



## Mental Health and Wellbeing Policy

## **Policy Statement**

EDLounge Ltd is committed to the protection and promotion of the mental health and wellbeing of all learners, customers and staff. The EDLounge management team shall continuously strive to improve the mental health environment and culture of the organisation by identifying, eliminating, or minimising all harmful processes, procedures and behaviours that may cause psychological harm or illness to its learners and employees.

EDLounge shall continuously strive, as far as reasonably practicable, to promote mental health throughout the organisation by establishing and maintaining processes that enhance mental health and wellbeing.

## **Purpose**

To provide a working environment that promotes and supports the mental health and wellbeing of all its employees.

This policy will:

- comply with Health and Safety legislation and best practice guidelines
- be developed in accordance with existing organisational policies and procedures
- be owned at all levels of the organisation, developed and implemented across all areas of the business, evaluated and reviewed as appropriate

## **Guiding Principles**

Full commitment from employees, partners, associates and management to the following principles will facilitate the achievement of this policy:

### **Individual**

All employees shall have a clearly defined role within the organisation and a sense of control over the way their work is organised. Job design will be appropriate to the individual, with relevant training, supervision and support provided as and when required. Appropriate education and life skills training will be provided for all employees identified as needing support.

### **Organisational - Physical Environment**

EDLounge will provide a physical environment that is supportive of mental health and wellbeing including a sound, ergonomically designed workstation or working situation with appropriate lighting, noise levels, heating, ventilation and adequate facilities for rest breaks.

### **Organisational - Workplace Structure and Culture**

EDLounge will promote a culture of partnership, participation and responsiveness. Open channels of communication will foster positive working relationships and provide clear methods of conflict resolution. EDLounge will provide systems that encourage flexible working hours, reasonable workloads and flexible working practices where appropriate.

## Organisational - Wellbeing and Performance

EDLounge will promote and support opportunities to enhance professional development. EDLounge will provide and promote ease of access to a range of support mechanisms for those in need of personal assistance.

### Guidelines



### Getting Started

- ✓ Nominate a designated person or department who shall be responsible for the development, implementation and evaluation of the policy -EDLounge Wellbeing Officer
- ✓ Establish systems to assess the mental health of the organisation. This analysis shall be a prerequisite to any new or changed process and will be monitored and reviewed in accordance with evaluation procedures. In assessing the mental health of the organisation, the guiding principles outlined above shall be used as standards against which to measure current organisational culture and practices.
- ✓ Formulate objectives that reflect prioritised needs, take account of available resources and provide the baseline for systematic evaluation.

### Main Implementation

- ✓ Prevent, or alter processes, procedures or behaviours that may cause psychological injury or illness to all staff
- ✓ Provide clear information, education and advice on mental health issues and sources of health to all employees. This shall be disseminated according to company procedure and protocols.
- ✓ Provide training for designated staff in the early identification, causes and appropriate management of mental health issues such as anxiety, depression, stress and change management.
- ✓ Establish systems to promote ease of access to appropriate means of support. The development of self-support groups for special needs will be actively encouraged.
- ✓ Manage return to work for those who have experienced mental health problems.

## Monitoring and Evaluation

- ✓ The policy will be monitored and reviewed in line with existing policies and procedures. Evaluation will be conducted by those personnel with overall responsibility for this policy.

It is well recognised that excessive or sustained work pressure can lead to stress. The Health & Safety Executive formal definition of work-related stress is: 'The adverse reaction people have to excessive pressures or other types of demand placed on them at work.' People become stressed when they feel they don't have the resources they need (whether material, financial or emotional) to cope with these demands.

What to look out for:

**Demands** include issues like workload, work patterns and the work environment.

**Control** involves how much say the person has in the way they do their work.

**Support** includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues.

**Relationships** includes promoting positive working to avoid conflict and dealing with unacceptable behaviour.

**Role** deals with whether people understand their role within the organisation and whether the organisation ensures that the person does not have conflicting roles.

**Change** includes how organisational change (whether large or small) is managed and communicated in the organisation

### Stages to be considered in action planning:

Primary interventions (prevention focused):

- Flexible work (where possible) – improved work-life balance
- Changes in work organisation
- Risk assessment – stress audits

Secondary interventions (resilience focused):

- Stress management training
- Systems for employees to raise concerns
- Tertiary interventions (individual support):
- Employee assistance programmes/counselling
- Greater involvement of occupational health specialist.

## Monitoring and Review

The internal quality assurance team will review this policy on an annual basis and make any amendments necessary.

**FURTHER USEFUL INFORMATION can be found at:**

<https://www.acas.org.uk/mental-health->

<https://www.nhs.uk/conditions/stress-anxiety-depression/depression-help-groups/>

<https://www.mind.org.uk/information-support/peer-support-directory>

Version No	Purpose / Change	Lead	Inception/ Review Date	Next Review Date
1	Document Inception	Mick Farrar Quality Manager	July 2020	July 2021
2				