

Mental Health & Wellbeing Policy

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DUMFRIES & GALLOWAY NHS

MENTAL HEALTH & WELLBEING POLICY

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DUMFRIES & GALLOWAY NHS MENTAL HEALTH & WELLBEING POLICY

1. Purpose and Scope

Mental Health is the emotional and spiritual resilience which allows us to enjoy life and survive pain, disappointment and sadness. It is a positive sense of wellbeing and an underlying belief in our own and other's dignity and worth.

NHS Dumfries & Galloway wants to ensure that all employees are able to work in a supportive, professional and caring environment, where they are valued and respected and free from bullying and harassment. The Organisation expects all staff to apply the Core Values (outlined in the Code of Positive Behaviour) to all aspects of their work practice which includes a non judgmental person centered approach.

NHS Dumfries & Galloway places equal value on physical and mental health. We acknowledge that mental health problems can be triggered by various causes including stress in the workplace and the outside world. NHS Dumfries & Galloway will identify and reduce the workplace causes of stress as far as is reasonable practicable and provide a supportive workplace culture. Figure 1 summarises the policies, practices and support in place to achieve this.

2. Policy Aims

Our policy aims are centred around risk assessment, information and training; and support.

Risk assessment

- Carry out organisational stress assessments, monitor and review this method of assessment., in line with HSE Management Standards for Work-related Stress
- Carry out stress risk assessment at a local level through the health and safety management control book, monitor and review this method of risk assessment
- Involve staff in carrying out the risk assessments and in the development of practical solutions
- Monitor and review action plans at an organisational and local level to ensure identified risks are reduced.
- Monitor and evaluate all procedures to ensure that they are flexible enough to meet individuals' and Organisational needs.

Information and training

- NHS Dumfries & Galloway will not tolerate any discrimination attached to mental health, which includes barriers to employment in accordance with the equal opportunities policy.
- Raise awareness of stress, its causes, symptoms and health impacts
- Raise awareness of mental health problems
- Encourage staff wellbeing by educating staff to promote their mental well-being.
- Inform all staff of the Mental Health and Wellbeing Policy, risk assessment process and information and support available.

- Provide guidance to managers on how to manage the mental health of their staff and take proactive steps to reduce stress in the workplace. Support development of behaviours in line with the HSE Management Competency Framework.

Support

- Provide staff with the appropriate advice and support if they have mental or physical health problems
- Offer easy access to confidential Occupational Health Services and CBT if appropriate.
- Provide managers with advice and support to ensure they manage staff in a way that reduces stress and promotes wellbeing
- Ensure that managers provide employees with support during periods of sickness/absence and in their return to and rehabilitation in work
- To promote the support available within NHS Dumfries & Galloway that reduces the risk of stress.

3. Responsibilities and Organisational Arrangements

The Senior Management Team is responsible for ensuring that:

- stress, which can lead to ill health, is reduced as far as reasonably practicable in the work environment
- the organisational culture promotes a positive attitude to mental wellbeing
- suitable guidance, training and support is provided to managers to equip them to:
 - undertake the necessary risk assessments in the workplace and ensure preventative measures are implemented where appropriate
 - adopt a management approach that reduces stress and promotes wellbeing
 - information is provided for staff on positive coping mechanisms and general health improving activities within the workplace
 - advice, information, and how to access support is provided for all staff including recognising the symptoms of poor mental health
- managers are knowledgeable in their duty of care for staff
- supervision and appraisal systems are in place to ensure confidentiality where people can gain support in dealing with poor mental health

Managers and supervisors are responsible for:

- adopting a management approach that reduces stress and promotes wellbeing (see HSE Management Competency Framework – See Positive Steps: a managers guide to reducing stress and promoting employee wellbeing in NHS D&G)
 - Respectful and responsible: Managing emotions and having integrity
 - Managing and communicating existing and future work
 - Reasoning/managing difficult situations
 - Managing the individual within the team

