

Wellness Action Plan:

Managers Guide



## Your role in helping to keep staff at work

As a manager, you play a key role in promoting wellbeing in the workplace, often being the first point of contact for staff in need of support. To promote wellbeing you will:

* Gain insight into the triggers that cause poor mental health amongst staff;
* Engage with staff to establish how they would like to be supported and monitor wellbeing;
* Create an awareness of mental health within your team and of resources available;
* Act as an approachable, reliable and trustworthy source of support;

## The benefits of a Wellness Action Plan

The Wellness Action Plan encourages staff to think about what supports their wellbeing at work and identify support or adjustments.

Using a WAP can help you fulfil your duties as a line manager by:

* helping you structure and start conversations about mental health with staff
* helping you understand the staff member’s experiences and needs
* helping you identify and consider reasonable adjustments
* helping you ensure staff returning to work after absence have adequate support
* showing new staff a commitment to workplace wellbeing

To support staff in setting up a WAP you may wish to:

* introduce the idea of a WAP during 1 to 1 meeting with staff and encourage them to fill one in while reminding them that it is a personal document that should reflect their unique experiences and needs
* plan some time to discuss the WAP and any reasonable adjustments with them before this is finalised and signed off while explaining what may be possible
* review the WAP and use this as a dynamic and flexible tool

## Developing the Wellness Plan

### 1. Understand the Wellness Plan

Before discussing the WAP with the member of staff, familiarise yourself with the WAP. This will allow you to prepare for the conversation and identify avenues for support. This is a collaborative process based on understanding each other's needs and perspectives.

### 2. Understand the Individual

Identifying signs and symptoms of concern is key in providing timely intervention. Seek to understand staff usual behaviours and be prepared to spot changes that may deviate from this (e.g. Does the member of staff normally interact frequently and widely or are they more reserved?)

### 3. Working together

Staff would have identified triggers that negatively affect wellbeing while using the plan and ways to be supported. As a manager, consider the wider wellbeing support options, and interventions that may have or have not worked in the past.

### 4. Agree actions and review progress

Some common actions you can take may include remote working, regular supervision, temporary workload reduction. In some cases, professional advice may be needed from the Occupational Health team. The plan works best if it is reviewed regularly to track progress and make changes.

## Types of adjustments

The type of adjustments needed will depend on staff’s individual needs. You must familiarise yourself with the wellbeing provision available within the organisation before discussing support. The below list provides a non-exhaustive overview of adjustment types.

### Environment Changes

* Arrange a workstation in a quiet space where staff struggle with distraction in an open plan setting
* Ensure noise and crowdedness is minimised where it affects staff
* Ensure all workstation equipment and/or aids are suitable and resolve any concerns
* Allow for increased personal space and autonomy

### Support from the Manager and Team

* Seek Occupational Health (OH) advice on how to support someone suffering from mental health problems with day-to-day tasks.
* Provide workload support and help prioritise work.
* Agree on the type of work and workload that staff can manage on a phased return to work, while experiencing a crisis or recovering from poor mental health.
* Increase the frequency of communication, supervision, and 1 to 1s.

### Flexible Working Patterns

* Allow flexibility for arranging working hours for commitments related to their wellbeing.
* Consider allowing part time working for someone unable to work full time, remote working or reduction in hours or responsibilities (i.e. when staff condition is exacerbated).
* Allow staff to take time away from work/ higher degree of autonomy over annual leave.
* Allow staff to manage meeting frequency.

### Other Support

* Support staff in engaging with clinical services where their condition worsens if consent is received (e.g. GP, OH).
* Report and support/ People & Culture advice where conflict between colleagues arises.
* Offer peer or mentor support outside of the usual management structure.
* Suggest participation in networks and forums where staff can discuss experiences.

## Wellness Action Plan:

### Ways of working

Actions: Consider characteristics of individual working style, intended working arrangements and changes needed to work structure/ environment.

### Staying mentally well at work

Actions: Consider what makes staff stay well, what could act as a trigger, what can be done to minimise triggers and what can be put in place to support staff.

### Poor mental health at work

Actions: Consider signs and symptoms of poor mental health, what staff would like to happen and how this would impact work performance.

### Wellness goals

Actions: Consider what support could be offered for staff to achieve their wellbeing goals.

## Wellness Plan: Action plan review

#### Agreed action summary:

Staff: Manager:

Review date:

#### Reviewed Actions:

Current progress

Comments

Staff: Manager:

Review date: