

Using Digital Interventions to empower people to take control of their mental wellbeing

Gillian Cameron¹, David Cameron¹, Gavin Megaw¹, Maurice Mulvenna², Raymond Bond², Siobhan O'Neill², Cherie Armour², Mike McTear²
Inspire Workplaces¹, Ulster University²

15% of people at work have a mental health condition, and the annual cost to employers is between £33 and £42 billion [1]

Inspire Workplaces provide workplace wellbeing services including training, employee assistance programmes, specialist interventions to private, public and third sector companies in the UK and Ireland.

Inspire Workplaces completed a Knowledge Transfer Partnership with Ulster University, with the aim of developing digital tools to enhance their service provision.

This led to the development of the [Inspire Support Hub](#), and [iHelpr](#). It is aimed at addressing stigma, changing attitudes and behaviours to empower people to take control of their mental wellbeing/health.

iHelpr

Guided self-assessment questionnaires are provided via the 'iHelpr chatbot' (Figure 1) - a conversational agent that guides the user through validated self assessments on stress, anxiety, sleep, depression, alcohol and self-esteem. There user is given evidence based recommendations in a bespoke report, directing the user to the relevant self-help material within the Hub. Alternatively as required, they are stepped up and can talk directly to a mental health practitioner.

There are 10 questions in this questionnaire that will ask you about your feelings and thoughts during the month. In each case, you will be asked to indicate by clicking on how often you felt or thought a certain way. Let's begin.

Over the last month, how often have you been bothered by any of the following problems?

1. How often have you been upset because of something that happened unexpectedly?

Never Almost Never Sometimes Fairly Often Very Often

Figure 1 - Sample Stress questionnaire conversation

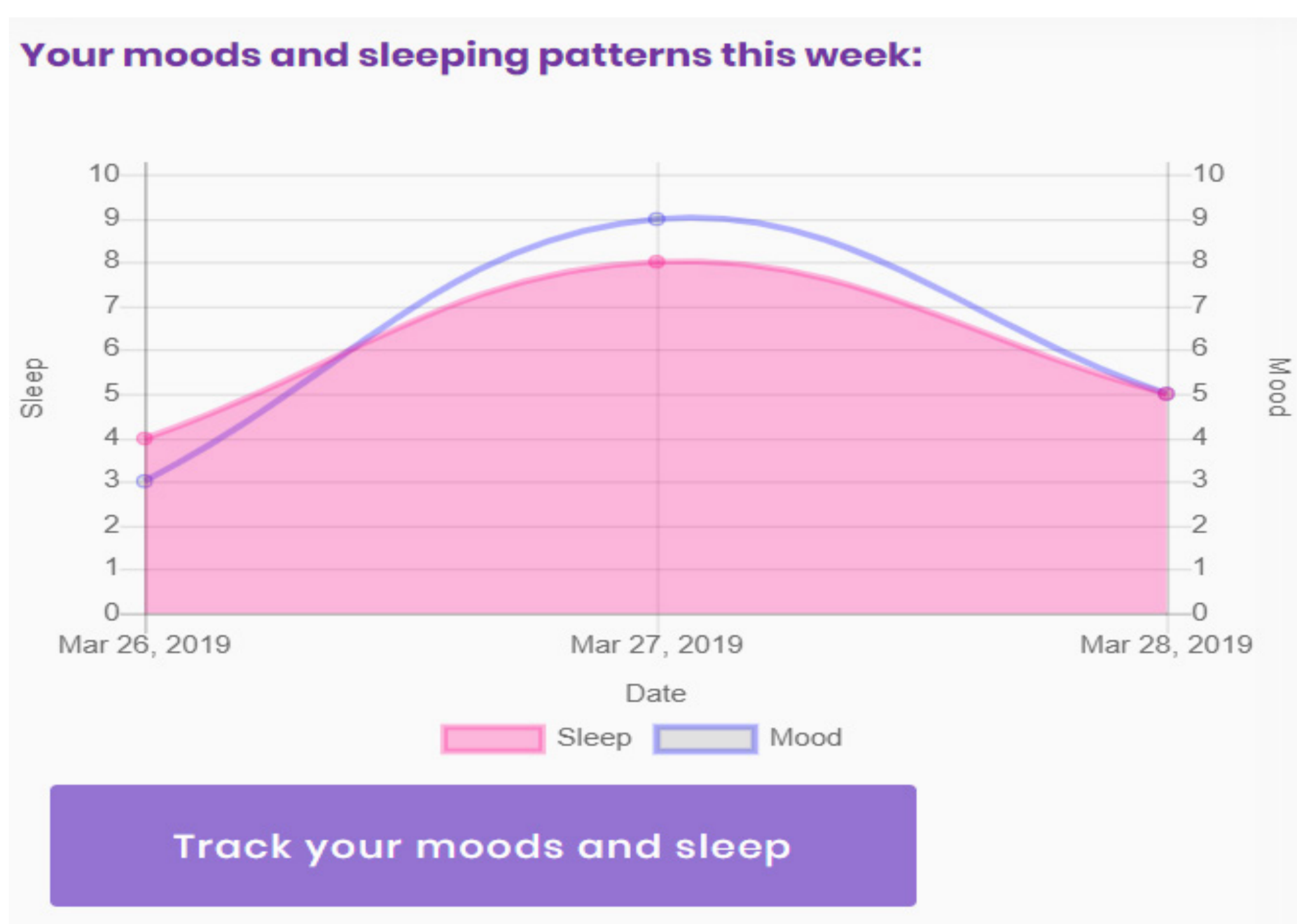


Figure 2 - Sleep and Mood Tracker

The Inspire Support Hub features:

- Self-help courses on stress, self-esteem and alcohol that are underpinned by Cognitive Behavioural Therapy (CBT)
- '5 ways to wellbeing' searchable map - finding local resources in your area to connect with people around you, be more active, take notice, keep learning and give.
- Wellbeing information library, with downloadable resources on a range of topics and bibliotherapy section
- Mood tracker, to track your daily mood and sleep patterns (Figure 2).

Study & Future Work

A small study of the Inspire Support Hub was conducted with a mental health organisation, over a third of the participants actively engaged with the Hub. They expressed it would be helpful or anyone feeling "overwhelmed" or wanting to be "proactive" about stress. Participants were interviewed after the trial, and expressed they would be very likely to use the Hub again.

The hub is now being trialled with 80,000 teachers and special needs assistants in the Department of Education and Skills in Ireland. The next step is to roll out the Inspire Support Hub to the 750,000 lives that Inspire Workplaces cover, in the UK and Ireland.

[1] Farmer, P and Stevenson, D. (2017). Thriving at work - The Stevenson / Farmer review of mental health and employers. [online] Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/658145/thriving-at-work-stevenson-farmer-review.pdf

Contact
Gillian Cameron
Inspire Workplaces
g.cameron@inspirewellbeing.org