- liaising with HR and Occupational Health to maximise support to staff who have mental/physical health issues
- adopting a case management approach to managing individual cases of stress (with the appropriate support from Occupational Health)
- managing absence in accordance with the policy
- conducting risk assessments (through Health and Safety Management Control Book procedures) in line with HSE Management Standards for Work-related Stress
- developing and reviewing workplace stress action plans (through control book procedure)
- involving individual staff and staff teams in identifying risks and seeking solutions
- encouraging a workplace culture where mental well-being and physical well-being are regarded as equally important
- making sure that all new staff receive appropriate induction to and training for their job, including reference to support services, e.g. supervision, employee therapy and occupational health services
- monitor indicators of ill health (by reviewing working hours of staff and monitoring absence and staff turnover and also carrying out exit interviews)
- attending regular mental health training events and promoting workplace activities to promote the understanding of the benefits of positive mental health
- facilitating team planning events
- promoting core values within their staff team through the Code of Positive Behaviour

All staff are responsible for:

- using the organisational support systems such as supervision, appraisal and employee therapy services appropriately, reporting to their line manager any risk to mental health within the work place that may pose a risk to themselves or others
- discussing with their line manager (or HR) early if they feel they are experiencing stress (ideally before any health impact arises)
- supporting their colleagues if they are experiencing poor mental health by encouraging them to talk to their manager, HR or Occupational Health
- seeking support from their GP or other appropriate agencies if they have health issues
- discussing with their manager any appropriate measures to make their work less stressful which includes using the flexible working policy
- recognising the principles and importance of work life balance
- exercising their right to attend stress management courses
- being actively involved in the risk assessment and action planning process

Human Resource department are responsible for:

- ensuring that occupational health and employee therapy services are accessible for all staff members
- making sure that organisational policies and codes of conduct are appropriate
- providing facilitation and support where necessary to line managers
- monitoring staff conduct, attendance, turnover etc at corporate level, in-line with Staff Governance standards
- monitoring and evaluating recruitment practices in relation to equal opportunities

Occupational Health Services are responsible for:

- advising both employees and their line managers on the impact of employees work on their health and welfare and the effect of employees health on their abilities to perform their duties satisfactorily. To this effect Occupational Health plays an active part in the implementation of the organisations Mental Health and Wellbeing Policy
- ensuring that Occupational Health and employee therapy and support services are accessible to all staff members who may be experiencing the negative effects of poor mental or physical health
- to provide a fast track consultation service for staff telephoning the service (self-referrals) who may be experiencing mental health problems
- to provide a fast track consultation service for staff who may have been referred by managers and provide feedback/progress reports to the employee and the manager as appropriate. Information may include advice/recommendations on return to work and any adjustments/restrictions required
- management referrals can be made by the line manager where they feel that an employee may be dealing with issues which appear to be having an effect on their mental well-being and/or work practice
- the Cognitive Behavioural Therapy service provides individuals with a confidential, safe arena to discuss problems which may at times appear overwhelming. Therapy helps make sense of problems and how they affect individuals, and how they can then deal with them

Promotion of mental health across the organisation through appropriate information, instruction and training programmes

GP Services

GP's play an important role in supporting their patients, and therefore also potentially in assisting the organisation to manage stress within the NHS Dumfries & Galloway . The Board looks to GP's to support by undertaking the following:

- recognising the causes of stress, work and non work related, and the impacts on health
- encouraging NHS staff to access services available through their occupational health department
- liaising with the NHS organisation in managing cases of stress related ill-health

4. MONITORING

This policy will be monitored and reviewed every two years or sooner if legislation changes or organisational arrangements change. This will be completed by the Health & Safety Advisor and the policy amended as required.

Specific areas which will be monitored and reviewed include:

- The mental wellbeing and stress risk assessments should be reviewed and amended on a regular basis, or earlier where factors precipitate revision.
- Monitoring of the impacts of stress will be conducted through the staff feedback survey (NHS wide), stress risk assessment and HR data.

5. Equality and Diversity

NHS Dumfries and Galloway is committed to equality and diversity in respect of the six equality groups defined by age, disability, gender, race, religion/belief and sexual orientation. A rapid equality impact assessment has been carried out on this policy

6. DOCUMENT CONTROL SHEET

1. Document Status

Title	Mental Health & Wellbeing Policy
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Approver	Andy Howat
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2. Document Amendment History

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2		Review May 2013

3. Distribution

Name	Responsibility	Version number
Intranet	A Howat	
Control Book	A Howat	
Corporate policy register	Jennifer Wilson	

4. Associated documents

5. Action Plan for Implementation

Action	Lead Officer	Timeframe
To communicate to all managers the new policy	A Howat	Jan 2011

Appendix 1 – Model of our Approach

