www.relate.org.uk/find-your-online-centre**

The Sharan Project

UK-based charity providing support and advice to South Asian women on a range of issues.

Web: **www.sharan.org.uk**
email: **info@sharan.org.uk**
Tel: **0844 504 3231**

Southall Black Sisters

Provides a range of services to Asian and Afro-Caribbean women and children who have experienced violence and abuse.

Web: **southallblacksisters.org.uk**
email: **info@southallblacksisters.co.uk**
Tel: **020 8571 0800** (Mon-Fri, 10am-4pm)

Women's Aid

National charity working to end domestic abuse against women and children.

Web: **www.womensaid.org.uk**
National Domestic Abuse Helpline:
0808 2000 247
(24 hours a day, 7 days a week)

Debt and Money Advice

Advice NI

Free, confidential and impartial debt and money advice services across Northern Ireland.

Web: **www.adviceni.net**
email: **advice@adviceni.net**
Tel: **0800 915 4604**

Citizens Advice

Free confidential advice on money and benefits, from over 3,000 local offices – see the website or your local phonebook for your nearest branch.

Web: **www.citizensadvice.org.uk**

GamCare

GamCare provides support, information and advice to anyone experiencing a problem with gambling.

Web: **www.gamcare.org.uk**
Tel: **0808 8020 133** (24 hours a day)

Money Helper

A free, independent service that gives clear, unbiased money and pensions advice, set up by the Government and funded by a levy on the financial services industry.

Web: **www.moneyhelper.org.uk**
Money Guidance Helpline:
0800 138 7777
Pensions Guidance Helpline:
0800 011 3797

National Debtline

Free, confidential and independent advice on how to deal with debt problems.

Web: **www.nationaldebtline.org**
Tel: **0808 808 4000**

StepChange Debt Charity

A registered charity which offers free, confidential debt advice and solutions such as free debt management plans.

Web: **www.stepchange.org**
Tel: **0800 138 1111**

Housing

Shelter

Shelter provides free, confidential advice to people with all kinds of housing problems, through online housing information and face-to-face local services.

Web: **www.shelter.org.uk**
Tel: **0808 800 4444**

Bereavement

Bereavement Advice Centre

Guidance and support on dealing with practical issues to manage when someone dies.

Web: **www.bereavementadvice.org**
email: **info@bereavementadvice.org**
Tel: **0800 634 9494**

Cruse Bereavement Support

Helping to promote the wellbeing of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss.

Web: **www.cruse.org.uk**
Helpline: **0808 808 1677**

Child Bereavement UK

Supporting families and educating professionals when a baby or child dies or is dying, or when a child is facing bereavement.

Web: **www.childbereavementuk.org**
Tel: **0800 02 888 40**

Grief Encounter

Advice and support for bereaved children and their families, including games and resources to help children of all ages understand and come to terms with their loss.

Web: **www.griefencounter.org.uk**
Tel: **0808 802 0111**

Sands

Charity supporting families who have experienced the stillbirth or neonatal death of a baby.

Web: **www.sands.org.uk**
email: **helpline@sands.org.uk**
Tel: **0808 164 3332**

Survivors of Bereavement by Suicide

A safe, confidential environment in which bereaved people can share their experiences and feelings.

Web: **www.uksobs.org**
email: **email.support@uksobs.org**
Tel: **0300 111 5065**

Illness

Age UK

Information and advice for the elderly about health, benefits, care, age discrimination and computer courses.

Web: **www.ageuk.org.uk**
Tel: **0800 678 1602**
(8am-7pm every day)

Carers UK

Information, advice and support for carers in the UK.

Web: **www.carersuk.org**
email: **advice@carersuk.org**
Tel: **0808 808 7777** (Mon-Fri, 9am-6pm)

Alzheimer's Society

The leading UK care and research charity for people with Alzheimer's and other dementias, their families and carers.

Web: **www.alzheimers.org.uk**
Tel: **0333 150 3456**

British Heart Foundation

A charity funding research into eradicating heart disease, and providing advice and support both for prevention and management of heart disease.

Web: **www.bhf.org.uk**
email: **heretohelp@bhf.org.uk**
Tel: **0300 330 3322**

Macmillan

One of the UK's leading cancer care and support charities, offering practical, medical and financial support and campaigning for better cancer care.

Web: **www.macmillan.org.uk**
Tel: **0808 808 0000**
(7 days a week, 8am-8pm)

Multiple Sclerosis Society

Providing support and information for people living with Multiple Sclerosis.

