

# Workforce Resources



## NHS Wales Staff Health and Well Being Charter

'Caring for People who Care'



Partneriaeth  
Cydwasaethau  
Gwasanaethau Gweithlu, Addysg a Datblygu  
Shared Services  
Partnership  
Workforce, Education and Development Services



## Aims of the Charter

NHS Wales is committed to providing health care services which are of high quality, safe, effective and efficient. The contribution of NHS staff in the delivery of excellent care is recognised. ‘Working Differently, Working Together’ (Welsh Government 2012) sets out a framework that aims to support and engage staff in delivering excellent care and acknowledges the importance of a healthy and valued workforce. It believes that to promote a culture of care for patients, carers and the public we must also create a culture of care for all staff.

NHS Wales is committed to encouraging the health and well being of all its staff and recognises that staff act as role models to the community they serve in promoting and preventing ill health.

It believes that it is the joint responsibility of managers and individual employees to work together to encourage healthier lifestyles and life choices, support each other in the work place, and promote the effective management of sickness when staff are prevented from attending work through ill health or are at risk of having to take sick leave.

### All NHS Wales employers will achieve this by:

- Promoting the health, safety and well being of all staff
- Creating a working environment and culture that produces happy, motivated and high performing staff.
- Planning services and staffing levels in a way that takes account of the health and wellbeing of staff.
- Dealing fairly, consistently and reasonably with staff who have frequent or extended periods of sickness absence
- Dealing positively and sympathetically with staff who have a disability, medical condition or injury which affects their ability to work normally and where possible supporting this through reasonable adjustments and work based interventions
- Promoting mental health wellbeing with the same emphasis as that of physical health and wellbeing and supporting and educating staff to increase confidence and competence when dealing with issues relating to mental ill-health.
- Monitoring levels of sickness absence for individuals, teams and the organisation as a whole with a view to maintaining effective and safe staffing levels.
- Ensuring staff are treated with dignity and respect at all times.



## Outcomes

- A workforce that takes action to improve its health and wellbeing and therefore becomes a role model for the population of Wales
- Employment and workplaces which both protect and promote mental and physical wellbeing supporting a culture of high attendance
- Culture, attitudes and behaviour that creates a supportive work environment for all staff
- People with disabilities and long-term conditions are supported to stay within employment
- Rehabilitation back to the workplace is actively encouraged and supported for those on long term sickness absence
- Occupational Health Services and Well Being Services are made available to staff through management and self referral and there are targeted interventions available to help NHS staff remain healthy and in work.
- Health and Well Being Initiatives (health promotion and prevention) encouraged and supported by NHS Organisations and widely communicated to staff
- All NHS Organisations will achieve and maintain recognition at Gold Level of the Corporate Health Standard.

## Each NHS Organisation will promote Health and Well Being by:

- Promoting and supporting work/life balance through a range of flexible working arrangements and initiatives
- Ensuring staff have access to relevant forms of support (e.g. Occupational Health, Wellbeing etc)
- Ensuring managers understand the importance of sympathetic support to staff both in work and for those who are absent due to ill health
- Making available to staff promotional and preventative events and information on a wide range of healthy lifestyle topics
- Encouraging healthy lifestyles and supporting those who wish to change their lifestyle
- Ensuring staff are appropriately trained, supervised and supported in their role
- Ensuring a regular performance review mechanism is in place for all staff

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- Actively supporting employees who have health problems in a variety of ways, including where appropriate, reasonable adjustments, phased return to work, access to staff counselling, access to Occupational Health / Wellbeing or redeployment in order to facilitate their return to work or where a return to work is not possible, dealing sensitively with the process to bring their employment to an end.
  - Encouraging staff to create new health promotion and prevention initiatives and ideas

Health Initiatives which are currently available within the organisation are as follows: - *to be completed by individual organisation*

Other related policies /protocols: - *to be completed by individual organisation*

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Electronic copies of this document are available from:

<http://www.sharedservicespartnership.wales.nhs.uk/what-is-working-differently-working-together>