

# STRESS MANAGEMENT

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Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.  
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## STRESS MANAGEMENT

### Introduction

Work-related stress is defined by the Health and Safety Executive (HSE) as: “The adverse reaction people have to excessive pressures or other types of demand placed on them at work.” Work-related stress develops because a person is unable to cope with the demands being placed on them at work. It is not in itself an illness, but physical or mental illness may manifest if not tackled. Stress-related ill health can present itself in many different ways including physical and psychological health problems. In common with all health and safety legislation, if the risk cannot be removed, then it must either be reduced or some protection should be put in place to try and minimise or reduce the risk faced by the user.

### Signs of Stress

Stress can manifest in individuals in many different ways including physical symptoms, changes in normal behaviour, and signs of emotion. These symptoms can develop into health conditions including depression, anxiety, heart disease and irritable bowel syndrome.

### Aim

Sunlight Care is committed to protecting the health, safety and welfare of its employees and recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

### Manager’s Responsibilities

It is the responsibility of the Manager to:

- Ensure that good communication exists between management and staff, particularly where there are organisational and procedural changes.
- Ensure that members of staff are fully trained to carry out their duties.
- Ensure that members of staff are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that people are not overloaded with tasks.
- Monitor working hours and overtime to ensure that members of staff are not overworking.
- Monitor holidays to ensure that members of staff are taking their full entitlement.
- Attend training in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated within Sunlight Care.
- Be vigilant and offer additional support to a member of staff who is experiencing stress whether outside work, for example because of a bereavement or separation, or within work.

### Employees

It is the responsibility of the employee to:

- Raise issues of concern with a line manager.
- Accept opportunities for counselling when recommended.

### **Preliminary Investigations**

Before completing a risk assessment, it would be useful to evaluate whether there is any evidence that staff are suffering from work-related stress. The following sources will provide relevant information.

- a. Sickness/Absence records.
- b. Exit interviews (these are likely to be highly informative).
- c. Staff performance reviews.
- d. Managing attendance (return-to-work interviews should be employed).
- e. Informal staff group discussions.
- f. Staff turnover.

If you discover that stress is a significant problem in your Care Home, or your risk assessment indicates factors, which are likely to cause stress, then you will need to introduce measures to reduce or minimise the risk or remove it if at all possible.

### **Managing Workplace Stress**

Stress can present itself in many ways and have many causes, but when it is identified as work related, it is the employer's responsibility to ensure support is given to the employee.

1. All efforts, in so far as reasonably practical, must be made to identify the area and cause of workplace stress. The importance of identifying and reducing workplace stressors is recognised, and action will be taken, where reasonable and practicable, to reduce or remove harmful pressure.
2. Sunlight Care places a high value on maintaining a healthy and safe working environment for all its' employees and recognises it has a duty of care, which extends to using reasonable endeavours to prevent any damage to the mental and physical health of employees at work. Sunlight Care understands the importance of assisting staff in managing stress in others and themselves.
3. Sunlight Care will ensure all reasonable steps are taken to minimise the potential for exacerbating risks arising from occupational stress, not only by developing good communications but also by fostering an open and supportive environment in which stress can be discussed
4. We shall use reasonable endeavours to create an open and supportive environment in which stress and its effects can be discussed openly, whilst at the same time maintaining confidentiality.
5. Sunlight Care will adopt a sensitive and understanding approach when stress arises in the workplace and will offer support where appropriate.
6. Sunlight Care will make reasonable adjustments, which depending on the circumstances, may include a temporary reduction in working hours or a temporary adjustment in working duties. Sunlight Care may consider a reduced workload if appropriate, additional training or support, more flexible working arrangements, or more regular supervision if appropriate
7. Employees may be advised to consider speaking to their GP or a counsellor or other health professional where appropriate.
8. Sunlight Care will not view stress as a weakness, but will encourage open discussion of work pressures, and adopt an open-door policy to encourage employees to raise and discuss issues.