

Be kind to your mind:  
where to find support  
for your and others  
mental wellbeing



It's what we do



During any given year, **1 in 4 of us** in the UK will experience a problem with our mental health. This year, **60% of adults** and **68% of young people\*** reported that their mental health had declined. With coronavirus causing problems all over the country, we think it's more important than ever to be kind to your mind.

\*Mind (2020), The Mental Health Emergency: How has the coronavirus pandemic affected our mental health?, June 2020

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As part of our mission to build a fairer world, we're helping communities tackle some of the biggest issues affecting their wellbeing, including fair access to mental wellbeing support. If you ever need support with your mental wellbeing, you can use this guide as a good place to get started. Here you'll find lots of help, useful information, handy contacts and much, much more.

Evidence suggests that even a small improvement in wellbeing can help us better manage our mental health, giving us the boost we need to flourish and grow. When it comes to your wellbeing, focusing your efforts on these five key areas will help you find the lift you need:

Connecting with  
other people

Exercising

Being mindful and  
taking notice

Learning  
new skills

Giving to  
others





# Support for *you*

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It's ok to put your own mental wellbeing first.  
You can't help others if you don't look after yourself.  
We should all take time to care for ourselves.  
Let's get started.

## Tips for managing the impact of coronavirus on your wellbeing

The coronavirus pandemic has affected millions of people, and many of us are finding it difficult to cope with the effect it's having on our wellbeing. Fortunately, our partners at Mind have all the tips you need to help you and the people you care about cope.



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## Join us and make a difference



Here at Co-op, we run online events for members designed to help you get more involved in your community. So, if you're looking to make positive changes in your area or help us tackle some of the most important issues in the UK, become a Member and join in today.

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## Get outside and move



It's been said before and we'll say it again, physical exercise is great for your mental health, and even a short walk can help. If you're feeling up to it, our partners at parkrun UK have set up (not) parkrun where you can create your own 5k route to stay active with the parkrun community.





## Coping with bereavement

Grief can affect our mental wellbeing. There isn't a right or wrong way to grieve, and everyone's experience is different, but many people turn to friends and family to help them through. If you don't feel comfortable talking to those closest to you, or if you feel like you might need further support, you'll find lots of help right here.

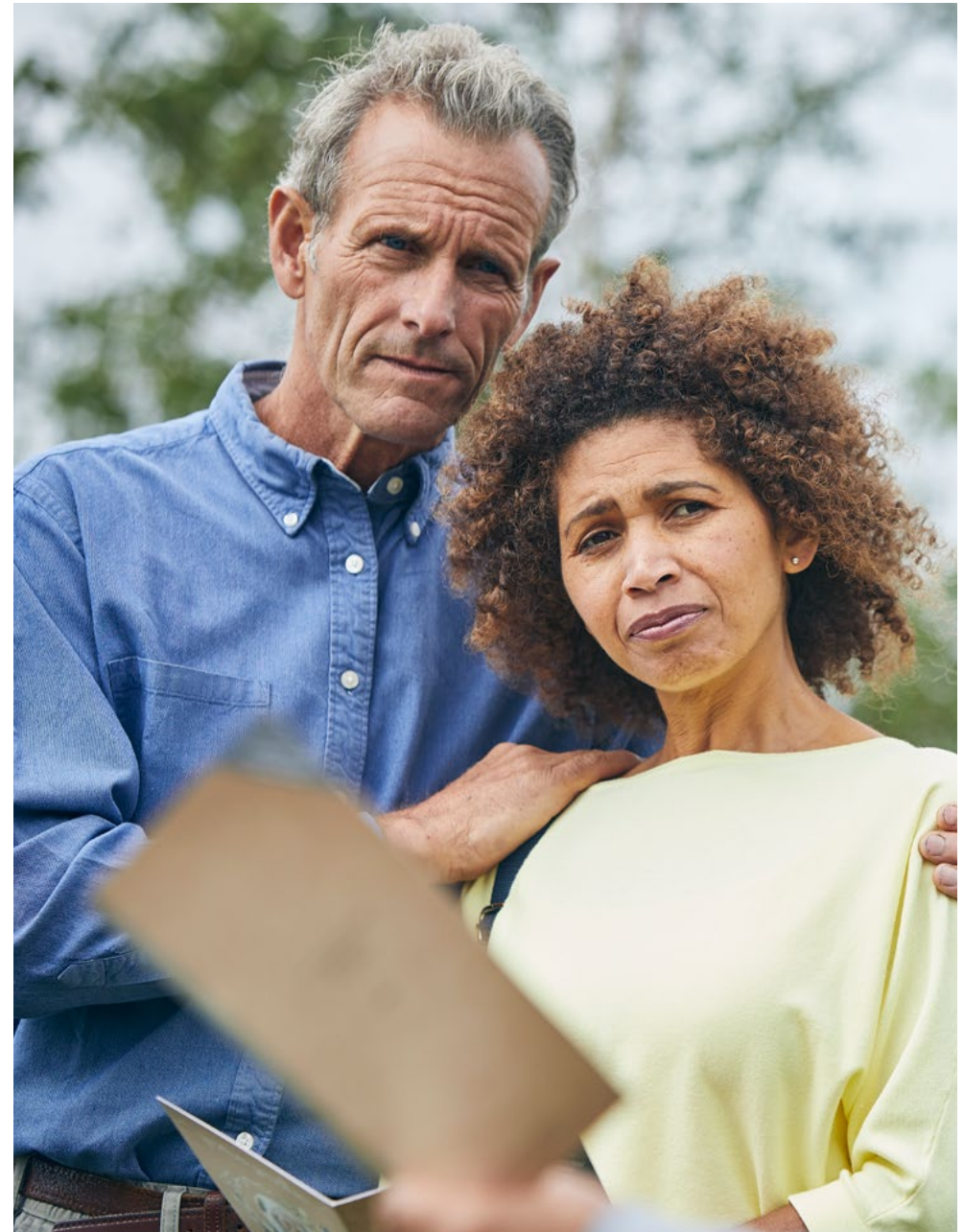
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## Find out what support your employer offers



