



**mental  
health  
first aid  
wales**

**MHFA Wales  
Wellbeing Quality Mark**



# About MHFA Wales Wellbeing Quality Mark

The Mental Health First Aid (MHFA) Wellbeing Quality Mark celebrates workplaces, organisations, institutions, and community groups that have prioritised the wellbeing of the people who work or attend there.

With this Wellbeing Quality Mark, we hope to help these groups achieve their goals regarding their commitment to improving the mental health of those in Wales, and award them with a mark of recognition for their efforts.



# Organisations are recognised with:

- An electronic Certificate of Recognition
- A digital badge, that can be used on their email signature or website
- Their company logo featured on the MHFA Wales website

## Eligibility

All organisations that have places of work within Wales are eligible to apply, as well community groups, individual worksites of multi-site organisations and individual workplace departments.

Workplaces must have a plan on how they will or have implemented MHFA into their workplace

## Levels of Recognition

There are three tiers of recognition - Gold, Silver and Bronze. To be recognised, workplaces must achieve **both criteria**:

- The minimum percentage of staff trained within the last three years; **and**
- The minimum number of Actions completed, which demonstrates the
- commitment to Mental Health First Aid in your workplace.

E.g. If you are a workplace, applying for Gold level recognition, you will need to have:

- % of your workforce trained in Mental Health First Aid; and
- Complete and provide evidence of 8 Actions.



	Gold Award	Silver Award	Bronze Award
% of staff trained	% of staff trained according to size of organisation		
Number of actions	8	5	2

Percentage of staff trained according to the size of the organisation:	
<b>Small</b>	<b>Medium</b>
5 - 50 staff = 20% of staff trained	51 - 500 staff = 10% of staff trained
<b>Large</b>	<b>Very Large</b>
501 - 1500 staff = 5% of staff trained	1501 and over = 3% of staff trained

# Application Requirements

## 1. Calculating number of staff

The number of staff an organisation will need to train depends on how many paid staff or volunteers the organisation has.

For example, 10% of 100 staff = 10 staff trained in Mental Health First Aid Wales.

This is an incentive for Welsh workplaces, community groups or voluntary organisations. For organisations with workplaces across the UK, percentages will be calculated according to the number of staff based in Wales. E.g: Workplaces with 80 staff members in English workplace, with 20 members in Welsh office, will require 2 staff members at the Welsh base trained to attain the Award.

## 2. Defining the number of staff trained in Mental Health First Aid

This is the number of staff who have completed MHFA training in the last three years. Casual, part time staff and volunteers can be included in this number. MHFA training can include the full MHFA course or MHFA Refresher.

## 3. Choosing actions

Workplaces have the flexibility of selecting actions that MHFA Wales has developed on the following page, or creating their own actions. Actions can be from one area or from a range of areas.

Please discuss any new actions with MHFA Wales before you apply, to ensure they are suitable for recognition.

## 4. Providing evidence

Work places are required to provide evidence of the successful implementation of each selected action. The same evidence can be used for multiple actions if applicable.

### Appropriate evidence could include:

- Meeting minutes
- Strategy documents
- Action plans
- Emails
- Policy documents
- Photos of team activities
- Marketing collateral.

## How to apply

Organisations can complete the application process through the MHFA Wales instructor who will act as a liaison between the organisation and MHFA Wales.

Organisations can download the application form from the MHFA Wales website and apply directly through MHFA Wales.

## LEADERSHIP COMMITMENT AND ENGAGEMENT

1. MHFA is incorporated into a broader framework or strategy.
2. There is an annual work plan for MHFA in the organisation.
3. An existing or new committee is appointed to lead and coordinate the MHFA program within the organisation, and is comprised of employees from a range of areas within the workplace.
4. One or more leaders are appointed to champion MHFA and are accountable for driving the workplace's MHFA strategy.
5. MHFA is incorporated into the workplace's communications strategy. For example:
  - Posters displayed around the office
  - Promoted on the intranet
  - MHFA promoted to clients
  - Promote MHFA at other workplace events
  - MHFA Officers equipped with identifying uniform or materials
  - External communications.
6. Senior management demonstrates engagement and participation with MHFA

## WORKFORCE SKILLED IN MHFA

7. MHFA is incorporated into the induction process.
8. The recruitment policy requires staff in particular roles (e.g. client facing roles) to have a current MHFA certificate or be willing to undertake training.
9. The workplace requires all staff trained in MHFA to become MHFAiders.
10. MHFA training is provided to a broad reach of staff across the workplace (e.g. at all sites, floors or teams).
11. Staff are provided with refresher training every three years in accordance with the MHFAider certification period.
12. MHFA training is included in the scheduled training offering to staff (e.g. MHFA is run every 6 months as part of the workplace's training calendar).
13. MHFA training is integrated into other development programs within the workplace such as leadership programs.
14. At least one member of staff is trained as an MHFA Instructor.
15. The workplace provides opportunities to reflect on learning after MHFA training is delivered (e.g. lunchtime sessions to revisit the action plan or email reminders of key messages from the training).
16. Staff not trained in MHFA are trained in the Mental Health Awareness course.

## MENTAL HEALTH FIRST AID OFFICERS

17. The organisation establishes the role of Mental Health First Aid Officer and develops a position description to support the role.
18. A broad, diverse and accessible network of Mental Health First Aid Officers is established across the organisation.
19. The availability and how to access Mental Health First Aid Officers is promoted in the organisation.
20. Mental Health First Aid Officers are provided with ongoing support and continuing professional development opportunities (e.g. regular team meetings, networking with other MHFA Officers, guest speakers or further related training).
21. A central coordinator is appointed to support MHFA Officers.
22. The organisation develops and implements Mental Health First Aid into existing policies, and may address the following areas:
  - Commitment to MHFA
  - The role of Mental Health First Aid Officers
  - The scope of the role and confidentiality

## EVALUATION AND CONTINUOUS QUALITY **IMPROVEMENT**

23. Staff at different levels of the organisation participate in the continual improvement of the MHFA program.
24. The organisation evaluates the implementation, outcomes and/or impacts of MHFA in the organisation, with the aim to continue to improve. Evaluation findings and follow- up plans of action are communicated within the organisation.
25. The organisation incorporates the collection of MHFA evaluation data into existing annual surveys conducted with staff (e.g. staff satisfaction surveys).



## Definitions:

### **Organisation -**

this can include businesses, government departments, charitable organisations, community groups or voluntary groups.

### **Staff -**

this can include paid staff, full or part time and volunteers.

## How to apply:

Speak your Mental Health First Aid Wales instructor, they can help you through the application process.

### **Contact:**

[info@mhfawales.org](mailto:info@mhfawales.org) to receive the application pack.