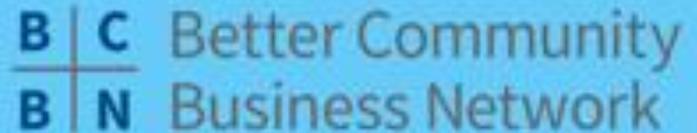


# Mental Health and Islamophobia

Thursday 18<sup>th</sup> November 2021

3pm – 4.30pm



# NHS Muslim Network Aims

- **Representation** – to represent Muslim staff in the NHS and provide a collective voice for Muslim colleagues, including raising awareness of the Islamic faith and raising issues with senior management, in order to allow Muslim staff in the NHS to work in an inclusive environment where they can bring their whole selves to work.
- **Networking and progression** – to provide a forum for Muslim professionals in the NHS to network and build contacts and local communities, as well as providing opportunities for development to support career progression and an increase in Muslim staff in senior positions.
- **Inequalities** – to support the NHS and other key stakeholders in tackling health inequalities in the Muslim community, through health promotion activities with key stakeholders and co-developing health programmes and policy in support of the wider Government health objectives, in order to address the wide health inequalities and ensure equity and equality in health outcomes and programmes.

Check out our Year-in review: <https://nhsmuslimnetwork.co.uk/>



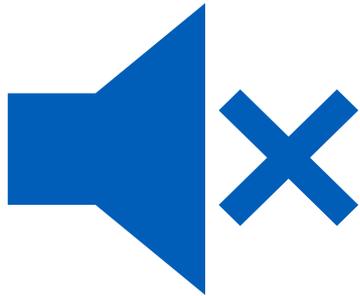
# Mental Health and Islamophobia

## Agenda

- **Welcome & Introduction** – Terunnum Shakeel, Health Inequalities lead, NHS Muslim Network
- **Interactive Menti session** – All participants
- **Islamic perspective of Mental Health** – Ashraf Dabous, Deputy Imam at Lewisham Islamic Centre
- **How to support someone with MH & recognising symptoms** – Dr Hina Shahed, Chair of MDA
- **Hidden Survivors report – Key findings & the impact of Islamophobia on Mental Health** – Shireen Ali Khan, Programme Manager, BCBN
- **Supporting the Health and Wellbeing of our People** - Wazir Muhammad – Senior Programme Lead, Health & Wellbeing
- **Review of pilot NHS faith-based counselling service** – Terunnum Shakeel
- **Q&A** – All participants
- **Final remarks & Close** – Terunnum Shakeel

# Housekeeping rules

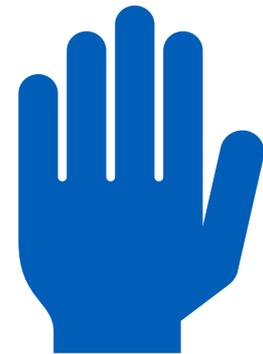
Attendees to be on mute during presentations



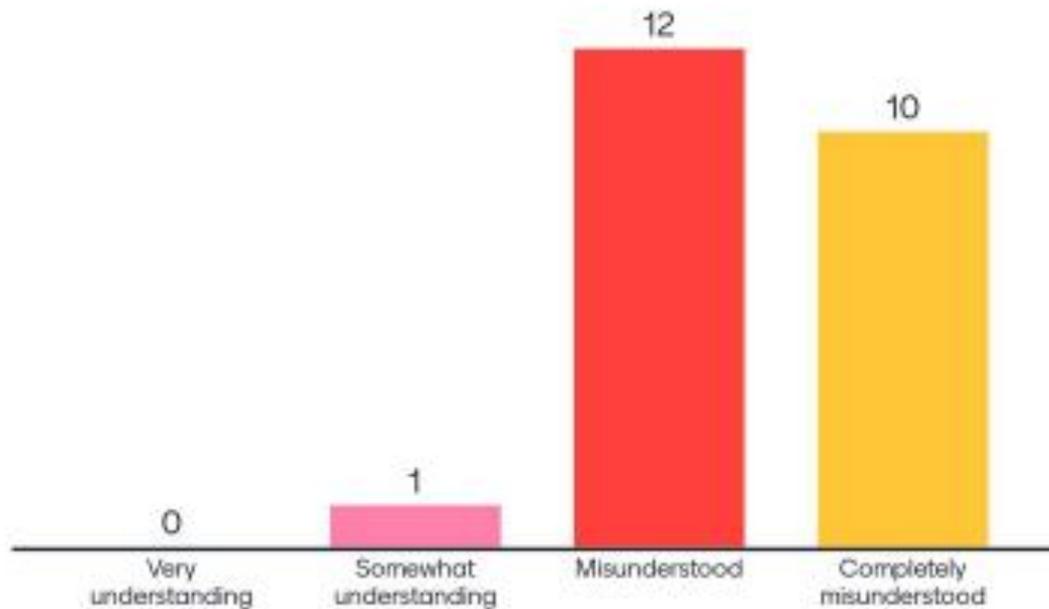
Put questions and thoughts in MS Teams chat



