



WORKPLACE WELLBEING POLICY

Last Review Date	July 2017
Approving Body	Executive Committee
Date of Approval	6 th December 2017
Date of Implementation	6 th December 2017
Next Review Date	December 2020
Review Responsibility	Associate Director of Human Resources & Corporate Services.
Version	0.2

REVISIONS/AMENDMENTS SINCE LAST VERSION

Date of Review	Amendment Details
December 2013	<p>The original PCT document has been revised to:</p> <ul style="list-style-type: none">• Reflect the Clinical Commissioning Group Establishment• Reflect the Clinical Commissioning Group structure• Align to the Clinical Commissioning Group Human Resources and Organisational Development Policies and procedures
July 2017	<p>The CCG document has been reviewed and revised to:</p> <ul style="list-style-type: none">• Include workplace physical activity• Include healthy eating• Include the Employee Assistance Programme

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SECTION A – POLICY

1. Policy Statement, Aims and Objectives

- 1.1. NHS Doncaster Clinical Commissioning Group (CCG) is committed to ensuring the wellbeing of all employees. This policy has been developed to provide guidance for employees and managers regarding access to appropriate services in relation to health and wellbeing.
- 1.2. The areas included for the purposes of this policy are Occupational Health Services, Employee Assistance Programme, Physical Activity, Healthy Eating and Fast Track Physiotherapy.
- 1.3. The development of this policy will ensure that healthy lifestyle choices are promoted and all employees are empowered to access services related to their workplace health and wellbeing and that these services are relevant to employee need.

2. Legislation and Guidance

- 2.1. Whilst there is no specific legislation regarding a requirement to provide workplace wellbeing services, employers have a duty under the Health and Safety at Work Act 1974 to ensure, so far as is reasonable practicable, that their workplaces are safe and healthy.

3. Scope

- 3.1 This policy applies to those members of staff that are directly employed by NHS Doncaster CCG and for whom NHS Doncaster CCG has legal responsibility. For those staff covered by a letter of authority / honorary contract or work experience this policy is also applicable whilst undertaking duties on behalf of NHS Doncaster CCG or working on NHS Doncaster CCG premises and forms part of their arrangements with NHS Doncaster CCG. As part of good employment practice, agency workers are also required to abide by NHS Doncaster CCG policies and procedures, as appropriate, to ensure their health, safety and welfare whilst undertaking work for NHS Doncaster CCG.

4. Accountabilities and Responsibilities

- 4.1 Overall accountability for the health and wellbeing of this workforce lies with the Chief Officer. Responsibility is delegated to the following:

<p>Associate Director of Human Resources and Corporate Services</p>	<p>Has delegated responsibility for:</p> <ul style="list-style-type: none"> • Maintaining an overview of the corporate ratification and governance process associated with the policy.
<p>Appointing Officers</p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> • Developing and creating a culture where employees can discuss any concerns they may have regarding their welfare or that of others. • Ensuring employees are aware of the services available and how they can be accessed. • Taking prompt action where there are concerns regarding the wellbeing of an employee. • Seeking advice from Human Resources/Occupational Health Services as appropriate.
<p>All Staff</p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> • Discussing any wellbeing issues with their manager/Human Resources • Being aware of services available and the procedures to access them.
<p>Human Resources</p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> • Providing advice and guidance in relation to this policy. • Provision of Occupational Health Services/Staff Counselling Service/Fast Track Physiotherapy via Employee Assistance Programme
<p>Staff Side</p>	<p>Have delegated responsibility for:</p> <ul style="list-style-type: none"> • Providing advice and support to members in relation to this policy. • Signpost if required to relevant support services available to support health and wellbeing
<p>Occupational Health Services/Staff Counselling Service/Fast Track Physiotherapy</p>	<p>Have responsibility for:</p> <ul style="list-style-type: none"> • Providing confidential support to employees who self- refer or who are referred by their line manager because of concerns about their wellbeing in accordance with the contractual agreement with Health Management Ltd. This may include advice to access specialist services as deemed necessary.

