



*Living Life*



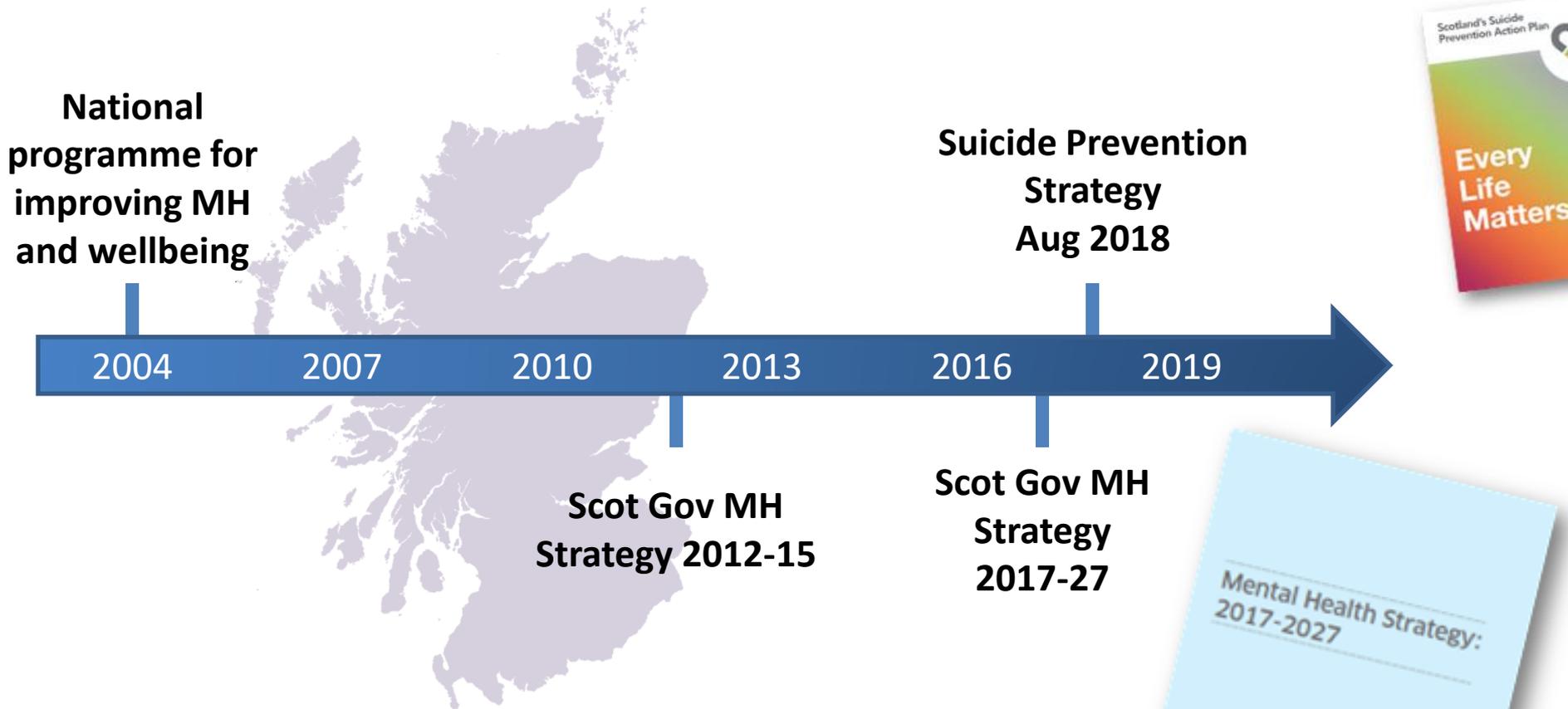
# Breathing Space is Everyone's Business

CALA Homes: Feb 2020

**Tony McLaren**

National Coordinator - Breathing Space/ NHS Living Life

# Past and Current Context



# Previous themes



# Theme for 2020

#YouMatterWeCare



# TOP TIPS TO HELP CREATE A MORE CARING WORKPLACE

## TIP 1

## TAKE UP A KINDNESS CHALLENGE



Helping others is not only kind but can help to reduce stress and improve your own emotional health. Try an act of kindness every day of the week, and see how many you can complete as a team. You can find inspiration online, where there are 'acts of kindness calendars' with ideas to help you get started.

# TOP TIPS TO HELP CREATE A MORE CARING WORKPLACE

## TIP 2

### **LISTEN, AND FEEL LISTENED TO**



People who actively listen or 'listen to understand', have been shown to have better, happier relationships with others. By practising active listening, whereby we allow pauses, maintain eye contact, postpone a response, and seek further clarification, we can help a person feel valued and understood.

# TOP TIPS TO HELP CREATE A MORE CARING WORKPLACE

## TIP 3

## SUPPORT YOUR PEERS



Whether this is in a formal capacity (many workplaces now have mentoring schemes), or by sharing your knowledge or experience informally, don't underestimate how much peer support can contribute to workplace wellbeing. Indeed it's the number one thing people mention when talking about why they love their work.

