

Stress Management Policy

HR21

Date Written	
Author(s)	
Version	
Date Signed Off	
Reviewed by	

Date: []

Review Data

Initial Production

Name	Role/Department	RACI	Date

R = Responsible for writing the policy; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author

Emergency Contact Details

Name	Email	Mobile

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 17: Good governance	Providers must have systems and processes which enable the provider to identify where quality and/or safety are being compromised and to respond appropriately and without delay.
Regulation 19: Fit and proper persons employed	Persons employed must be fit and proper and where person employed no longer meets these criteria the registered person must take such action as is necessary and proportionate.

Key Lines of Enquiry

KLOE	How this applies to Stress Management
Effective	Ensuring that staff are able to identify and manage stress effectively contributes to the quality and effectiveness of the service they provide.
Well led	As a well led organisation, it is our responsibility to support staff to avoid and/or manage stress in the workplace.

Related Documents

This policy should be read in conjunction with our:

- HR02 - Appraisal Policy
- HR05 - Disciplinary and Grievance Policy
- HR16 - Professional Boundaries Policy
- HR22 - Supervision Policy
- HR25 - Whistleblowing Policy

Policy Statement



Policy Aim

The objectives of this policy are to ensure, so far as reasonably practicable, that:

- Areas of work related stress are identified and assessed as appropriate, and relevant measures are introduced to control the risk to health;
- Ways are identified to control and reduce the costs associated with work related stress, be they financial, organisational or personal;
- Roles, responsibilities and accountabilities are clearly defined and understood in order to achieve successful management of work related stress;
- Employees are provided with appropriate information, guidance and training relevant to work related stress;
- Staff and managers are informed of their responsibilities in respect of the policy.

Careville Ltd, is committed to protecting the health, safety and welfare of our employees. We recognize that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

The purpose of this policy is to define work related stress and identify a corporate approach to the management of stress within the workplace. The policy provides a framework to assist managers and employees deal with the issues that arise from work related stress and to help employees deal with it and maintain their attendance.

This policy will apply to all employees of Careville Ltd,. The Directors are responsible for its implementation and the company is responsible for providing the necessary resources.



Key Question: What exactly is defined as 'workplace stress?'

The Health and Safety Executive define stress as 'the adverse reaction people have to excessive pressure or other types of demand placed on them'. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health.

Stress or - Any events, circumstance or demand (external or internal to the individual), which places pressure on the individual and may result in stress.

It is reasonable to assume that:

- Employees are psychologically capable of withstanding reasonable pressures at work;
- Employees are subjected to periods of pressure at work;
- Short periods of pressure are not necessarily of concern.

A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the company aim to address.

Organisational Responsibilities

Careville Ltd, is aware of its legal obligations to ensure that workers are fully supported to recognise the signs of stress and to adjust to support staff.

Our primary legal considerations are:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Equality Act 2010
- Employment Rights Act 1996
- Employment Act 2002 (Dispute Regulations) 2004
- Data Protection Act 2018
- Human Rights Act 1998

Responsibilities of the Directors

- Monitor and report on the performance on dealing with work related stress;
- Ensure that compliance with this policy is included as part of the normal health and safety audits and reviews;
- Actively support and promote the policy by providing guidance and advice;

- Support individuals who report work related stress issues and be actively involved in advising on absence relating to work related stress;
- Arrange appropriate training courses as required;
- Coordinate the provision of other internal support services e.g. counsellor;
- Provide specialist advice regarding work related stress;

Responsibilities of Employees

- Co-operate with the Directors in discharge of their duties relating to this policy;
- Raise areas of concern at the earliest opportunity with the appropriate person.

Risk Assessment

Careville Ltd, has the following system to ensure work-related stressors are identified and addressed. This is in accordance with the Management of Health and Safety at Work Regulations.

- Where a Director is concerned about an employee's stress levels, the Director should discuss working practices with the employee, to determine what reasonable adjustments can be undertaken to reduce stressors.
- Where an employee is absent with a stress-related illness, their manager should make a referral to occupational health, so that appropriate support and guidance can be given to the employee and their manager.
- Through the risk assessment process, Careville Ltd, will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.
- Stress is usually brought about by an accumulation of minor irritations that cannot be resolved in the time scale we wish and/or with the desired outcome. However, there may be one single event or set of circumstances that combine to provide the additional stress overload.
- Stress counselling can often have a stigma that it is only for the 'weak' or 'mentally ill', however the reverse is true.
- It may be difficult to talk to a colleague about the problem face to face, as it might be this relationship that is the cause. It is our policy that all employees can approach management to raise concerns relating to stress. All conversations will be addressed in the strictest confidence and management will try and assist any individuals suffering from stress.



Examples of Stressors

Possible environmental stressors include noise, temperature, overcrowding and humidity.

Possible work-related stressors include working to tight deadlines, overwork and change to organisation.

Other issues that may have an impact include:

- Under challenged;
- Promotion prospects;
- Racial or sexist remarks;
- Personal relationships with other employees;
- Traveling;
- Job satisfaction;
- Harassment and confrontation

Support

Careville Ltd, has the following support systems in place to help employees to manage their own stress:

- Training on stress management, time management, assertiveness, dealing with conflict etc.;
- Appraisal and Personal Development. In addition, supervision and team meetings.

Monitoring and Review

The Directors will check this policy is working properly and they will review it at least once a year. We will make improvements to the policy wherever we can. We will also regularly check our procedures for avoiding bribery and corruption.

We are all responsible for the success of this policy and we must all disclose any suspected danger or wrongdoing.

Employees are invited to suggest any ways the policy can be improved.

This policy does not form part of any employee's contract of employment, and it may be amended at any time.



Key Points to Take Away

Careville Ltd, is committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

A stressor is any event, circumstance or demand (external or internal to the individual), which places pressure on the individual and may result in stress.

It is your responsibility to raise areas of concern at the earliest opportunity with the appropriate person.

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director