



YOUR MHFA SUPPORT PROGRAMME



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This week we held the first IKEA MHFA Support Quarterly! Thanks to all those who attended. It was a great opportunity to meet more of you and hear about your experiences as an IKEA MHFAider.

We don't record these meetings as we want to create a safe environment for MHFA coworkers to share their thoughts, ideas and even possible concerns. But here is an overview of the discussions from the meeting and some of the things we'll be taking further to explore if we can make improvements:

MHFA Support Programme

We kicked off the meeting with a quick reminder of what the MHFA Support Programme is all about:

- **Support** - Stress Matters are here to support MHFAs in their role. We are also here to support the People and Culture (P&C) team in their role.
- **Awareness** - These meetings are a great opportunity to discuss how MHFAs can get involved in raising Mental Health awareness generally as well as awareness of MHFA support that is available to IKEA coworkers.
- **Engagement** - We are encouraging all IKEA MHFAs to record anonymised data on the MHFA Support App so that we can capture data about engagement in MHFA at IKEA. This will help the P&C teams to create the most effective mental health and wellbeing initiatives.
- **Training** - Stress Matters are working with all unit P&C leads to ensure consistent MHFA training levels and that Refresher training is arranged where necessary.

How Are Things Going?

We then put coworkers into groups to discuss how things are going as an IKEA MHFA at the moment.

In their groups they discussed:

- What kind of support they are giving?
- What support do they have?
- What challenges are coworkers having at the moment?

Some MHFAs are being approached a lot, others not as much. There may be differences between centres and departments.

- Next Steps - Capturing data on this may help us to understand how to ensure MHFA support is available

Now that the P&C support has gone largely online via self-serve, how can MHFAs make sure they are signposting the correct information to people if they need to refer to P&C?

- Next Steps - We will discuss this with the central P&C team to see if further

consistently and stigma is removed from engaging with MFHAs.

guidance needs to be issued on this.

MHFA can sometimes conflict with other responsibilities like being a manager or a P&C coworker. It's difficult to know which hat to wear sometimes.

- Next Steps - We'll provide some guidance on this in the December Newsletter.

How can MFHAs support coworkers experiencing Seasonal Affective Disorder (SAD)?

- Next Steps - Signposted to the November Newsletter where we spotlighted this topic.

What role could MFHAs have in supporting coworkers who are absent due to long-term work-related stress?

- Next Steps - This will be discussed with the central P&C team to discuss how we can create a consistent approach.

Line managers often contribute to coworkers' stress and mental health issues.

- Next Steps - We are discussing the possibility of deploying a mental health for line manager training initiative in 2025.

What are the boundaries for providing MHFA support to coworkers and how can we communicate them?

- Next Steps - We are already in the process of discussing escalation and safeguarding processes that will be rolled out to all MFHAs. We'll be sure to include specifying boundaries in this guidance also.

Getting Support

Next we reminded MFHAs on what kind of support is available to them from Stress Matters and how to access it:

- Email: ikeamhfa@stressmatters.org.uk if you want any kind of support. If you would like a call back, provide your phone number and ideal time to call.
- We'll get back to you within 24 hours (Mon - Fri, 9am - 6pm).
- For urgent support dial 999 or The Samaritans on 116 123.
- MFHAs can contact us for support with:
 - Getting support following a difficult MHFA conversation.
 - Getting guidance on how to provide MHFA support in a particular situation.
 - Anonymously letting us know about concerning behaviour you've witnessed by other MFHAs.

Upcoming MHFA Quarterlies
We reminded MFHAs of the dates and times for upcoming meetings:

- 18th February 2025 14:00 - 15:30
- 22nd May 2025 14:00 - 15:30
- 12th August 2025 15:00 - 16:30

Registration links will be available on the MHFA Support Programme Portal and we'll email you with links also.

A Spotlight On Caring Commitments:

Each quarterly we spotlight a wellbeing area that you might come across as an MHFA. People who attended got an opportunity to explore a case study and how they would apply ALGEE to it.

Remember that many coworkers will have caring commitments and sometimes these commitments can add significant stress to their stress container. Don't underestimate the support you can provide simply by using ALGEE with a coworker who might be struggling to juggle their work and caring responsibilities.

Ha en bra dag!
Stress Matters

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