Use the MS Teams raise hand function if you would like to speak



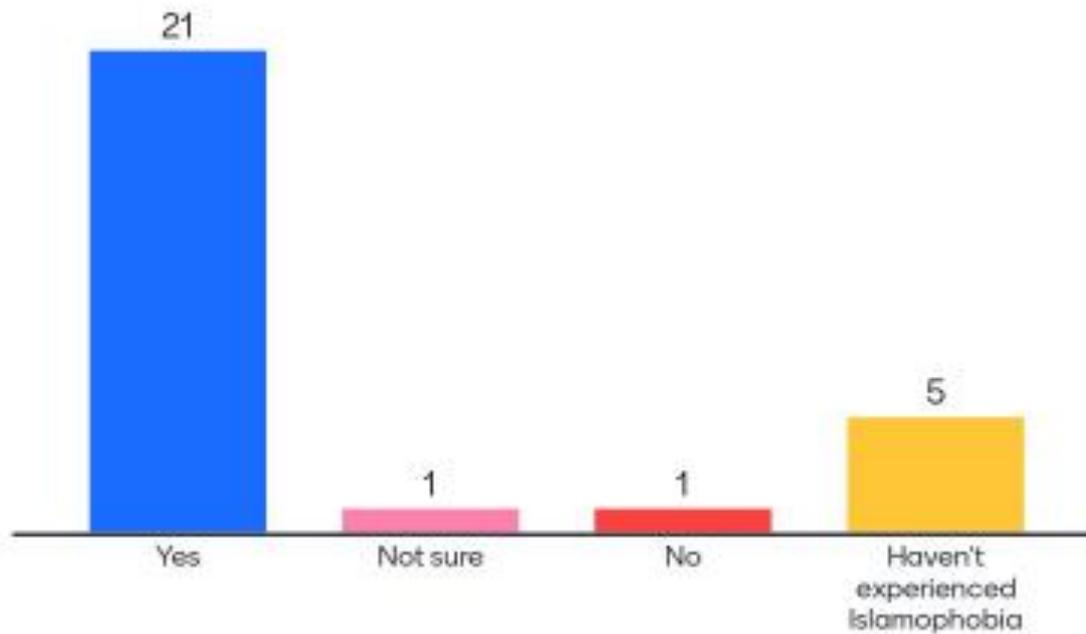
# How do you think mental health is perceived in the Muslim community?



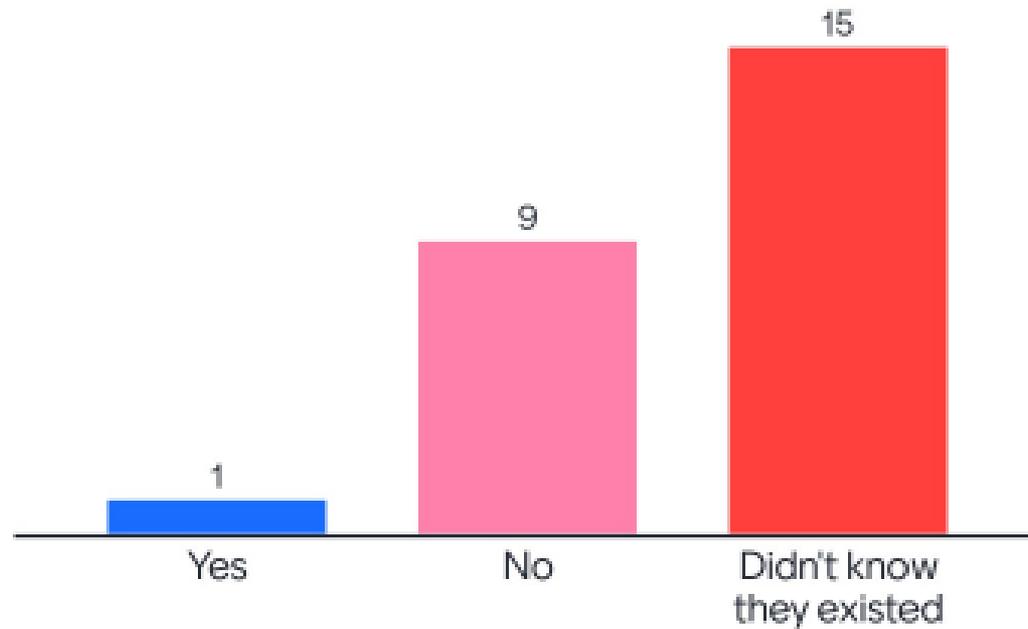
# What could be the reasons for this?



If you have faced Islamophobia (directly or indirectly), do you think it has affected your mental health?



# Have you used a faith-based counselling service before?



# Mental Health and Islamophobia

## Islamic perspective of Mental Health

Ashraf Dabous, Deputy Imam at Lewisham Islamic Centre



# Supporting Muslim mental health

Dr Hina J Shahid

GP & NHSE/HLP Regional PCN Advisor Social  
Prescribing & Personalised Care in London

Chair, Muslim Doctors Association

# Quiz

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1. We all have mental health
2. Mental health problems can affect anyone
3. People with mental health problems face stigma and discrimination
4. Mental illness is real
5. There is a lot that you can do

# MENTAL HEALTH FACTSHEET



## 5 MENTAL HEALTH FACTS

- 1 We all have mental health
- 2 Mental health problems can affect anyone
- 3 People with mental health problems face stigma and discrimination
- 4 Mental illness is real
- 5 There is a lot that you can do



### 1 We all have mental health

**100%**

Just like we all have physical health, we also all have mental health

### 2 Mental health problems can affect anyone

1 in 4 people experience mental health problems



1 in 6 office workers experience mental health problems



1 in 10 young people are affected by mental health problems



### 3 People with mental health problems face stigma & discrimination



50% Would not socialise with someone with a mental illness

### 4 Mental illness is real



- Mixture of genes, environment and stress
- Not a sign of weak faith
- Can not just get over it through willpower or prayer
- Jinn possession is rare, mental illness is common



# What is mental health?

Mental health is "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community" (WHO)



Refers to our **emotional, psychological, and social well-being**.