Web: **www.mssociety.org.uk**
email: **helpline@mssociety.org.uk**
Tel: **0808 800 8000** (Mon-Fri, 9am-5pm)

Sue Ryder

Charity to support people with disabilities and life-shortening diseases, their families, carers and friends, offering care at home or in residential centres.

Web: **www.sueryder.org**

Unemployment and benefits advice

Citizens Advice

Web: **www.citizensadvice.org.uk**

Entitled To

Anonymous and free benefits calculator.

Web: **www.entitledto.co.uk**

Job Centre Plus

Web: **www.gov.uk/contact-jobcentre-plus**
Tel: **0800 055 6688** for new claims.

Turn 2 Us

Free benefits calculator.

Web: **www.turn2us.org.uk**

Immigration

Joint Council for the Welfare of Immigrants

Campaigns for justice in immigration, nationality and refugee law and policy.

Web: **www.jcwi.org.uk**
Tel: **020 7251 8708**

Migrant Help

Provides free, independent advice in many languages, to migrants and asylum seekers in the UK.

Web: **www.migranthelpuk.org**
Tel: **0808 8010 503**

Migrants' Rights Network

Working for a rights-based approach to migration, with migrants as full partners in developing the policies and procedures which affect life in the UK.

Web: **www.migrantsrights.org.uk**
Tel: **07534 488 696**

Immigration Advice Authority

Responsible for regulating immigration advisers by ensuring they are fit and competent and act in the best interests of their clients.

Web: **www.gov.uk/government/organisations/immigration-advice-authority**
email: **info@immigrationadviceauthority.gov.uk**
Tel: **0345 000 0046**

Refugee Council

Services and support for refugees in the UK.

Web: **www.refugeecouncil.org.uk**
Tel: **020 7346 6700**

The Runnymede Trust

Promoting a multi-ethnic Britain.

Web: **www.runnymedetrust.org**
Tel: **020 7377 9222**

Scottish Refugee Council

Independent charity helping refugees and people seeking asylum in Scotland.

Web: **www.scottishrefugeecouncil.org.uk**
Tel: **0808 196 7274**

UK Pay and Work Rights Helpline

Help and advice for workers and employers on workers' rights at work. Operated by Acas.

Web: **www.acas.org.uk**
Tel: **0300 123 1100**

The Social vs the Medical Model of Disability

For some time now, disabled people have emphasised that it is not so much their disability that prevents them from fully participating in society, but instead it is the way in which society fails to make adjustments for their disability that excludes them.

This emphasis on changing the barriers put up by society, rather than seeing the disabled person as the 'problem', is known as the 'social model of disability'. In other words, disabled people are people with impairments/ health conditions who are disabled by discrimination, exclusion, prejudice and negative attitudes towards disability. Their impairment is not the problem.

The 'medical model' attributes the problems resulting from a disability to medical conditions alone. It concentrates on a person's impairment. Rather than focusing on the barriers society throws up that prevent disabled people from participating equally, the 'medical model' focuses on what disabled people should do to adapt to fit into the world as it is. If they are unable to adapt, the medical model accepts their exclusion.

For example, while a mobility difficulty can have an adverse effect on a person's ability to walk, the fact that the transport system is inaccessible to them has a far greater effect on their ability to get around.

Unfortunately, the law is rooted in the medical model. It has been rightly criticised for focusing on an individual's impairments and their ability to carry out normal day-to-day activities, rather than on getting rid of the barriers society puts in the way of disabled people.

This booklet is designed to help understand how the law can support disabled members in the workplace, and therefore tends to focus on the medical model.

More Information

Usdaw Nationwide

Wherever you work, an Usdaw rep or official (Area Organiser) is not far away. For further information or assistance, contact your Usdaw rep or local Usdaw office. Alternatively, you can phone our Freephone Helpline **0800 030 80 30** to connect you to your regional office or visit our website: **www.usdaw.org.uk**
You can also write to the Union's Head Office. Just write **FREEPOST USDAW** on the envelope and put it in the post.

Mental Health Campaign

Usdaw takes both the physical and mental wellbeing of its members very seriously. To learn more about Usdaw's Mental Health Campaign – including online courses for members and reps – visit: **www.usdaw.org.uk/mhc**

Scan to learn more about the campaign

Join Usdaw

You can join online at: **www.usdaw.org.uk/JoinUs**

Scan to join today

What Happens Next

Once we process your application, you will receive a membership card with our Helpline telephone number and a New Member's Pack giving details of all the benefits and professional services available to you.

Lft 400 August 2026
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