MENTAL HEALTH AND WELLBEING POLICY AND GUIDANCE

Responsible Director:	Director of Human Resources and Organisational Development
Lead Manager	Head of Health and Safety
Approved by:	Health and Safety Forum
Equality Assessed	We are working to ensure that no one is treated in an unlawful and discriminatory manner in the workplace because of their age, disability, gender, gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, or sexual orientation.
Date approved:	November 2015
Date for Review:	November 2018
Replaces previous version:	October 2011 (3 year review)
Other relevant policies, frameworks and programmes	NHSGGC's pledge to 'See me' anti stigma campaign Stress in the Workplace Policy Supporting the Work Life Balance Policies Dignity at Work Policy Gender Based Violence Policy Gender Reassignment Policy Alcohol and Substance Policy Policy on the Management of Violence and Aggression Attendance Management Policy Equality, Diversity and Human Rights Policy Equal Pay Statement Your Health – Staff Health Strategy Code of conduct for staff

Alternative formats are available on request

Summary

NHS Greater Glasgow and Clyde aim to promote and protect the mental health and wellbeing of our staff, treating them fairly regardless of their mental health status. We will support our staff by:
- encouraging safe and healthy workplace settings,
- promoting good mental health and wellbeing, and
- using non-discriminatory practice.

A range of NHS Greater Glasgow and Clyde policies and practices exist which will help us to do this. To highlight our position on mental health and well-being, this policy guidance brings these together for easy reference. This will help both staff and managers to fulfil their role. It will also make it easier to find support for any problems.

Useful links to Staffnet web pages are used in this policy guidance. If you do not use a computer, then your manager or local Human Resources or Health and Safety practitioner can provide a paper copy of any policies or web pages on request. Phone numbers of support services can be found in Section 11.

1.   Introduction

1.1   NHS Greater Glasgow and Clyde (NHSGGC) is committed to safeguarding the health and welfare of its staff. We recognise that we have a duty of care to protect the mental health and wellbeing of our staff whilst they are at work. We are also committed to tackling disability discrimination, including discrimination relating to people who experience mental health problems. Beyond our legal obligations, we wish to promote good mental health and wellbeing by providing healthy working environments that will develop and nurture staff. Consequently this may also help staff better to understand their role in tackling discrimination and promoting good mental health for our service users.

1.2   Mental health problems such as stress, depression or anxiety account for a significant proportion of sickness absence across Scotland and can contribute to staff turnover. Consistent with these figures, mental health problems are a common cause of long term sickness absence for NHSGGC's staff. This has major resource implications for the organisation in terms of cost and lost productivity. Promoting positive mental health and wellbeing in the workplace is essential to maximise the potential of the organisation as it can improve physical health, social inclusion and productivity. Maintaining maximum mental health in its workforce is therefore a priority for the organisation.

2.   Scope

2.1   This policy guidance applies to all employees of NHS Greater Glasgow and Clyde in all locations.

3. Roles and Responsibilities

3.1 Supporting activities that enable good mental health and wellbeing in the workplace is the responsibility of all employees. Senior managers in particular will be expected to show leadership in supporting this policy guidance.

3.2 NHSGGC will look to all of our line managers to manage their staff in a manner which is not detrimental to mental health and which, at its best, can positively promote mental health and wellbeing.

3.3 This document brings together existing NHSGGC policy and guidance relevant to mental health and wellbeing, listed in Section 7. All staff have a responsibility to uphold the policy rules of NHSGGC and should adhere to good practice guidance where available. Roles and responsibilities are clearly identified within each of these policies.

4. Terminology and Definitions

4.1 The terms **mental health**, **mental health problems** and **mental wellbeing** are the terms used by NHS Health Scotland, and this policy guidance has edited and referenced their definitions:

- **Mental Health** Mental health is used as an umbrella term to refer to both the concepts of mental health problems and mental wellbeing.
- **Mental Health Problems** This refers to symptoms that meet the criteria for 'clinical' problems: diagnosis of mental illness, or symptoms which interfere with emotional, cognitive or social function. Examples include common mental health problems such as depression and anxiety, and, severe and enduring mental health problems such as schizophrenia. Mental health problems combined with, or related to, other forms of disability are also covered by this policy guidance.
- **Mental Wellbeing** Mental wellbeing includes aspects of subjective wellbeing (positive / negative feelings and life satisfaction), and psychological wellbeing (such as mastery and a sense of control, having a purpose in life, a sense of belonging and positive relationships with others).

5. Aims

5.1 NHSGGC will support our employees by encouraging safe and healthy workplace settings, promoting good mental health and wellbeing at work, and applying non-discriminatory practice.