5. Dissemination, Training and Review

5.1. Dissemination

5.1.1. The effective implementation of this procedural document will support openness and transparency. NHS Doncaster CCG will:

- Ensure all staff and stakeholders have access to a copy of this procedural document via the organisation's website.
- Communicate to staff any relevant action to be taken via staff briefings/email.

5.1.2. This procedural document is located on the CCG Website. A set of hard copy Procedural Document Manuals are held by the Governance Team for business continuity purposes. Staff are notified by email of new or updated procedural documents. Key linked documents are the Sickness Absence Policy, Management of Occupational Stress and the Alcohol, Drugs and Substances Misuse Policy.

5.2. Training

5.2.1. All staff will be offered relevant training commensurate with their duties and responsibilities. Staff requiring support should speak to their line manager in the first instance. Support may also be obtained through their HR Department.

5.3. Review

5.3.1. As part of its development, this procedural document and its impact on staff, patients and the public has been reviewed in line with NHS Doncaster CCG's Equality Duties. The purpose of the assessment (refer to Appendix 2) is to identify and if possible remove any disproportionate adverse impact on employees, patients and the public on the grounds of the protected characteristics under the Equality Act.

5.3.2. The procedural document will be reviewed every three years, and in accordance with the following on an as and when required basis:

- Legislatives changes
- Good practice guidelines
- Case Law
- Significant incidents reported
- New vulnerabilities identified
- Changes to organisational infrastructure
- Changes in practice

5.3.3. Procedural document management will be performance monitored to ensure that procedural documents are in-date and relevant to the core business of the CCG. The results will be published in the regular Governance Reports.

SECTION B – PROCEDURE

1. The Occupational Health Service

1.1. Aims and Objectives of the Service

1.1.1. The aims of the Occupational Health Service are to:

- Assess the impact of work on an individual's health and the impact of the individual's health on their work.
- Reduce the incidence of illness and injury caused by work.
- Provide competent advice for managers and employees regarding health at work.
- Ensure that the job fits the worker, and that all employees are able to achieve their full capabilities at work.

1.1.2. The Service provides independent professional advice to management and employees on all matters relating to the effects of health on work and work on health, with the aim of preventing ill health and promoting good health. Ethical guidance on such matters is taken from the Faculty of Occupational Medicine, the Royal College of Nursing and the Nursing and Midwifery Council. Annual reports detailing work of the service are available.

1.2. Record Keeping and Confidentiality

1.2.1. The records kept are as follows:

- Transferable information, open to access by authorised individuals, e.g. attendance figures, inoculation figures and health surveillance information.
- Confidential clinical records accessible only by the Occupational Health Department and the individual concerned.

1.2.2. Security is continually monitored and updated as required. Records are kept for as long as possible with the transferable information being kept for a minimum of 40 years or longer if required by law. The right of an employee to access their own medical records is adhered to in accordance with the Access to Health Records Act 1990 (as amended by the Data Protection Act 1998), and the Occupational Health Department complies with the Access to Medical Reports Act 1988.

1.3. Services Provided by Occupational Health Services

1.3.1. Pre- Employment Screening:

- Undertaken for all new staff.
- May be on line or by appointment with the nurse/doctor as appropriate.
- May include information being sought from the prospective employees GP.
- Ensures the applicant is fit to undertake the post applied for.

- Recommends any reasonable adjustments or adaptations required to enable the applicant to undertake the post applied for,
- Human Resources are informed in writing of the applicant's fitness to work.

1.3.2. Health Assessment:

- Individuals may request a referral via Human Resources and/or their Line Manager if they are concerned about their physical or psychological wellbeing at work.
- Employees are encouraged to discuss their issues with their manager wherever possible.
- Managers may refer an employee to seek advice on issues such as altered or impaired work performance without absence from work or suspicion of drug or alcohol misuse.
- Advice may be provided to the employee by the telephone or by appointment and advice to the manager will be provided in writing.