Affects how we **think, feel, and act**.

Impacts how we **cope, interact and form relationships** with others, as well as our daily functioning.

Our mental health can vary and be dependent on a number of factors which may include;

The number of **demands and stressors** we have

Our **physical health**

Significant **life events**

How much **sleep** we get

**Relationships** with other people

Our **diet/ nutritional intake**

**Environmental, societal and cultural factors**

How much we engage in **leisure activities, hobbies and interests**

# What is mental illness?

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**Poor mental health and struggling to cope is also different from having a mental illness.** A mental illness or mental health disorder is an illness that affects that way people think, feel, behave, or interact with others. There are many types of mental illnesses/ health disorders with different signs and symptoms.

Generally, the difference between poor mental health and a mental illness is the **nature of and degree to which the difficulties someone is experiencing are having on their wellbeing and functioning** (socially, occupationally and academically).

Mental illness typically has more of a **significant detrimental impact across many areas of an individual's life** than episodes of poor mental health which may be situation specific or time limited.

# 3 Rs of Support

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1. Recognise
2. Respond
3. Refer

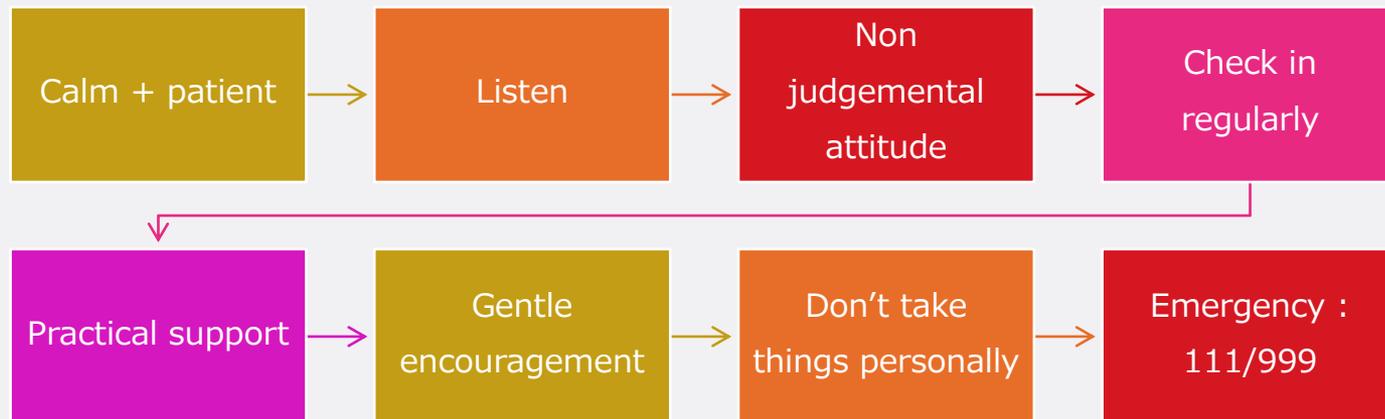
# Recognise

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## 12 Warning Signs

1. Feeling so low, tearful, stressed or anxious that it impacts your ability to function e.g. at home, work, socially and in relationships.
2. Not enjoying anything, feeling guilty, hopeless, helpless, and having low self esteem.
3. Your thoughts and feelings interfere with your ability to sleep, eat, concentrate and remember things.
4. Intense stress and anxiety resulting in panic attacks where you feel a sense of impending doom, and may have chest pain, difficulty breathing, tingling, tremor and sweating.
5. Persistent symptoms such as pain, dizziness, tingling or bowel symptoms such as bloating and sickness where extensive tests have all been normal.
6. Persistent nightmares and flashbacks about a bad event that happened to you, that may cause you to avoid situations.
7. Intense mood swings, racing mind, feeling you have excess energy or extra ordinary powers, which may cause you to participate in high risk behaviour.
8. Recurrent intrusive thoughts that make you feel compelled to perform certain actions otherwise you feel something bad will happen to you.
9. Feeling that someone is interfering with or controlling your thoughts and actions or that other people know what you are thinking.
10. Hearing or seeing things which no one else can, having intense fears and paranoia that make you feel your life is in danger.
11. Unusually forgetting things, getting lost, noticing a change in behaviour or personality.
12. Intense preoccupation with body image, controlling and/or avoiding eating, vomiting after meals, taking medication or excess exercise to become thin.

# Respond



# Refer

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IAPT

GP

Community mental health team

Inpatient/secondary care mental health services

Faith sensitive counselling services

# Culturally sensitive services

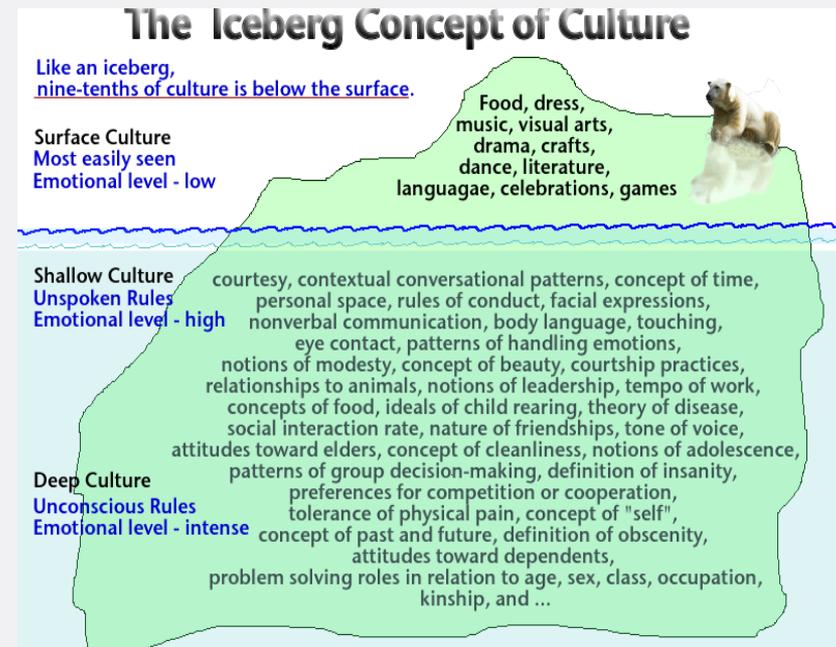
**stigma** around mental illness and medications