Lots of employers now offer support to help colleagues manage their wellbeing. To find out what kind of support your employer offers, speak to a manager you're comfortable with and ask a few questions. Alternatively, if you have access to your employer's intranet, log in and see if you can find out more there.

If you're a Co-op colleague, please visit [LifeWorks](#).



Our charity partners Mind, SAMH, and Inspire offer a variety of information and support for your mental health:



Contact Mind for information and support in England and Wales on

📞 0300 123 3393\*

(lines open 9am to 6pm, Monday to Friday)

💬 86463

✉️ [info@mind.org.uk](mailto:info@mind.org.uk)



Call SAMH (Scottish Association for Mental Health) for information and support in Scotland on

📞 0344 800 0550†

(Lines open 9am to 6pm, Monday to Friday. Closed bank holidays)

✉️ [email info@samh.org.uk](mailto:info@samh.org.uk)



Call Inspire for information and support in Northern Ireland on

📞 0289 032 8474‡

(Lines open 9am to 5pm, Monday to Friday. Closed bank holidays)

**SAMARITANS**

Call Samaritans for support anywhere 24/7^ on

📞 116 123

✉️ [jo@samaritans.org](mailto:jo@samaritans.org)

\*Phone calls from UK landlines are charged at local rates. Charges from mobile telephones vary considerably. The charge for your call will depend on your mobile phone provider and the contract that you have with them. Mind does not get any money from telephone calls. † This is a low cost number.

‡ Freephone. Callers can receive signposting information for mental health services from this number but it is not a helpline. Those experiencing distress or despair should call Lifeline 0808 808 8000. Lifeline counsellors are available 24 hours a day, seven days a week to listen and help, in confidence.

^This number is free to call from both landlines and mobiles, including pay-as-you-go mobiles. You do not need to have any credit or call allowance on your plan to call 116 123.

32% of people **wait more than a year** to seek help for their mental health\*

It's always OK to ask for help, even if you're not sure what's wrong.







# Support for each other

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Humans are social creatures, which is why one of the ways to improve your sense of wellbeing is to help others in need.

# Look out for each other

Everyone's experience of mental wellbeing is different. Some of us might show signs that we're experiencing poor mental wellbeing. However for some of us, how we're feeling inside won't be visible to others.

By following the five steps below, you can do your best to be there for your family, friends and colleagues if and when they need you.

## 1. Prepare

- **Find a quiet, private space where you won't be disturbed.** Don't forget to put your phone on silent too.
- **Think about what you don't want to say** – as well as what you do.

## 2. Ask

- **Simply ask 'How are you?'** and give them time and space to reply.
- **If someone doesn't feel ready to meet face-to-face**, pick up the phone, have a video call, or message them so they know you are there to talk and ready to listen.
- **If they're finding talking about it difficult**, let them know that you're there when they are ready.