# TOP TIPS TO HELP CREATE A MORE CARING WORKPLACE

## TIP 4

### CARING FOR SELF



Although the last tip, by no means is it the least important! Standing up to our inner critic is challenging but can help to reduce anxiety and is highly beneficial to our mental wellbeing. Practising techniques such as mindfulness, where we focus on the present moment, can help us to be more gentle and accepting of ourselves, even when we make mistakes.

for better purposes

2017 – 52 Weeks of Kindness



2018 – Brighter Days campaign



2016 – Year of Listening



2015

# Breathing Space Day

National Awareness Day on 1<sup>st</sup> Feb each year





Working in partnership  
with Netball Scotland



Open up when you're feeling down  
0800 83 85 87  
breathingspace.scot



Stewartry Rugby  
Football Club

in partnership with  
Breathing Space



Open up when  
you're feeling down

0800 83 85 87  
www.breathingspace.scot



# Mission statement

- **Breathing Space is a free, confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety.**
- **We are here in times of difficulty to provide a safe and supportive space by listening, offering advice and providing information.**
- **It is our belief and hope that by empowering people they will have the resources to recover.**



# How do you access?

 **0800 83 85 87**

**Available 24 hours at weekend  
(6pm Friday – 6am Monday)**

**6pm to 2am on weekdays  
(Monday – Thursday)**





Free, confidential and out of hours service (recognised COSCA counselling skills organisation)

Experienced phonline advisors (22 FTE circa 40 people)



# What is Breathing Space?



Launched to address concerns about the mental wellbeing of people in Scotland

National since 2004, funded by the Scottish Government and managed by NHS 24



# Phoneline and webchat service

Easily accessible 'first stop' service



Assistance at an early stage



Empathy,  
understanding  
and advice  
through active  
listening



Provide hope when  
none exists



Direction for those who don't  
know where to seek help



# Reasons for calling

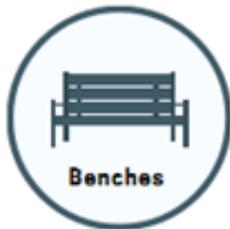


# How do you access?



Breathing Space  
website

# Activity and developments

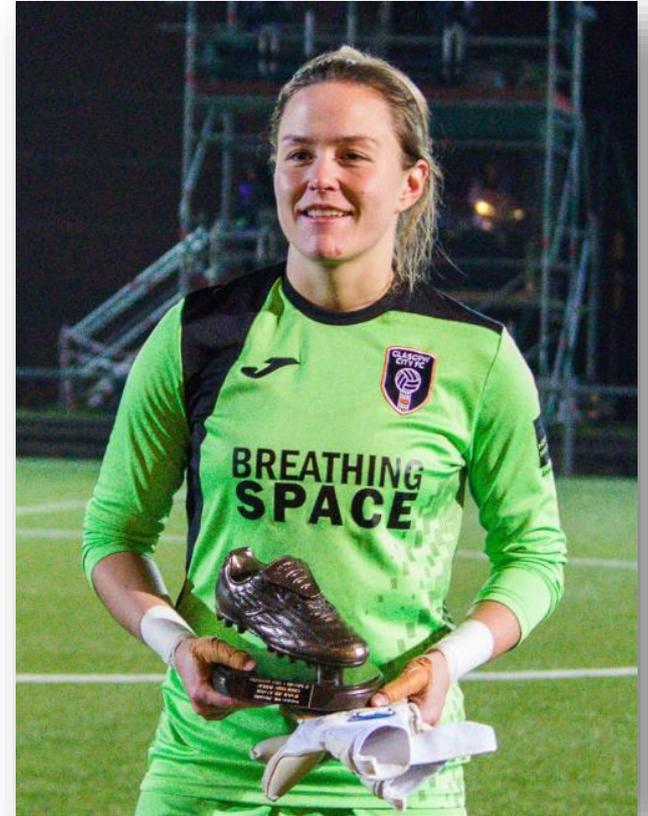


# Breathing Space Bench Initiative





# promote Breathing Space!



# Partnerships



Partnership network consists of 21 organisations:



# NHS Living Life

*Living Life*

[www.livinglife.scot](http://www.livinglife.scot)

0800 328 9655



# NHS Living Life

Free appointment based phone service based on  
Cognitive Behavioural Therapy



Therapy for those over 16 years of age with:

- low mood
- mild to moderate depression
- anxiety
- a combination of these symptoms

# Referrals

Access the service by:

- Asking your GP to refer you
- Referring yourself for an assessment

Tel: **0800 83 85 87**

(Mon-Thurs 10am-9pm & Fri: 10am-6pm)



Inappropriate referrals:

- Self-harm/suicidal thoughts
- Alcohol/substance misuse
- Bereavement
- Ongoing treatment from mental health professional

# Feedback from patients

"Without the help offered by Living Life I would have been unable to identify and deal with issues that needed to be dealt with. Living Life has aided my recovery."

"It gave me confidence to get out of the door.  
I felt happy that I didn't have to visit the surgery.  
Confidentiality was very important to me and the weekly talks were great. I was able to see progress."

"I was able to work on tools and mind-set to help me deal with the life stresses that came my way."

"My coach was wonderful, really helped my anxiety."

"I feel much happier. I am now a much stronger and more confident person."

# Feedback from GPs

"I have given patients information to self-refer rather than completing for them."

"Very positive feedback from patients. For those patients that I referred, the service has been very effective. I really appreciated the rapid response to the referral. For certain targeted patients it is an excellent service."

"Superb service, and for many patients in the Highlands the only service with CBT. The easy phone access is great for rural and working patients."

"Prefer to make use of the internal GP practice services."

"Limited experience of service so far. Would like it to be available for patients who are aware of suicidal thoughts, but are not feeling suicidal. Will definitely refer suitable patients in the future however."

# Thank you

Tony.McLaren@nhs24.scot.nhs.uk



**Feeling low, anxious  
or stressed?**



Living Life is a FREE telephone  
service that could help.

**0800 328 9655**

Open Monday – Friday, 1pm – 9pm



**You've just done  
the hardest part**

It's not easy to pick up the phone and talk about problems and emotions. We find it hard to open up. Instead we bottle things up. That's why there's Breathing Space. They try and make it easier for us to talk about what we're going through.

**Open up when  
you're feeling down**

 **0800 83 85 87**  
[www.breathingspace.scot](http://www.breathingspace.scot)