unique **cultural beliefs**

effect of **discrimination**,

emphasis on **modesty**

can serve as important **tool in understanding** the patient and establishing patient-provider **rapport**.



# Culturally sensitive services

## Impact:

**Misunderstanding** the worldview of the patient can lead to ethical dilemmas, practice problems and problems in communication.

Not understanding the patient and establishing patient-provider **relationship and rapport**

- barriers to access
- unmet need
- mistrust

Lack of **holistic personalised care**:

- poorer outcomes and experiences
- poorer quality of care

**Late presentation** & severe illness

**Misdiagnosis** and **inappropriate treatment**

**Health disparities**

# Trauma informed

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Discrimination, racism and Islamophobia

- Interpersonal
- Structural
- Intergenerational

Chronic and complex

# What can healthcare professionals do?



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Awareness- cultural humility

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Compassion and empathy

---

Non—judgemental approach

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Address barriers: language, physical, financial

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Link with community support (e.g. through SPLWs)

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Commission/refer to culturally sensitive services

# The power of person-centred consultations



C- Compassionate and caring approach



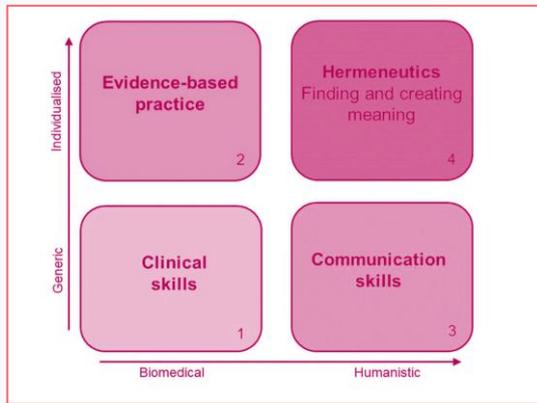
A- Awareness, acknowledging concerns and addressing barriers



R- Responding with empathy



E- Engagement and encouragement with curiosity and cultural humility



Shah et al, 2020

~~“What is the matter with you?”~~

**“What matters to you?”**

***“Clinicians must see and hear each patient in the fullness of his or her humanity in order to minimise fear, to locate hope (however limited), to explain symptoms and diagnoses in language that makes sense to the particular patient, to witness courage and endurance, and to accompany suffering”***  
***Iona Heath***

# Looking after ourselves



Moving more



Good sleep hygiene



Having a routine,  
being organised and  
planning



Prayer, meditation,  
journaling



Eating and drinking  
regularly, this  
includes having  
breakfast everyday



Engaging in hobbies  
and interests  
regularly



Making sure there is  
a balance of  
activities; work,  
social time and rest  
as these are all  
equally important



Having limits as to  
how much you use  
technology, social  
media and online  
gaming



Having short and  
longer term goals  
and ambitions;  
things to look  
forward to, strive  
and work towards

# Resources & support

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MDA Factsheet and toolkits

Quran and emotional health

MCAPN

Inspirited Minds

Lateef Counselling

Mind

Every Mind Matters

Samaritans



[chair@muslimdoctors.org](mailto:chair@muslimdoctors.org)

# Mental Health and Islamophobia

**Hidden Survivors report – Key findings & the impact of Islamophobia on Mental Health**

Shireen Ali Khan, Programme Manager, BCBN & lead for Muslim Mind Collaborative

Hidden  
Survivors:  
Uncovering the  
Mental Health  
Struggles of  
Young British  
Muslims



[http://bcbn.org.uk/Hidden Survivors Full Report.pdf](http://bcbn.org.uk/Hidden_Survivors_Full_Report.pdf)

<https://www.surveymonkey.co.uk/r/QWGZJS3>

## HIDDEN SURVIVORS

### UNCOVERING THE MENTAL HEALTH STRUGGLES OF YOUNG BRITISH MUSLIMS

"I felt like my counsellor didn't really understand me and this was due to cultural and religious differences. For example, some of the things the counsellor advises me to do were not religiously acceptable. Ultimately I felt that religion and getting closer to God helped me more than my counselling and if my counsellor was a Muslim I feel like I would have been treated a lot quicker."

"The therapist didn't understand my anxieties about being a Muslim woman in a workplace and going to interviews wearing hijab etc. She also didn't understand fully how powerful my faith was and that was the only thing keeping me from ending my life."

"In order for mental health services to be fully effective, we need to feel understood, and if services are not culturally/faith sensitive, they fail to build the trust and understanding that people need in order to open up and discuss their problems."

"I saw a therapist for a few sessions relating to my sexual abuse. I did not feel she understood the cultural implications of my experience, for example, she once referred to me as Pakistani where I am Bengali. She also did not understand the intricacies of shame."