## 4. Check in

- **Keep checking in** with your colleagues, friends and family members to see how they're managing.
- **Ask how you can help.** There might be practical things you can do, or it might just be a case of continuing to listen and support.
- **If someone's talked about a specific mental health problem**, you can **learn more** about it to help you think about other ways you could support them.

## 5. Take care

**Remember to look after yourself too!**

- **Take a break when you need it.** If you're feeling overwhelmed by supporting someone or it's taking up a lot of time or energy, taking some time for yourself can help you feel refreshed.
- **Set boundaries and be realistic about what you can do.** Your care is really valuable, but it's up to your friend or family member to seek support for themselves. Remember that small, simple things can help, and that just being there for them is probably helping a lot.
- **Share your caring role with others, if you can.** It's often easier to support someone if you're not doing it alone.



# Our charity partners have practical tips you can use

Here are a few practical tips you can use to become a better listener. By practising these techniques, you can show that you've heard what someone is saying and you care about what they've told you.

## 1. Repeat

Use some of the same words that **the speaker has said**. Reflecting back their own language is a way to show that you're engaged.

## 2. Reflect

Show you are interested in what **the person is saying by reflecting on what you've heard**.

This might be to encourage them to continue speaking, if they want to.

For example, you might say:

*"You're feeling under pressure at work, but you really value your colleagues?"*

If someone skips important details, you could ask:

*"Could you say a bit more about that?"*

## 3. Respond

Respond to what they're saying. It's OK to respond with feeling to show that what you're being told matters to you. For example, you might say:

*"That must have been awful."*

or

*"I'm really sorry to hear you've been having a hard time."*

You can also respond with your body language, by nodding your head, or maintaining eye contact. Simply staying quiet while the other person talks is a powerful way to show you care.



It's what we do



for better mental health



for Scotland's mental health



wellbeing, ability, recovery

## Co-operating online

Co-operate is our online community centre designed to help communities work together. Here you can connect to others in your community and find lots of ways to make good things happen.

## Helping others

When you're helping others with their mental wellbeing, sometimes it can be hard to know where to start. Our charity partners at Mind share lots of tips and advice, which you can use to help friends and family take care of themselves and others too.

## Access to food

Food poverty and inequality can put people more at risk of mental health problems and, in turn, can put them more at risk of living in poverty. But there are ways you can help.

## Access to education and employment for young people

Mental health can affect your ability to engage with education and employment. We're aiming to provide opportunities for young people to change their lives and the world around them.





## Bringing communities together to improve mental wellbeing

With our charity partners **Mind**, **Scottish Association for Mental Health** and **Inspire**, we're on a mission to bring communities together and improve mental wellbeing across the UK. To find out more about our partnerships, or to get involved in fundraising, simply head to our website.

working in partnership with:



[Click to watch video](#)

## Access to mental wellbeing services

Thanks to the **£3m raised so far**, pilot services are being run across the UK to test the roles of community and resilience in mental wellbeing.

working in partnership with:



[Click to watch video](#)



# Support for your community

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When we work together, there's nothing we can't  
do. You can make amazing things happen for you  
and your community.



## Become a Co-op Member

We're doubling what we donate to local projects and community causes. Every time members buy selected Co-op branded products and services, 2p for every pound spent goes to you and we'll give the same to support community organisations and local causes. That means every time you shop at Co-op, you can earn rewards for you and your community.

You can spend these rewards in-store, or you can choose to donate what you've earned to like-minded national organisations. It's as easy as that.

[Click to watch video](#)

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## Select a local cause to support

The Co-op Local Community Fund supports projects our members care about Most, including access to food, mental wellbeing support, and education and employment for young people. As a Co-op Member, you can select which local cause you'd like to support.

[Click to watch video](#)



### Do good with every shop

Through our Community Partnerships Fund, we co-operate with like-minded organisations working to create a fairer world. The fund helps us invest in the communities we work in and create lasting change on key issues like access to food, mental wellbeing support, and education and employment for young people. Just by being a Member and shopping at Co-op, you'll be supporting The Community Partnerships Fund.

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### Connect to your local Member Pioneer

Member Pioneers bring people in the community together to make amazing things happen. If you've got any ideas on how Co-op could help your community, or you'd like to know more about what Co-op is doing in your area, get in touch with your nearest Member Pioneer today.

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### The Community Wellbeing Index

From the quality of education and housing, to public transport links and the amount of green space, our Community Wellbeing Index provides a snapshot into the strengths of communities across the UK and the challenges that they face. Find out how your community scores, its strengths and areas where you could help improve the community wellbeing.





**Co-operative Group Limited**

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[coop.co.uk](http://coop.co.uk)



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