

STAFF SUPPORT AND WELLBEING POLICY

Scope

The strategy aims to work with our staff to integrate health and wellbeing into day to day activities to enable us to create a positive and healthy work environment.

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Approved by the responsible person:	Nirmal Vora
Amended date:	
Name of originator/ author:	Jackie Heath
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1.0	04.04.2024	Jackie Heath	Published	CQC and CCG Compliant Policy

Introduction

SDS believes that fostering wellbeing is good for people and the organisation. Promoting wellbeing can help prevent stress and create a positive working environment where both the individual and the organisation can thrive. Good health and wellbeing can be a core enabler of employee engagement and performance.

Purpose

Through the policy, we will provide a framework where we can take a proactive and engaging approach to enhancing the health and wellbeing of our staff. This will be achieved through wellbeing initiatives, employee support mechanisms and joint working with staff and their representatives and local partners to identify and address areas for improvement.

We will work with employees to ensure those issues that may negatively impact staff health are identified and addressed. We will ensure managers have the essential skills, knowledge and ability to support employees to improve their health and wellbeing. We will also ensure that we increase the awareness of our employees as to what is important in ensuring their own health and wellbeing.

Aims and Priorities

Our aims and priorities are to:

- Maintain and promote a culture of support, health and wellbeing for our employees
- Invest in support, health and wellbeing through a life-course approach and empowering people of all ages
- Tackling the major health challenges
- Strengthening people-centred health and wellbeing systems
- Creating resilient communities and supportive environments
- Creating a safe and healthy working environment
- Improving the support, health and wellbeing of staff
- Encouraging and supporting employees to develop and maintain a healthy lifestyle
- Supporting people with manageable health problems or disabilities to maintain access to or regain work; and
- Improving staff satisfaction

To achieve the above aims, we will:

- Take a proactive approach to health and wellbeing
- Have effective leadership and management across the company to embed and maintain health and wellbeing as part of everyday activities

- Improve communication regarding support, health and wellbeing throughout the company to increase the awareness of all staff
- Help staff develop and maintain healthy lifestyles and improve their physical and emotional health
- Build personal resilience in individuals through practical strategies, training and support in managing stress
- Provide early intervention and support to staff with health problems or disabilities to remain at work or to return to work as soon as possible following a period of absence
- Develop and monitor the effectiveness of policies which support staff wellbeing; and
- Focus on employee engagement

Definition of Health and Wellbeing

Wellbeing means different things to different people at different times. Still, in theory, it is made up of two main categories: that of the physical and mental health of an individual. *“Health and wellbeing is about being emotionally healthy as well as physically healthy. It is feeling able to cope with normal stresses and living a fulfilled life. It can be affected by things like worries about money, work, your people around you and the environment you live in. Your wellbeing is also affected by whether or not you feel in control of your life, feeling involved with people and communities and feelings of anxiety and isolation.”*

(National Institute of Health and Clinical Excellence (NICE))

In many ways, mental health is just like physical health: everybody has it, and we need to take care of it.

Good mental health generally means being able to think, feel and react in the ways you need and want to live your life. But if you go through a period of poor mental health, you may find the ways you’re frequently thinking, feeling or reacting become difficult, or even impossible, to cope with this. This can feel just as bad as a physical illness or even worse.

Mental health problems affect around one in four people in any given year. They range from common issues, such as depression and anxiety, to rarer problems, such as schizophrenia and bipolar disorder.

Demographic Profile

The demographic profile of our employees can provide some valuable pointers to their health needs and planning of interventions.

For example :

- Age range
- Ethnicity
- Sex
- Salary
- Occupation type
- Links to general health issues of Birmingham residents

Current Health and Wellbeing Status

Below is a list of the range of policies and procedures that we have in place to support improved employee health and wellbeing:

- A range of Flexible Working Policies, i.e. part-time working, homeworking, compressed hours
- Health and Safety Policies
- Personal Development Review Process
- Managing Attendance Policy and Procedure
- No Smoking Policy
- Stress Management Policy
- Dignity at Work Policy (Bullying and Harassment)
- Equality and Diversity Policy
- Maternity, Paternity and Adoption Leave

Staff Wellbeing Initiatives Definitions

We have a variety of wellbeing initiatives:

- Staff Support and Wellbeing Committee
- Staff Support and Wellbeing action plan
- Senior Management EDI Champion and Policy
- Mental Health First Aid Champions
- Regular discussion of wellbeing at Staff Support and Wellbeing Committee
- Provision of occupational health services
- Health surveillance (inc Hep B)
- Flu vaccination programme
- Covid vaccination programmes

Support and Wellbeing Key Performance Indicators

A number of support and wellbeing performance indicators have been identified:

- Staff satisfaction levels as evidenced by the annual staff survey
- Annual reduction of sickness absence rates
- Annual reduction in the number of accidents
- Staff turnover rate

Strategy Delivery

Managers must recognise the impact of good people management on service delivery and be responsible for their employees' health and wellbeing whilst at work. As such, it is essential that they are aware of the need to engage in, drive and support this strategy. The HR Department will oversee the delivery of the policy.

All employees are responsible for their health and wellbeing as well as that of their colleagues and peers.

Human Resources will support the development of health and wellbeing through activities, events and communication.

Key Priorities

The key priorities identified for SDS are :

- Ensure the policy is embedded across the organisation
- Develop a specific section on the intranet site for health and wellbeing
- Annual audit or Appraisal + Review process to ensure its effectiveness
- Ensure coaching and mentoring are embedded across the organisation
- Staff handbook updated to ensure that health and wellbeing are clearly incorporated
- Ensure support, health and wellbeing is emphasised throughout the induction process.

Responsibilities

Line Manager responsibilities:

- To ensure the implementation of the policy

Director responsibilities:

- To oversee the Policy to ensure that South Doc complies with the policy

HR Manager responsibilities:

- To monitor the implementation of this policy to ensure our legal KPIs are met
- To ensure that managers and staff comply with this policy
- To regularly review and make suggestions for the update of the policy in line with feedback from staff and/or organisational requirements
- To monitor initiatives to ensure continued effectiveness.

References

CIPD Wellbeing at Work ACAS Absence from Work

Staff Management of Attendance at Work Policy

Staff Recruitment Policy

SA 1 – Head Office

Key Personnel:

Line Managers

HR Manager

Directors & Senior Managers, if required

Governance Manager

For names of personnel, please see ‘Organisational and Line Management Policy’

SA 2 – Urgent Treatment Centre

Key Personnel:

HR Manager

Clinical Lead – Medical Director

Service Manager

For names of personnel please see the ‘Organisational and Line Management’ Policy

SA 3 – Community Clinics (including Pilots)

Unless otherwise stated

Please refer to separate specific community clinic policy, SOPs and site policies for specific details

SA 4 – Prescription Ordering Direct Service

Key Personnel:

Line Managers

HR Manager

Directors & Senior Managers, if required

Governance Manager

For names of personnel, please see 'Organisational and Line Management Policy'

SA 5 – Primary Care Network Service

Key Personnel:

Line Managers

HR Manager

Directors & Senior Managers, if required

Governance Manager

For names of personnel, please see 'Organisational and Line Management Policy'