Committee Approver	OPERATIONS COMMITTEE
Stakeholder Consultation	Executive Team, Leadership Team, Care Home Managers, Joint Consultative Committee
Date Approved	Sept 2026
Classification	Policy (sitting as an appendix to H&S Policy)
Title	Stress, Mental Health and Wellbeing Policy
Revision Date	Aug 2026
Revised by	Director of Business Support Health & Safety Consultant Human Resources Team
Next Revision Date	August 2029
Related Documents	H&S Policy; Attendance Management Policy; Equality, Diversity and Inclusion Policy; Flexible Working Policy; Lone Working Policy; Data Protection Policy and Employee Privacy Notice; Dignity at Work Policy; Grievance Policy; Whistleblowing Policy; Viewpoint Stress Risk Assessment.
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1. Policy Statement

Viewpoint places a high importance on providing a safe and healthy working environment for all employees and recognises its responsibility to protect workers from the risks associated with work-related stress. Viewpoint recognises that work-related stress is a health and safety risk and will take reasonable and proportionate steps to identify, assess, prevent, reduce and manage the causes of stress at work. This includes considering the HSE Management Standards areas of demands, control, support, relationships, role and change, and taking appropriate action where risks are identified. Viewpoint is committed to promoting positive mental health and wellbeing and to ensuring that employees are treated sensitively, fairly and consistently where concerns are raised or identified.

2. Purpose

The purpose of this policy is to provide a clear framework for preventing and responding to work-related stress, supporting positive mental health and wellbeing, and ensuring that employees, managers, Human Resources, the Executive and Leadership Teams and the Board understand their responsibilities. It supports early identification of concerns, organisational and individual stress risk assessment where appropriate, consideration of reasonable adjustments, confidential handling of information, appropriate signposting to support, consultation with employees and employee representatives where applicable, and the monitoring of wider workforce wellbeing themes.
This policy should be read alongside the Stress, Mental Health and Wellbeing Procedure and Viewpoint Stress Risk Assessment. The procedure sets out the operational steps for completing and reviewing organisational/team-level and individual stress risk assessments, responding to individual concerns, signposting to support and implementing agreed actions.

3. Definitions

a) ***Health***: A person's physical, mental and social wellbeing. For the purposes of this policy, health includes both physical health and mental health, recognising that work can affect health and that health can affect work.
b) ***Occupational Health***: Specialist health advice used to support employees and managers with work-related health matters, sickness absence, return-to-work planning, reasonable adjustments, fitness for work and the management of health risks. Occupational Health advice supports decision-making but does not replace management responsibility or HR advice.
c) ***Wellbeing***: A person's overall experience of feeling able to function well, participate meaningfully in work and life, and maintain positive physical, mental and social health. In the workplace, wellbeing is supported by safe working conditions, appropriate support, meaningful work, positive relationships and effective management

of work-related risks.

d) **Legislation**

The following legislation and guidance provide the legal and best-practice framework for this policy, setting out Viewpoint's duties to protect employees' health, safety and wellbeing, assess and manage work-related stress risks, and consider reasonable adjustments where mental health concerns may amount to a disability.

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999, as amended
- Working Time Regulations 1998, including requirements relating to working hours, rest breaks, rest periods, night work and annual leave arrangements that support health, safety and wellbeing
- Equality Act 2010, including the duty to consider reasonable adjustments where a mental health condition may amount to a disability
- Common law duty of care to take reasonable care for employees' health, safety and wellbeing
- HSE Management Standards for Work-Related Stress, which identify six key areas of work design that can contribute to work-related stress where they are not properly managed: demands, control, support, relationships, role and change
- HSE guidance on work-related stress, stress risk assessment and mental health at work
- ACAS guidance on mental health at work, reasonable adjustments and working time/rest arrangements
- Health and safety statistics and relevant absence, wellbeing and workforce data, reviewed as part of ongoing monitoring

4. Scope

This Policy applies to all Viewpoint employees and Board members. It should also be applied, where appropriate and within Viewpoint's control, to workers, agency staff, volunteers, students, work-placement participants and contractors working with or on behalf of Viewpoint, in line with the nature of the working relationship and relevant contractual arrangements.

5. Roles and Responsibilities

Viewpoint's Board provides governance oversight of this policy and associated arrangements, ensuring it is reviewed regularly and that significant or recurring workforce wellbeing risks are escalated through appropriate assurance, risk management and governance routes. The Board will seek assurance that risks are identified, assessed, monitored and managed in a way that supports employee safety, service continuity, regulatory assurance, resident/customer care and organisational resilience.

Executive and Leadership Teams
The Executive and Leadership Teams are responsible for ensuring this policy and related procedures are implemented consistently, managers and relevant team members have the support, information and training needed, and employees or representatives are consulted where appropriate on organisational or workforce wellbeing matters.

Line Managers: Line managers are responsible for promoting a supportive working environment, identifying early signs of stress or wellbeing concerns, holding supportive conversations with employees, considering workload, role clarity, relationships, working arrangements and organisational change, completing or contributing to Viewpoint's Stress Risk Assessment where appropriate, implementing and reviewing agreed actions or adjustments, maintaining confidentiality, and escalating concerns to Human Resources or senior management where needed.

Human Resources: Human Resources will provide advice and support to managers and employees in relation to work-related stress, mental health and wellbeing concerns. This may include advising on completion and review of Viewpoint's Stress Risk Assessment, advising on reasonable adjustments, coordinating Occupational Health referrals, supporting absence and return-to-work arrangements, monitoring relevant workforce trends, coordinating training and awareness activity, and reviewing this policy and associated guidance.

Health and Safety Representative: The Health and Safety Representative provides an additional route for employees to raise work-related stress, mental health and wellbeing concerns where these relate to health, safety or workplace risk. This does not replace line management, Human Resources, Occupational Health, Mental Health First Aiders, the Employee Assistance Programme or urgent medical, emergency, safeguarding or crisis support where required.

Joint Consultative Committee: The Joint Consultative Committee provides a forum for consultation on general or recurring workforce wellbeing, work-related stress and health and safety themes, using anonymised or collective information where appropriate to support early risk identification, preventative action and continuous improvement.

Staff: Staff are responsible for familiarising themselves with this policy and related guidance, completing relevant training, taking reasonable care of their own health and wellbeing, and raising work-related stress, mental health or wellbeing concerns as early as possible. They are encouraged to seek support from their line manager, Human Resources, Occupational Health, the Health and Safety Representative, the Employee Assistance Programme, Mental Health First Aiders, their trade union representative where applicable, or other appropriate support routes.

6. Monitoring & Evaluation

To ensure this policy remains current and effective, it will be reviewed every three years, or earlier where required by legislative change, HSE or Acas guidance.