

MENTAL HEALTH AND WELLBEING POLICY

1. Purpose

Plymouth Highbury Trust is committed to promoting and maintaining the mental health and wellbeing of all employees, volunteers, and remote workers. We recognise that good mental health is essential for individual wellbeing, quality service delivery, and organisational success.

Our aim is to create a workplace culture where everyone feels supported, valued, and able to talk openly about mental health without stigma or discrimination.

2. Scope

This policy applies to all staff, volunteers, agency workers, and remote or hybrid workers engaged by Plymouth Highbury Trust.

3. Key Principles

- Mental health is as important as physical health.
- Everyone has a role in creating a safe and supportive work environment.
- Early support and open communication are encouraged.
- Reasonable adjustments will be made for anyone experiencing mental ill health.
- Confidentiality and respect will be maintained at all times.

4. Responsibilities

All Staff and Volunteers

- Take reasonable care of their own mental and physical wellbeing.
- Treat colleagues with respect and compassion.
- Speak up early if they are struggling or notice someone else may need help.
- Take part in wellbeing initiatives and training opportunities provided by the Trust.
- Complete training in mental health and wellbeing at work
- Be aware of the Wisdom and Support Assist Program, ensuring you and staff understand how to access it for guidance, emotional support, and wellbeing resources.

Managers and Supervisors

- Refer to the Staff and Volunteer Responsibilities section above.
- Promote a positive, open culture where mental health can be discussed freely.
- Complete mandatory Mental Health Awareness Training

- Recognise early signs of stress or poor wellbeing and offer support promptly.
- Make reasonable adjustments to workload, hours, or environment as needed.
- Handle all wellbeing discussions sensitively and maintain confidentiality.

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- Treat mental health with the same importance as physical health.
- Provide access to wellbeing resources, confidential support, and signposting.
- Review workloads where necessary.
- Support practices to promote a healthy work–life balance.
- Collect feedback through yearly feedback surveys and act on findings.

5. Workplace Wellbeing Actions

General Actions

- Appoint Mental Health Champions to act as points of contact for staff.
- Provide access to confidential counselling through an Employee Assistance Programme www.healthassured.org and the ‘Wisdom App’
- Signpost to external support such as NHS services, Mind UK, and local wellbeing networks.
- Deliver annual mental health awareness training for all staff.
- Support return-to-work plans after mental health–related absence.

Remote and Hybrid Work

- Maintain regular contact through virtual meetings and wellbeing check-ins.
- Encourage clear boundaries between work and personal time.
- Promote regular breaks, screen-free time, and ergonomic workspace guidance.
- Offer equipment and support for healthy home working.
- Create opportunities for informal social interaction.
- Share digital wellbeing tools, apps, and EAP contact details.

6. Crisis Support

If a mental health crisis arises:

- Contact your line manager or a Mental Health Champion immediately.
- Access urgent help through the Employee Assistance Programme, NHS 111, or call 999 if there is immediate risk to life.
- Managers must follow Plymouth Highbury Trust’s Crisis Response Procedure to ensure timely and appropriate support.

7. Monitoring and Review

This policy will be reviewed annually, alongside Health and Safety audits.

Anonymous yearly surveys will be conducted yearly to gather staff feedback.

The results will guide continuous improvement in the Trust’s wellbeing approach.

Review Date 22nd October 2026