"I went to therapy for my eating disorder/ depression and although she was very good and helped me to beat my eating disorder, there were limitations in how much she could help me because she wasn't Muslim. She didn't know how to respond when I said I've stopped praying or I'm blaming God all the time. Mental health struggles can affect you spiritually and it would be nice to have a therapist who could help me without judgement regarding those issues."

The need for cultural and faith sensitivity was rooted in four key themes that arose frequently in the survey data:



#### Fear of anti-Muslim bias

Individuals feared the prospect of counselling services projecting their own religious prejudices on Muslim clients, especially given the heightened Islamophobic climate experienced by Muslims



#### Spirituality

Young Muslims expressed a strong preference for faith and culturally sensitive services that would enhance the ability of counsellors to offer solutions or advice that were rooted in Islamic frameworks



#### Religious literacy

Individuals felt that religious literacy was a basic requirement to ensure counselling services were competent in their ability to respond to the needs of young Muslims



#### Understanding

Young Muslims referred to the need for counsellors and literate in the nuances of cultural diversity thus enabling 'understanding' of the religious, cultural and social contexts that inform the lifestyles and lived experiences of Muslim clients

\*The case studies are taken from a survey where participants were aged between 18-30 (April 2019)

## HIDDEN SURVIVORS

UNCOVERING THE MENTAL HEALTH  
STRUGGLES OF YOUNG BRITISH MUSLIMS



Young Muslims account for around half of the British Muslim population with those aged 25 and under making up about half (48.3%) of the faith group.



Only 1 in 5 of the Muslim population is in full-time employment compared to more than 1 in 3 of the overall population in England and Wales.



Unemployment rates for young people of ethnic minority backgrounds replicate trends found in the adult population with young people from ethnic minorities between the ages of 16 and 24 almost twice as likely to be unemployed (23%) as their white peers (12%) despite having similar qualifications.



More than two thirds (70%) of parents with a Muslim daughter said it was 'very likely' that she would go to university, while 64% said the same about their Muslim sons, compared to 43% for non-Muslim girls and 34% for non-Muslim boys.



Just under half (46%) of the British Muslim population live in 10% of the most deprived local authority districts. Household poverty reaches 50% for Muslim households compared to 18% for the population overall.

*\*The survey features over 700 participants between the ages 18-30 (April 2019)*

## HIDDEN SURVIVORS

UNCOVERING THE MENTAL HEALTH STRUGGLES OF YOUNG BRITISH MUSLIMS



**4 in 5 of young Muslims said they suffered mental health struggles**



**ANXIETY 54%**  
**DEPRESSION 49%**  
**STRESS 49%**  
the most common mental health struggles among young Muslims



**Over 70% of those who say they experience mental health struggles also said they had been victims of ISLAMOPHOBIA**



**1 in 5 said they had turned to no one when undergoing difficulties**



**60% said they would not tell their PARENTS if they had a mental health struggle**



**More than 2/3 of participants experienced BULLYING (mainly in a public setting). Over 70% said bullying occurred in schools**



**Almost half said a member of their family had been a victim of abuse. In all types of abuse the perpetrator was an immediate family member**



**64% of young Muslims said they experienced SUICIDAL thoughts**



**34% of young Muslims who have experienced mental health struggles said they have not received any form of COUNSELLING or THERAPY**



**90%** of service users said it was important for mental health support services to be **FAITH AND CULTURALLY SENSITIVE**

*\*The survey features over 700 participants between the ages 18-30 (April 2019)*

# Mental Health and Islamophobia

## Supporting the Health and Wellbeing of our People

Wazir Muhammad – Senior Programme Lead,  
Health & Wellbeing NHS E/I

# Supporting the Health and Wellbeing of our NHS people

The NHS People Plan sets out a series of national health and wellbeing ambitions;

- that aim to create cultures of wellbeing across the NHS,
- where colleagues feel looked after and cared for.
- through the response to the pandemic and now more than ever, our NHS people deserve a comprehensive package of emotional, psychological and practical health and wellbeing support.

As well as the national intentions outlined in the NHS People Plan, a range of guides, apps and resources that aim to support both your individual wellbeing and that of your team are available at:

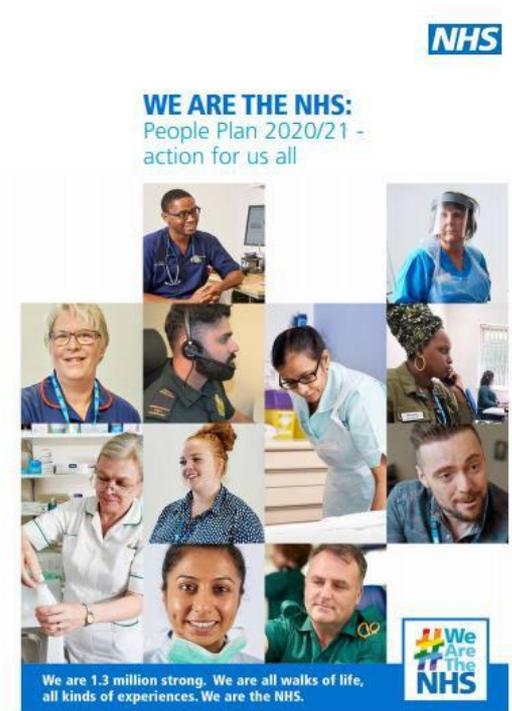
[www.england.nhs.uk/people](http://www.england.nhs.uk/people)

You can also contact the national team

By email: [ournhspeople.hwb@nhs.net](mailto:ournhspeople.hwb@nhs.net)

By Twitter: @people\_nhs

All offers and resources outlined in this pack are correct as of July 2021.



