

# Hertfordshire Direct Payment Support Service

## quarterly newsletter

Welcome to the second quarterly newsletter of 2024 for the Hertfordshire Direct Payment Support Service! We are excited to share important updates and valuable resources with you.

We are conducting an anonymous survey to gather feedback about the Hertfordshire Direct Payment Support Service. Your input is invaluable and helps us improve our services to better meet your needs. You will find a link to complete this survey within the newsletter.

Additionally, we are pleased to announce our upcoming online support session, designed to provide assistance and answer any questions you might have regarding the management of Direct Payments.

Understanding the importance of mental health awareness, we are pleased to share a useful mental health resource provided by 1stop training, offering valuable tips and further education online resources to support in the management and awareness of stress and its indicators.

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Communications Manager

[www.herts-dpss.co.uk](http://www.herts-dpss.co.uk)

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## WE WOULD LIKE TO HEAR FROM YOU:



As part of our commitment to continually enhance the services we provide, Purple Direct Payment Support Service would like to invite you to participate in a brief survey. Your feedback is invaluable in helping us understand how we can best support you in managing your direct payments.

The aim of this survey is to gather insights into your experiences with Purple Direct Payment Support service. We want to ensure that our support aligns with your needs and preferences, ultimately enhancing your satisfaction and the effectiveness of our service delivery.

This survey is anonymous and solely for the purpose of improving our services. We genuinely value your input and thank you in advance for taking the time to complete this survey. Please feel free to contact us if you have any questions or require further assistance. Your feedback is crucial in shaping the future of Purple Direct Payment Support service, and we are grateful for your participation.

To complete the anonymous survey for Hertfordshire Direct Payment Support Service please click the link below:

[CLICK HERE TO COMPLETE THE SURVEY](#)



Subscribe to our email mailing list to ensure you receive all of our updates: [www.bit.ly/purplemailing](http://www.bit.ly/purplemailing)

## ONLINE SUPPORT DROP INS:

### Monday 15th July 11am-12pm:

Hosted on Microsoft Teams this session is open to all Hertfordshire Direct Payment holders and representatives, providing a valuable opportunity for asking questions, collective learning and support to share information about managing direct payments.

This online support drop in will be hosted by a member of our EAG (employment advice and guidance) team who will be on hand to answer questions related to managing Direct Payments.

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#NoMindLeftBehind

# YOUR MENTAL HEALTH MATTERS

Swipe



# No mind left behind

Over 2 million people are waiting for support.  
No one should have to struggle alone.  
**Join us in the fight for mental health.**





## THE FACTS

- \* 1 in 4 people will experience a mental health problem of some kind each year in England.
- \* 1 in 6 people report experiencing a common mental health problem (like anxiety and depression) in any given week in England.
- \* Over the course of their lifetime, 1 in 5 people have suicidal thoughts.

\* Women are more likely to have suicidal thoughts and make suicide attempts than men, but men are 3 times more likely to take their own life than women.

\* Approximately only 1 in 3 adults with a common mental health problem are currently getting treatment in the form of talking therapies, medication or both. The most common treatment offered is psychiatric medication.

\* The overall number of people reporting mental health problems has been going up in recent years. Overall reported suicide numbers have also gone up in England and Wales since 2018. They had been going down before that.

\* A survey sent out in 2018 found that 74% of respondents (out of 4,619 respondents) felt so stressed they have been overwhelmed or unable to cope.



### Groups most affected by mental health problems

LGBTQ+



LGBTQ+ Community

Black People



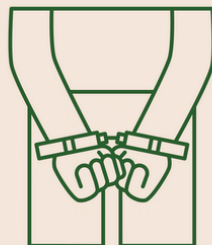
Younger Women



The Homeless



Victims of  
substance misuse



People in touch  
with the criminal  
justice system

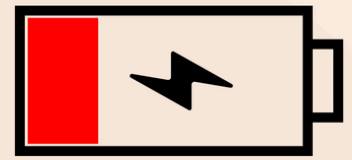
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READ MORE

[bit.ly/mindmhstats](https://bit.ly/mindmhstats)





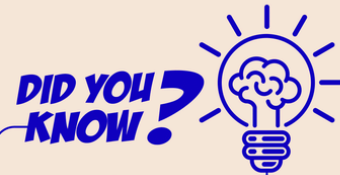
# SYMPTOMS OF STRESS

Stress is not normally considered a mental health problem. But it is connected to our mental health in several ways.



Stress can cause mental health problems

Mental health problems can cause stress



**DID YOU KNOW?**

Stress has been linked as a co-factor in 95% of all disease processes.

INTERESTING FACT

## Physiological Symptoms

- Headaches or migraines
- Muscle tension or body aches
- Rapid heartbeat or palpitations
- Trembling, or shaking
- Grinding teeth
- Sweating
- Feeling faint
- Choking feeling
- Difficulty swallowing
- Stomach ache
- Nausea and vomiting
- Constipation
- Loosening of bowels
- Loss of interest in sex
- Weight loss or weight gain
- Rapid heartbeat

## Cognitive Symptoms

- Difficulty concentrating or making decisions
- Constant worrying
- Forgetfulness
- Inability to focus
- Anxious thoughts
- Fearful anticipation
- Emotional stress
- Feelings of anxiety or nervousness
- Mood swings or irritability
- Overwhelm or feeling out of control
- Sadness or depression
- Inability to relax

## Behavioural Symptoms

- Avoidance of tasks
- Fidgeting
- Clenched fists
- Problems completing work assignments
- Strained face
- Changes in eating habits
- Difficulty sleeping
- Social withdrawal
- Crying
- Increased use of alcohol, drugs, or tobacco



Let's explore the solutions

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## 5 Steps to Mental Wellbeing



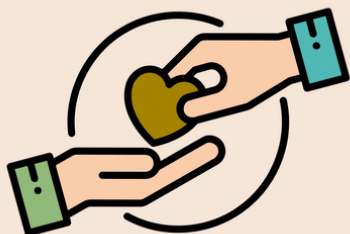
Connect with other people



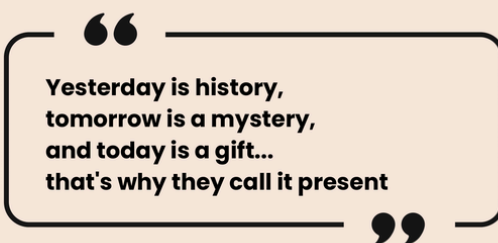
Be physically active



Learn new skills



Give to others



Pay attention to the present moment

## 5 Steps for Managing Stress



Delegate effectively



Protect "Me" Time!



Prioritise



Take control



Relax with sound, or distract yourself visually

## Further Resources

**MIND** - How to improve your mental wellbeing [bit.ly/how-to-wellbeing](https://bit.ly/how-to-wellbeing)

**MIND** - Seeking help for a mental health problem [bit.ly/seek-mh-help](https://bit.ly/seek-mh-help)

**NHS** - 10 stress busters [bit.ly/nhs-stress-busters](https://bit.ly/nhs-stress-busters)

**MHF** - How to look after your mental health using exercise [bit.ly/3wJmzT1](https://bit.ly/3wJmzT1)