1.3.3. Sickness Absence Management:

- Assessments of an employee's fitness to return to work or to support the management of employee's absence, either short term or long term.
- Managers should ensure the reason for referral is explained to the employee.
- Referrals are made electronically and accompanied by the job description and any additional relevant documentation.
- If advice is sought from a specialist or the individual's GP any costs associated with this will be borne by the CCG.
- Advice will be provided to the manager in writing.

1.3.4. Immunisations:

- Appropriate vaccinations will be given to staff according to individual need and may include hepatitis B, MMR, BCG and varicella.
- Annual influenza vaccinations are offered.

2. The Staff Physiotherapy Service

2.1. Aims and Objectives of the Service

2.1.1. An independent external fast track staff physiotherapy service has been established to facilitate faster access to services for employees who may benefit from earlier treatment than they may otherwise obtain through a referral from their GP.

2.2. Accessing the Service

2.2.1. The procedure for accessing the service is as follows:

- Managers will inform Human Resources if they have an employee who may wish to access the service and whose treatment they are willing to support funding for.
- Human Resources will register the individuals name with the physiotherapy service.
- The employee will be advised that the CCG will fund up to 6 sessions of physiotherapy. Should any further sessions be necessary the manager will be required to authorise this and should seek advice from Human Resources.
- Human Resources will advise the employee to contact the physiotherapy service directly to arrange an appointment.
- Invoices for treatment will be forwarded to the employee's line manager for payment.

2.3. Responsibilities

- 2.3.1. The employee is responsible for attending any arranged physiotherapy services. At least 48 hours' notice should be given directly to the physiotherapy service if an appointment needs to be either cancelled or rearranged. Failure to give adequate notice will result in one session being deducted and failure to attend on two occasions will result in the individual being removed from the list.
- 2.3.2. The manager is responsible for ensuring appropriate workplace risk assessments are undertaken where an employee is having physical problems.

3.0 Employee Assistance Programme

3.1 Aims and Objectives of the Service

- 3.1.1 Health Assured provides a completely confidential support service for employees and their immediate family members which recognises help is sometimes needed to deal with challenges in life, both practical and emotional and it is possible to speak with the same Counsellor more than once.
- 3.1.2 The service can be used for;
- Family Issues • Gambling • Domestic Abuse • Debt • Childcare
 - Family Matters • Financial • Insurance Claims • Legal • Work
 - Drugs & Alcohol • Relationships • Consumer Issues • Stress • Housing
- 3.1.3 All calls are answered by qualified and experienced counsellors who offer help and support in a professional, friendly and non-judgmental manner. A range of additional support is available including structured telephone counselling and online Cognitive Behavioural Therapy (CBT). The service can be accessed simply and quickly and it is completely confidential...

The online portal provides instant and unlimited access to emotional support video content, engaging fitness videos and over 200 easy to read and understand medical factsheets. It also includes the personal coaching and health assessment areas, which allows employees to enter their personal details and produce clear reports and advice.

Areas covered for advice are:

- Emotional Support • Health Checks • Fitness Advice • Personal Coaching
- Medical factsheets • BMI assessments

3.2 Confidentiality

3.2.1 The programme is completely confidential and the prime responsibility of the counsellor is the employee.

3.2.2 If the manager is aware that the employee has accessed the service it is expected that the manager will meet regularly with the employee to offer support. This provides the opportunity for the employee to discuss progress with the manager.

3.2.3 In exceptional circumstances, where the employee is considered to be a significant danger to themselves or others or where concerns are raised about their safety to be at work, the relevant agency or organisation, e.g. Occupational Health, the employees GP or the CCG, will be informed. This will be done with the awareness of the employee.

3.3 Accessing the Service

3.3.1 The procedure for accessing the service is as follows:

- An employee can access the service directly via Online Health Portal @ www.healthassuredeap.com or the 24 hour free number via 0800 030 5182
- Via their manager or Human Resources.
- It is hoped that employees will feel able to approach their manager in a no blame and supportive culture if they feel they may benefit from counselling or if they have been advised via Occupational Health that this may be beneficial.
- Up to 6 sessions will be funded by the CCG.