## Staff support line

We have a confidential staff support line, operated by the Samaritans and free to access from 7:00am – 11:00pm, seven days a week. This support line is here for when you've had a tough day, are feeling worried or overwhelmed. Whatever your worries, trained advisers can help with signposting and confidential listening.

**Call:** 0800 069 6222 Alternatively, you can text **FRONTLINE** to 85258 for support 24/7 via text



## Bereavement support line

We also have a confidential bereavement support line, operated by Hospice UK and free to access from 8:00am – 8:00pm, seven days a week.

A team of fully qualified and trained bereavement specialists are available to support you with bereavement and wellbeing issues relating to loss experienced through your work.

**Call:** 0300 303 4434

## Bereavement and trauma support line for our Filipino colleagues

There is a team of fully qualified and trained professionals, all of whom are Tagalog speakers, ready to help you at our NHS Bereavement & Trauma Line for Filipino Staff. This assistance is available from anywhere in the country and is provided by Hospice UK.

All calls will be treated in the strictest of confidence and this will be explained to you when you call. This service is available seven days a week, between 8:00am and 8:00pm. You do not need a referral.

**To book a consultation, call:** 0300 303 1115

**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/>

# Wellbeing apps

Throughout the pandemic, our NHS people have been offered free access to a range of mental health and wellbeing self help apps. Whilst we continue to review and develop a longer term digital health and wellbeing offer, access to the current apps has now been extended.

Our NHS colleagues are invited to sign up to these apps, using their work email address, for support with **managing stress and anxiety, building resilience and taking a moment to be mindful.**



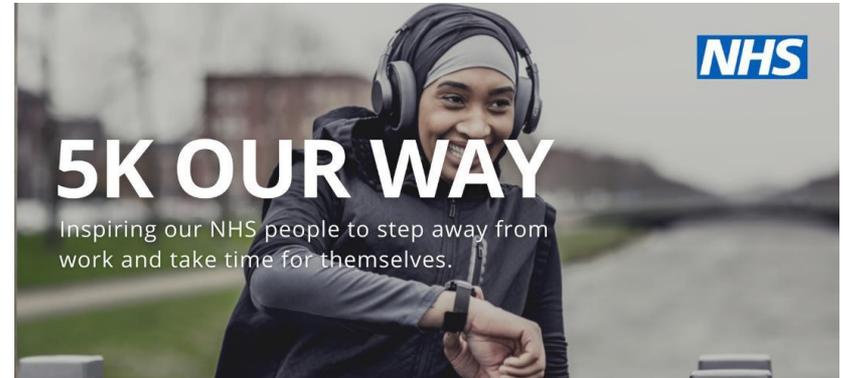
**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/wellbeing-apps/>

# Physical health and wellbeing offer

## Invictus Games Foundation Partnership

Looking after your physical health is key to supporting your overall health and wellbeing, including your mental health. As such, we are pleased to be working with the following organisations to offer physical health and wellbeing support to our NHS people..

We know it has been a tough year for everyone, but the best time to focus on your own physical and mental wellbeing is always now. That's why we've partnered with Invictus Games Foundation, the partnership includes the launch of a series of podcasts that reflect on a variety of themes and a "5K our way" challenge, designed to help inspire and support our NHS people to step away from work and take time for themselves.



In partnership with **INVICTUS GAMES**

Health and wellbeing support for NHS staff:  
[www.england.nhs.uk/people](http://www.england.nhs.uk/people)



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/physical-health-and-wellbeing/>

# Staff mental health and wellbeing hubs

## Staff mental health hubs

[The staff mental health and wellbeing hubs](#) have been set up to provide healthcare colleagues rapid access to local evidence-based mental health services and support where needed. The hub offer is confidential and free of charge for all healthcare staff. The hubs can offer you a clinical assessment and supported referral to the support that you need, such as talking therapy or counselling. It is separate and confidential from your organisation.

It is open to all healthcare staff, from all services and settings regardless of whether you are dealing directly with COVID-19 patients or not. You can self-refer or refer a colleague (with their consent).

**To find your local hub:** Please visit the website below and select the region most appropriate to you. Staff mental health and wellbeing hubs are going live across the country over the next few weeks, please check back if a hub in your local area is not listed yet. If you need support now and your local hub isn't live, please see the [current staff wellbeing offers](#) or [talking therapies](#) available.

**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/>

## Health and wellbeing guides

We've worked with a team of experts to develop a range of short guides to help support you with skills and new ways to improve your experience of work. Our guides cover topics such as getting a good night of sleep, personal resilience, support for line managers, guidance on how to be a compassionate leader during a bereavement and tips on how to run your own 10 minute Pause Space.

### Find out more:

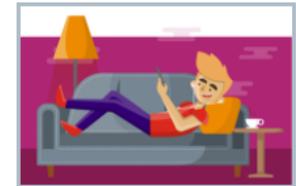
<https://www.england.nhs.uk/supporting-our-nhs-people/How-to-guides/>



'Easy to run' virtual pause space



10 minute virtual pause space with breakaway rooms



5-min Me Space



Bereavement support during COVID-19



Communicating with children about COVID-19



Financial wellbeing



Going home checklist



Managing your energy in the workplace



Practical steps in the event of a staff death



Supporting our working carers



Tips for mental health professionals

## Having safe and effective wellbeing conversations

The NHS People Plan sets out the ambition that *every member of the NHS should have a health and wellbeing conversation with their line manager or a peer*, and that as part of this conversation, *line managers will be expected to discuss an individual's health and wellbeing, and any flexible working requirements, as well as equality, diversity and inclusion.*

### National Wellbeing Conversations Training

- Training programme for staff who are either line managers or feel that they may be approached to talk to someone about wellbeing
- Equip line managers and teams with the tools they need take ownership of health and wellbeing and that supportive, compassionate, [Wellbeing conversations](#) take place routinely



# Bespoke support for leaders

#ProjectM

## Coaching and mentoring for leaders

NHS England and NHS Improvement has partnered with selected coaching companies and other leading-edge organisations to provide free, confidential, 1-2-1 coaching or mentoring support sessions for all NHS and social care leaders.

