



Mental Health and Supporting Residents

At a time when mental health within the housing sector is becoming increasingly focused on this is a great opportunity to learn about your role in making social housing a great place to live and sector to work in.

Who is the Course for?

The course is aimed at anyone that deals with residents / the public within their role, whether face to face or over the telephone.

Who's is the course aimed at?

The course is aimed at anyone that deals with residents / the public within their role, whether face to face or over the telephone.

Course aim:

- To give delegates an awareness of mental health and mental illness and how this can drive behaviour within their residents
- To understand how to spot the signs of mental illness and how to manage the situations effectively to ensure wellbeing of residents while ensuring business processes and completed correctly and they themselves stay confident and safe
- To support colleagues to have control over situations and tailor they actions based on the resident they are dealing with
- To give awareness of the types of mental illness they may come into contact with and how to deal with each
- To enable delegates to have difficult conversations and know where they can access support should they require it.

The course will cover:

- An awareness of Mental Health and Mental Illness.
- How does mental illness affect your residents and what is your experience so far.
- Mental Illness and how to spot the signs/ how does it present itself.
- Mental Capacity Act (MCA)2005 and how does this apply to you.
- Assessing the situation and staying safe.
- Dealing with difficult situations including suicidal thoughts.
- Having better conversations with residents.
- Personal Resilience.
- Your impact on the situation and how to get the best results.
- Support available when required.

By the end of the course delegates will:

- Understand the impact they have when interacting with residents
- Be aware of the signs of mental illness and what they need to do when they come across it
- Have conversations which may not be part of their process to ensure customers wellbeing is taken care of
- Understand the Mental Capacity Act 2005 and how this applies to them within their role and steps that should be taken when dealing with customers with mental illness (including drugs and alcohol abuse)
- Be able to feel confident and in control of situations when dealing with Mental illness and know how to stay safe
- Understand how our thoughts drive our behaviour
- Be Aware of what makes them personally resilient and how to maximise this when times are tough
- Know what support is available within their role and where to find information should they need it.

In this session Glynis Osborne is joined by Nicky McGee.

About Nicky:

Nicky holds professional qualifications in business and nursing, currently operating as a registered Mental Health Nurse in a specialist frontline service within secondary mental health services. Prior to this, Nicky has supported vulnerable people in his roles such as Housing Benefits Assessor, Independent Living Fund Officer, Welfare Rights Officer, Care Manager, and Personal Budgets Officer. Expanding an organisations understanding of mental health through delivering bespoke training packages has been a constant and integral aspect of his work. Nicky has a genuine passion to encourage others to utilise their strengths, achieve personal and professional growth, focusing on self-awareness and the importance of good physical and mental health for a meaningful and fulfilling life.