5.2 This policy guidance aims to ensure that all employees, irrespective of the position and level they hold, and with consideration of any legally protected characteristics (e.g. race, faith,gender), are:
- Provided with a basic understanding of mental health and wellbeing issues
- Protected from harm to their mental health whilst at work
- Supported if they experience mental health problems
- Protected from discrimination regardless of their mental health status
- Provided with opportunities to participate in mental health promotion activities

5.3   We will achieve our aims by:
- Continuing to observe existing NHSGGC policies that relate to mental health and wellbeing matters.
- Informing new employees of our policies at induction
- Promoting a culture based on trust, confidentiality, support and mutual respect, which will allow employees with mental health problems to be able to report difficulties without fear of discrimination or reprisal.
- Developing our managers and senior staff to deal positively with mental health and wellbeing issues, and to show leadership for this policy guidance.
- Monitoring data related to Mental Health including that related to protected characteristics. This may promote specific campaigns.

6.   Objectives

6.1   We will assess and control, where possible, workplace factors that may have a negative effect on an employee's mental health.

6.2   We will support employees to raise any issues in the workplace that may be impacting on their mental health. We will provide confidential assistance to employees who experience mental health problems through our occupational health service and by signposting to an employee assistance programme (see Section 11). This support can be accessed through both self referral and management referral routes.

6.3   We will continue to publicise our commitment to the '*see me'* anti-stigma campaign and actively promote our responsibilities under it seeking to de-stigmatise mental health issues in the workplace and thereby to create an open and non-discriminatory environment.

6.4   We will seek to remove any barriers to employment in NHSGGC for people who have, or have had, mental health problems.

6.5   We will provide regular information for all employees on mental health and wellbeing, and opportunities to participate in health promoting activities.

6.6   We will create and promote a range of training opportunities for staff and managers that are embedded into Board-wide learning and education plans, and will enable these to be linked to individual KSF Personal Development Plans.

7.   NHS Greater Glasgow and Clyde: Policy Context

7.1   The topic of mental health and wellbeing has previously been explored in a range of policy documents, manuals and strategies by NHSGGC. This is appropriate as the topic covers many issues, from stress at work, to equality rights, to health promotion.

7.2   To make explicit our organisational intentions on mental health and wellbeing, this policy guidance brings together our existing organisational commitments. This policy guidance will be supported by the relevant rules, practices, and guidance and that are detailed within the following existing NHSGGC policies:

Policy on Stress in the Workplace 2013 with *associated guidance*. States the organisation's responsibility to assess and address stress risks in the workplace and commits to manage health problems associated with stress appropriately. Where more than one type of survey tool may have been used to consider stress related issues, a single action plan should be compiled.

Supporting the Work Life Balance (Family Friendly Policies) *(2007)*. NHSGGC is committed to equal opportunities and the promotion of flexible, employee friendly, working practices for all employees.

Dignity at Work Policy 2014. The purpose of this policy is to promote dignity and respect at work and to help foster a positive, dignified workplace culture. It is also written to support and help employees who may be experiencing bullying, harassment and/or victimisation.

Gender-based Violence Policy 2013 seeks to ensure the organisation is effective in addressing the needs of employees affected by abuse by: implementing an NHSGGC wide employee policy on gender-based violence; ensuring gender-based violence is incorporated into the development of the Inequalities Sensitive Workplace*.*

Gender Reassignment Policy (2010) The organisation views discrimination against employees as unacceptable in any form. Transgender employees will enjoy the right to equal treatment and protection from discrimination and harassment.

Alcohol and Substance Policy *with associated guidance*. Information for managers and employees on the risks and consequences associated with alcohol and/or substance misuse including a commitment to provide help and support to any employee who recognises that they have an alcohol or substance related problem.

Policy on the Management of Violence and Aggression (2013) *St*ates that staff have a right to be able to perform their duties without fear of abuse or violent acts from patients or members of the public. No member of staff should consider violence or aggression to be an acceptable part of their employment.

Attendance Management Policy. Board make the most of employee attendance by reducing both short and long-term absence through promoting positive attitudes to work and effectively working in partnership with all parties to reduce employee absence to the minimum levels possible. The scope of this policy includes mental health related absence.

Equality, Diversity and Human Rights Policy 2014 commits NHSGGC to fostering a non-discriminatory working environment and a workforce which represents our diverse population and has the skills to tackle inequality both with colleagues and

with the public. This complies with the Equalities Act 2010 and incorporates the issue of mental ill health disability.

Equal Pay Statement Poverty and debt are associated with poor mental wellbeing, and receiving unfair pay at work can compound this effect. By being a Living Wage employer, NHSGGC commits to paying staff fairly within nationally recognised criteria.

Recruitment Process and Supporting Documentation Gives clear guidance on non-discriminatory recruitment practices including reference to NHSGGC's adoption of the double tick disability standard 'Positive About Disabled People' and in-house employability project NHS Works. This guidance is incorporated into the foundation management training programme and through bespoke training sessions for hiring managers. Senior recruitment staff are trained to provide guidance and support to managers and applicants during the entire recruitment process and to record equalities monitoring information. The recruitment home page on Staffnet also hosts links to the NHSGGC Equality Scheme, Equality and Diversity Guidance for Managers and to the NHS Scotland policy "Safer Pre and Post employment checks', all of which include sections on non-discriminatory recruitment practice and legislation.