### **Coaching support: Leading in the moment**

This coaching offer is available for managers at all levels. Managers will be matched with an experienced coach who will virtually support them in finding real-time solutions to help them move forward.

### **Coaching support: Leading in and through the crisis**

This coaching offer is available for senior leaders. Leaders will be matched with an experienced coach who will virtually work with them to strengthen their leadership by creating space for them to stand back, slow-down and reflect.

### **Mentoring support**

This mentoring offer is available for all leaders at all levels. A Military mentor of similar seniority (up to and including ESMs and Board members), will support leaders in finding real-time solutions to help them move forward, finding positive ways to stay resilient and overcome immediate challenges.

**Find out more:** [www.people.nhs.uk/projectm](http://www.people.nhs.uk/projectm)

# Bespoke support for senior leaders

## Executive Suite

The Executive Suite has been designed to support senior leaders working across the health and care system (CEO, AO, Chair, NED, Lay members, Executive Directors or equivalent). The suite includes a comprehensive package of supportive offers and resources that are designed to support you to remain a resilient leader, continue to thrive in your role, and set cultures that value the importance of health and wellbeing. This includes:

- Seminars from internationally renowned and prominent health and care experts
- Access to virtual Action Learning Sets
- Curated resources
- Access to 1:1 psychological support
- Access to mentoring
- Career development support
- Signposting to regional support offers

Find out more: <https://people.nhs.uk/executivesuite/>



# Bespoke support for primary care colleagues

## [#Looking after you too: Primary care coaching offer](#)

Our primary care colleagues (including those working in both clinical and non clinical roles across general practice, dental, optometry and pharmacy services, have faced unprecedented challenges throughout the pandemic.

This individual coaching support offer is available to all primary care colleagues and is delivered by a highly skilled and experienced coach. This is a safe space to offload the demands of whatever you are experiencing and be supported in developing practical strategies for dealing with this. It might be that through a one-off conversation you have all the strategies you need to cope with your situation and stay well, or you might find a few sessions helpful.



**Find out more:** <https://www.england.nhs.uk/supporting-our-nhs-people/wellbeing-support-options/looking-after-you-too/>

# Looking after your team

**#LookingAfterYourTeam: Coaching support for those who lead, manage or organise a team or group in primary care.**

Frontline primary care colleagues have been facing unprecedented challenges through Covid-19, which is why our [#LookingAfterYouToo coaching space](#) was established.

Available since April 2020 it has supported thousands of primary care colleagues to process their experiences, offload demands and develop coping skills to look after themselves.

Our new **#LookingAfterYourTeam** service will create an opportunity for **individuals who lead, manage or organise teams, groups, services or networks**, to access coaching about their team. Coaching support is available with a highly skilled and experienced coach and is centred around compassionate and collaborative team leadership. The aim is to encourage psychological wellbeing and resilience in teams while supporting them to continue to deliver projects, services and high-quality care to patients.

The coaching will be orientated towards proactively supporting you to work with your team to develop practical strategies, making small improvements and amplifying the voice of primary care across the

[Book a coaching session \(people.nhs.uk\)](https://people.nhs.uk)



# #Looking After Your Career

Coaching about you and your career



## Who is it for?

This coaching support is available to **all clinical and non-clinical primary care workforce** either employed by the NHS or contracted to deliver work on behalf of the NHS.

## What is it?

**Individually tailored coaching** service that focuses on **supporting primary care workforce with their career choices**.

They can use this coaching to talk about things like:

- planning their career progression
- looking at their options and making choices
- thinking through career decisions.

The coaching is designed to **support** them to take **practical steps, take more control** over their career direction and **proactively advance** it.

## How does it work?

- Primary Care Workforce will be able to register and book a virtual coaching session via a booking link
- Sessions will be available Monday to Saturday.

# **Inclusive Health and Wellbeing**

**Supporting our colleagues from diverse  
backgrounds**

## **Looking After You Too: an individual coaching support offer for Black, Asian, and Minority Ethnic (BAME) staff working in NHS trusts**

This is a one to one wellbeing coaching support offer for the BAME NHS workforce in NHS trusts. Talking to a trained coach can help you process the experiences you are facing, develop coping skills and importantly, develop practical strategies to manage the situation and maintain your health and wellbeing, so you can carry on with your work and your life. It's a space for you to offload the demands of whatever you are experiencing, deal with difficult conversations, ensuring your wellbeing and resilience remains a priority.

All coaching sessions are free and confidential – details will never be shared with employers. All coaching sessions are available via phone or video call, seven days a week at a day and time that suits you.

