

# Wellbeing



**HSBC** UK



# Wellbeing



As a business owner or director, we know it can often be overwhelming having to deal with both your own home and work pressures and also those of your employees. There are times when it's difficult for you to know where to look and seek guidance for both yourself and staff members to gain the best support available.

With this in mind, we've gathered together some wellbeing material on Financial, Physical and Mental Wellbeing along with details of key support groups and organisations to help guide you and your employees at a time of need.

**Please note:** The contents of this document are intended as guidance only. If you need professional advice or support on these types of issues, please make contact with the external bodies we've referred to in the relevant section.

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# Mental wellbeing



## What is it and why's it important?

Your **mental wellbeing** is about your thoughts and feelings and how you cope with the ups and downs of everyday life.

There are varying types of mental health conditions, each person is different and has their own unique set of symptoms and experiences. Getting the right support and help in and outside of work can make a huge difference.

## What support is available?

NHS Mental Health support	<a href="https://www.nhs.uk/mental-health">nhs.uk/mental-health</a>	
Samaritans	<a href="https://www.samaritans.org">samaritans.org</a>	116 123
Mind	<a href="https://www.mind.org.uk">mind.org.uk</a>	0300 123 3393
Rethink	<a href="https://www.rethink.org">rethink.org</a>	0300 500 0927
AnxietyUK	<a href="https://www.anxietyuk.org.uk">anxietyuk.org.uk</a>	03444 775 774
Domestic Abuse	<a href="https://www.nationaldahelpline.org.uk">nationaldahelpline.org.uk</a>	0808 2000 247




# Physical wellbeing



## What is it and why's it important?

**Physical well-being** isn't just the absence of disease. It includes lifestyle behaviour choices to ensure **health**, avoid preventable diseases and conditions, and to live in a balanced state of body, mind, and spirit. Exercising releases feel-good hormones which studies have shown can improve your mood, reduce stress, manage anxiety, help you sleep better and maintain a healthy weight.

## What support is available?

Bupa	 <a href="https://bupa.co.uk/health-information/exercise-fitness">bupa.co.uk/health-information/exercise-fitness</a>
NHS Eat Well	 <a href="https://nhs.uk/live-well/eat-well">nhs.uk/live-well/eat-well</a>

# Financial wellbeing



## What is it and why's it important?

Financial wellbeing is about feeling comfortable and in control of your financial position. It means having the knowledge and confidence to make the most of your money, both on a day-to-day basis and through planned and unplanned events.

## What support is available?

Financial Fitness Hub	 <a href="https://www.hsbc.co.uk/financial-fitness">hsbc.co.uk/financial-fitness</a>
Government Support Services	 <a href="https://www.moneyadviceservice.org.uk">moneyadviceservice.org.uk</a>
Wellbeing Support	 <a href="https://business.hsbc.uk/wellbeing-personal-and-business">business.hsbc.uk/wellbeing-personal-and-business</a>

If you're experiencing financial difficulties, it's important to seek the appropriate support at the earliest opportunity. For information on how you can get more help and support, including contact points based on whether you have lending facilities with HSBC or other companies, please visit the 'How We Can Help' section of our Money Worries website at: [hsbc.co.uk/help/money-worries/how-we-can-help](https://www.hsbc.co.uk/help/money-worries/how-we-can-help).



# Having a wellbeing conversation



## Considerations for the conversation

We don't often talk about our wellbeing so it may seem a little daunting to start a conversation about it. But it's important to remember you don't have to be an expert. This information will help you to have an initial conversation with someone and then guide them to the right support.

- ◆ Choose your setting and give yourself time.
- ◆ Keep the chat positive and supportive, exploring the issues and how you may be able to support.
- ◆ Be empathetic and take them seriously.
- ◆ Take into account cultural differences in communication.
- ◆ Give them full focus and listen without interruption, accept them as they are, put yourself in their shoes, be genuine.
- ◆ Keep the conversation going, follow up and ask them how they're going, reassure them your door is always open and really mean it.
- ◆ Give reassurance that there are lots of support resources.
- ◆ Make sure they speak with their GP where appropriate.

## Questions which may assist your wellbeing conversation

- ◆ How are you feeling at the moment?
- ◆ Who do you feel you can go to for support?
- ◆ How long has your situation been like this?
- ◆ Have you sought any advice or guidance?
- ◆ Are there any work-related factors that are contributing to how you are feeling?
- ◆ Is there anything we can do to help?

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