Your Health – Staff Health Strategy and Web pages a range of mental health promotion activities designed to improve staff mental health & wellbeing, including awareness raising and interactive events, training for managers and employees, anti-stigma promotion, and organisational initiatives. NHSGGC invests in the Healthy Working Lives award programme and has established local working groups in all of its operational entities, with the goal of achieving and maintaining Healthy Working Lives Gold Award status.

Code of conduct for staff including the Whistleblowing Policy 2014.
The code of conduct for staff forms part of the standard contract of employment for all staff. The Whistleblowing Policy deals with the disclosure internally or externally by staff, who have concerns about patient safety, malpractice, as well as illegal acts or omissions at work, commonly known as whistleblowing. NHS GGC promotes a culture in which staff can raise concerns openly and safely. The Policy covers Key Principles and Values, related Policies and Procedures, the role of Trade Unions and procedures to be followed in raising a concern. The Code of Conduct and Whistleblowing Policy is available on StaffNet.

8.   Legal Requirements

8.1   To underpin this policy guidance we recognise the European Convention for the Protection of Human Rights and Fundamental Freedoms (1950) and the EU's Charter of Fundamental Rights (2000). While the Convention is limited to protecting civil and political rights, the Charter goes further to cover workers' social rights and data protection.

8.2 NHSGGC must ensure compliance with the Equality Act 2010, which provides protection for employees against unlawful discrimination in relation to mental health problems.

8.3 NHSGGC must ensure compliance with relevant Health & Safety legislation. This includes a statutory duty on employers under the Management of Health and Safety Regulations, to undertake stress risk assessments. The current NHSGGC approach is to undertake this task on a service wide basis. Where there is an identified need, a local or employee specific risk assessment may be undertaken with any resulting findings actioned

9. Policy Communication

9.1 The terms of this policy will be communicated via St@ffnet, team brief, and through induction of new-starts and job-changers.

9.2 The policy will be hosted on Staffnet on the Human Resources – Policies page and within the staff governance pages.

10. Monitoring and Review

10.1 The application of this Policy Guidance will be monitored jointly by the Director of Human Resources and the Area Partnership Forum to ensure equitable treatment of all employees.

10.2 The Board is required by law to gather monitoring information relating to a broad range of characteristics with regard to equality and diversity (e.g. race/ethnicity, age) for many aspects of employee relations. Employees may be asked for information relating to the above in connection with the policy. Employees do not have to give the monitoring information if they do not wish to. Any equalities monitoring information will be held separately and not used to inform any proceedings that occur in relation to this Policy.

10.3 The operation of this Policy and Guidance will be regularly reviewed by the Health and Safety Forum to ensure its continued effective operation and formally reviewed no later than November 2018.

11. Further Guidance and Support

11.1 Information to support the application of this policy guidance is available on the Your Health, Human Resources, Occupational Health, and Health and Safety pages of Staffnet.

11.2 For further help / support / advice:
- Your Trade Union Representative
- Your Human Resources Officer
- Your Doctor (ask about self-help and community based help and support services in your area)

- Your mental health care team if you are under the care and advice of a psychiatrist, psychologist or community psychiatric nurse.

11.3 Support contacts are listed below.

Occupational Health Service -for advice or an appointment, please contact our hub: Yorkhill Hospital - Tel: 0141 201 5600 or 0141 201 5674. (Victoria Infirmary)

Employee Counselling - this can be accessed through the Occupational Health Service. This Service offers a range of counselling and advice services, through trained in-house counsellors who can support staff with a range of issues including mental health and wellbeing, financial concerns, mindfulness and stress at work.

If you need <u>urgent</u> support / advice:

- Samaritans; Samaritans provides confidential non-judgmental emotional support, 24 hours a day, 365 days a year for people who are experiencing feelings of distress or despair, including those which could lead to suicide: **116 123 (free number) or 0141 248 4488**, or email jo@samaritans.org.

- Breathing Space; a free and confidential phone line service for any individual, who is experiencing low mood or depression, or who is unusually worried and in need of someone to talk to: **0800 83 85 87** (Mon-Thurs: 6 pm-2 am; Weekends: Fri 6 pm-Mon 6 am)

- National Debtline; the helpline that provides free confidential and independent advice on how to deal with debt problems: **0808 808 4000** (Mon-Fri 9 am-9 pm, Sat 9.30-1 pm)

For general information on mental health and wellbeing at work:
- Healthy Working Lives Adviceline **0800 019 2211** and website: http://www.healthyworkinglives.com/advice/workplace-health-promotion/mental-health.aspx