3.4 Responsibilities

- 3.4.1 The employee is responsible for attending any counselling sessions that have been arranged. 48 hours' notice will be required to cancel or rearrange a session and failure to do so will result in one session being withdrawn.
- 3.4.2 Managers are responsible for ensuring support is available for employees who wish to access counselling.

4. Physical Activity

- 4.1 Physical activity is essential for good health and contributes to positive wellbeing. The workplace is an important setting in which people can increase their levels of physical activity to benefit their health and protect against illness.

For general health benefits, adults should achieve a total of at least 30 minutes of moderate intensity physical activity on at least 5 days of the week. The 30 minutes of physical activity can be achieved either by doing all the daily activity in one session, or through several shorter bouts of activity of 10 minutes or more.

The effects of physical activity on mental health are well documented and help improve mental fatigue, anxiety and tension whilst also improving sleep behaviour.

- 4.2. NHS Doncaster CCG aims to develop an organisational environment and culture where employees are encouraged to incorporate physical activity into their daily routine. Educational materials and resources on physical activity are made available to all staff and the benefits of participating in physical activity are promoted.

Staff awareness sessions are available which outline the benefits of physical activity and the health risks associated with physical inactivity.

- 4.3. Employees are encouraged to have a healthier, more active lifestyle through the use of promotional and motivational resources, e.g. encouraging employees to join local groups, providing information about local health groups and gyms and health related activities available and corporate membership rates are promoted where available.
- 4.4. Employees are encouraged to walk or cycle to work, to use the stairs rather than the elevator and to walk to meetings where practical. Walking routes are mapped out and publicised with walking times and distances.

A cycle to work scheme is in place where employees are able to purchase a bicycle through a salary sacrifice scheme at a greatly reduced cost. A covered bicycle rack is provided at all CCG sites and secure 'bike bins' are available at Sovereign House.

- 4.5. Employees are supported to introduce and participate in activity groups such

as walking clubs and exercise groups held on site after working hours. For every hour spent participating in physical exercise the CCG will grant 30 minutes paid time to attend (line manager approval required).

- 4.6. Shower facilities are available at White Rose House, Heavens Walk, Doncaster and lockers are provided.
- 4.7. The Colleague Engagement Group will identify, promote and support at least one national fitness campaign per year and will work with partners in the NHS and Local Authority to provide information, services and support for staff who want to improve their own and their families' fitness levels.

Further advice and details of local services can be found at:

<http://www.nhs.uk/Change4Life/Pages/be-more-active.aspx>

Further support may also be available from the Public Health team in your Local Authority.

5. Healthy Eating

- 5.1. A healthy diet is essential for good health and contributes to improved wellbeing. The workplace is a good setting for promoting healthy eating and improving people's health.

A whole range of health problems are linked to poor diet and insufficient physical activity, including coronary heart disease, diabetes and high blood pressure. Health issues such as problems sleeping, depression and back, neck and joint pain may not be as life-threatening, but they can significantly impact productivity, mental health and quality of life.

Eating a healthier diet can really benefit employees, including preventing illness and helping them to manage their weight. Small changes to the working environment and culture can have a positive impact on health and wellbeing, and can lead to a more motivated, productive and healthier workforce.

A diet based on starchy foods such as potatoes, bread, rice and pasta; with plenty of fruit and vegetables; some protein-rich foods such as meat, fish and lentils; some milk and dairy foods; and not too much fat, salt or sugar, will give you all the nutrients you need. It's also important to reduce sugary drinks and eat the right sized portions.

- 5.2. NHS Doncaster CCG aims to develop an environment and culture where healthy eating is encouraged and where healthier choices are promoted via a range of resources made available to employees.

- 5.3. The CCG provides clean and user friendly food storage and preparation areas and has kitchens available at all sites with seating areas to encourage staff to take a break and eat their meals away from their desks or work areas.
- 5.4. Employees and visitors have access to drinking water and water coolers are in place.
- 5.5. Weight loss programmes that are in line with current government guidance, based on a balanced diet that encourage physical exercise and a healthy weight loss of 0.5 to 1kg per week, are promoted for those who wish to lose weight.
- 5.6. Links are made to a variety of health eating organisations to enable employees to take positive action. The Colleague Engagement Group actively seeks to support and promote national healthy eating campaigns and works with partners in the NHS and Local Authority to provide information, services and support for staff who want to improve their own and their families' diet.