**This programme is now open to new bookings [find out more and book here.](#)**



## Faith based mental health counselling for NHS staff

A free, confidential mental health counselling service (for people of all beliefs and none) developed and funded by the Association of Christian Counsellors, who are offering online, telephone, video counselling sessions from qualified counsellors at flexible appointment times for:

- NHS clinical and non-clinical staff working with Covid-19 patients in a hospital setting
- Ancillary staff working in Covid-19 areas in hospital settings including cleaners, porters and mortuary workers
- Paramedics and anyone working within the ambulance services caring for patients with Covid-19

### in partnership with

- **Association of Christian Counsellors** – open to people of all faiths and none
- **Inspired Minds** – Muslim counselling service (service has come to an end and the learning would be shared with regions and ICSs).



## **Mental Health awareness Training:**

Mental Health First Aid (MHFA)

All places filled

Developing a MHFAs community of practice if you are a MHFA please email



**We have a number of other large scale programmes all contributing to supporting the Health and Wellbeing of our people**

- **Civility and Respect**
- **Violence Prevention**
- **Wellbeing Guardians**
- **ICS support programme**
  - **Enhanced Health & Wellbeing**
  - **Growing the Occupational Health**
  - **Supporting the Primary Care**
  - **Inclusive Health and Wellbeing ICS Programme**



# Have your say



We would like to invite you to complete an anonymous questionnaire that offers an opportunity to provide feedback on the wellbeing support available nationally to all NHS staff.

This questionnaire will take approximately 10 minutes to complete and any responses submitted will be valuable in helping us shape the national offer.

You can access the survey here:

<https://nhsei-hwb.onlinesurveys.ac.uk/supporting-our-nhs-people-your-feedback>

Thank you for taking the time to submit your views.

# Be brave and ask for help if you need it

"What is the bravest thing you've ever said?" asked the boy.



"Help," said the horse.

<https://www.england.nhs.uk/supporting-our-nhs-people/>

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Our advice for clinicians on the coronavirus is free.  
If you are a member of the public looking for information and advice about coronavirus (COVID-19), including information about the COVID-19 vaccine, go to the NHS website. You can also find guidance and support on the GOV.UK website.

### Supporting our NHS people

Helping you manage your own health and wellbeing while looking after others

- Wellbeing support options
- How-to guides
- Support now
- Leadership and lifelong learning
- Events

Support for leaders and managers

# Mental Health and Islamophobia

## Review of pilot NHS counselling service

Terunnum Shakeel, Senior Analytical Manager – SE  
System Improvement & Health Inequalities lead, NHS  
Muslim Network

## Faith based counselling service for Muslims working in the NHS

- To provide access to free faith-based mental health counselling support for Muslims working in the NHS.
- NHSEI Health and Wellbeing Team and NHS staff Muslim Network worked in partnership with **Inspirited Minds and the Lateef Project** to provide a confidential and Islamic-based counselling service for NHS staff, delivered by qualified counselling therapists.

# Counselling uptake

- Over 600 counselling sessions from qualified counsellors to NHS staff members were from all across the UK, from over 30 cities to over 100 NHS Muslim staff
- Examples of staff roles within the NHS who benefited from the service: **Doctors, Chaplains, Psychiatrists, Psychological Wellbeing Practitioners, Nurses, Social Workers, Assistant Psychologists, COVID-19 Project Managers, Trust Risk Managers, Team Administrators, Therapists.**
- NHS staff members were supported with various mental health needs such as: **anxiety, stress, depression, low self-confidence, low self-esteem, loneliness, relationship issues, trauma, bereavement, anger management, post-traumatic stress disorder (PTSD), abuse, eating disorders, bullying, suicidal thoughts**

# Challenges

- The demand for the service was a lot higher than expected so were forced to stop taking on any more referrals a lot sooner than hoped.
- The service was meant to run for a year but stopped taking on new clients after 3 months.
- Originally it was hoped to provide up to 10-12 sessions to those who required that many sessions but also had to reduce this to a maximum of 6 sessions.
- The provider is still getting contacted from many NHS Staff members asking if they are still taking referrals.
- A lot of the time the staff members had been struggling for a long time before actually seeking support and many times with historic unaddressed issues.
- Some staff members stopped engaging after a few sessions because they felt they didn't have the time for further sessions.

# Outcomes

- The service was able to reach many NHS staff members who were struggling with their mental health who came forward to seek support, something which can be quite stigmatised within Muslim communities. This was done with very little marketing and advertising of the service.
- There was a qualitative and quantitative improvement in the wellbeing of the NHS staff members measured via questionnaire assessments such as PHQ-9, GAD-7, CORE-10 and other feedback forms.
- Muslim NHS staff mental health and wellbeing can be greatly improved by providing a free/low cost counselling service delivered by qualified counselling therapists which incorporates Islamic teachings, principles, values and spirituality into the therapeutic process.

# Testimonials

## From Inspired Minds:

My counsellor has truly been amazing and so helpful, her knowledge and compassion is beautiful and she has offered me so many things already that other counsellors over the years have not been able to offer me at all. I feel like this has been my first real counselling experience of working through some of my difficult issues. She has made me see how important and beneficial this service is and effective in managing a range of different issues. I can't thank Inspired Minds enough for funding this amazing initiative for NHS staff. Allah swt bless you all so much!

## From The Lateef Project:

The Lateef Project is an amazing initiative. I've been struggling with anxiety and depression for years and have never had therapy previously. Being in lockdown and working in the hospital during covid impacted my mental health significantly and I found myself in a dark, lonely place. I realised I needed help, and turned to therapy as a last resort and it's now one of the best decisions I've ever made. Through the Lateef Project and the amazing work of my therapist, I have been working through years of trauma and conditioning and have changed considerably in ways I didn't even know I needed to. It feels like the light is returning finally and the world is in focus once again. I thoroughly recommend for everyone!!

# Mental Health and Islamophobia

## Q&A