Further advice and details can be found at:

Change4Life. A good source of information and free resources.

<http://www.nhs.uk/Change4Life/Pages/healthy-eating.aspx>

Information about all aspects of healthy eating.

<http://www.nhs.uk/livewell/healthy-eating/Pages/Healthyeating.aspx>

National Institute for Health and Care Excellence (2006): Recommendations for workplaces.

<http://pathways.nice.org.uk/pathways/diet#content=view-node%3Anodes-all-workplaces>

Healthier and More Sustainable Catering: A toolkit for serving food to adults (2014)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/347873/Adults_toolkit.pdf

Further support may also be available from the Public Health team in your Local Authority.

Equality Impact Assessment

Title of policy or service contract:	Workplace Wellbeing Policy	
Name and role of officer/s completing the assessment:	Andrea Richards, Head of HR & OD	
Date of assessment:	November 2019	
Type of EIA completed:	Initial EIA 'Screening' <input checked="" type="checkbox"/> or 'Full' EIA process <input type="checkbox"/>	<i>(select one option - see page 4 for guidance)</i>

1. Outline	
Give a brief summary of your policy or service <ul style="list-style-type: none"> • Aims • Objectives • Links to other policies, including partners, national or regional 	<p>NHS Doncaster Clinical Commissioning Group (CCG) is committed to ensuring the wellbeing of all employees. This policy has been developed to provide guidance for employees and managers regarding access to appropriate services in relation to health and wellbeing. The areas included for the purposes of this policy are Occupational Health Services, Employee Assistance Programme, Physical Activity, Healthy Eating and Fast Track Physiotherapy. The development of this policy will ensure that healthy lifestyle choices are promoted and all employees are empowered to access services related to their workplace health and wellbeing and that these services are relevant to employee need</p> <p>The policy is applicable to all employees and adheres to NHSLA Standards, statutory requirements and best practice and makes all reasonable provision to ensure equity of process for all employees.</p>

Identifying impact:

- **Positive Impact:** will actively promote or improve equality of opportunity;

- **Neutral Impact:** where there are no notable consequences for any group;
- **Negative Impact:** negative or adverse impact causes disadvantage or exclusion. If such an impact is identified, the EIA should ensure, that as far as possible, it is either justified, eliminated, minimised or counter balanced by other measures. This may result in a 'full' EIA process.

2. Gathering of Information					
This is the core of the analysis; what information do you have that might <i>impact on protected groups, with consideration of the General Equality Duty.</i>					
(Please complete each area)	What key impact have you identified?			For impact identified (either positive or negative) give details below:	
	Positive Impact	Neutral impact	Negative impact	How does this impact and what action, if any, do you need to take to address these issues?	What difference will this make?
Human rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Carers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

reassignment					
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Marriage and civil partnership (only eliminating discrimination)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Other relevant groups	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
HR Policies only: Part or Fixed term staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

IMPORTANT NOTE: If any of the above results in 'negative' impact, a 'full' EIA which covers a more in depth analysis on areas/groups impacted must be considered and may need to be carried out.

Having detailed the actions you need to take please transfer them to onto the action plan below.

3. Action plan				
Issues/impact identified	Actions required	How will you measure impact/progress	Timescale	Officer responsible
No anticipated detrimental impact has been identified.	There are no statements, conditions or requirements that disadvantage any particular group of people with a protected characteristic – therefore there is no required action identified	Policy will be monitored in line with changes in legislation and amended as necessary	In line with CCG Policy Review timetable.	Head of HR & OD.

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4. Monitoring, Review and Publication				
When will the proposal be reviewed and by whom?	Lead / Reviewing Officer:	Associate Director of HR & Corporate Services.	Date of next Review:	

Equality Lead Name:	
Signature	
Date	

Once completed, this form **must** be emailed to Gareth Jones Equality Lead for sign off @ gareth.jones22@nhs.net.