

KSVN Wellbeing Policy

The wellbeing of the KSVN team – staff, students and additionally the Clinical Coach group, is of paramount importance.

Mental Health & wellbeing affects all staff & students and if well supported, result in a positive workplace, good team dynamics and a successful and happy place to study. KSVN strives to create a culture that encourages & supports all round good health & wellbeing.

The KSVN Directors and team will endeavour to provide wellbeing guidance, and to support and assist all those in our care who experience mental ill health.

Objectives:

Mental wellbeing – policy actions

a) To create a supportive culture & tackle factors that may have a negative impact on mental health, and ensure all staff have the right skills to support others.

- Provide access to information on mental health issues to help raise awareness
- Deliver non-judgemental support to anyone in the KSVN team experiencing a mental health issue
- Ensure the team includes staff trained in an understanding of mental health concerns and mental health first aiders who can support those with mental ill health
- Give all staff access to the Wellbeing Policy
- Deliver a thorough induction for all new starters - staff and students, providing an outline of KSVN, the policies and the role they are expected to play

*Provide information on ways for staff & students to support their own mental wellbeing, for example through stress-buster activities, lunchtime activities and social events as well as a healthy homelife & lifestyle

- Offer employees flexible working hours
- Set realistic targets and deadlines for staff to prevent long working hours
- Deal with any conflict quickly and make sure the workplace is free from bullying, harassment, racism or discrimination
- Ensure all staff have clear job descriptions, objectives and responsibilities, as well as the training to do their job well
- Ensure good communication between Directors, staff and teams

b) To provide support and guidance for any member of staff experiencing mental health issues

- Check how working conditions and organisational policies are having an effect on mental health
- Ensure staff members with mental health issues are treated fairly and without judgement
- Encourage staff to talk to a mental health first aider, occupational health professional, a counsellor or GP
- If a team member has been on long term sickness absence, ensure a gradual return to work with support at each stage

Effective Sept 23– Sept 24

- Treat all matters relating to staff mental ill health in the strictest confidence, and only share information with prior consent from the individual concerned

c) To encourage the employment of people who have experienced mental ill health

- Show a positive attitude to employees and job applicants with mental health issues, including having positive statements in recruitment literature
- Ensure that all staff involved in the recruitment process are aware of mental health issues and the Disability Discrimination Act
- Do not assume that those with a mental health issue will be more susceptible to workplace stress, or will necessarily take more time off than other applicants
- Ensure that all line managers (Directors) have the skills to manage mental health in the workplace

d) To recognise that workplace stress is a health and safety issue

- Identify workplace stress factors/scenarios and carry out risk assessments of the business
- Provide training in good management practices
- Provide resources to help implement the company's workplace mental health and wellbeing policy
- Offer support through a confidential counselling service, or qualified mental health first aiders

2. Physical activity – policy actions

a) To raise awareness of the importance of physical activity for managing stress and maintaining mental wellbeing

- Provide leaflets and information on the importance of physical activity
- Provide courses and talks on the ways that physical activity can help staff manage stress and back pain, as well as improving mental alertness and concentration

b) To recognise that workplace stress is a health and safety issue

- Advertise easily accessed open spaces available in the local area and publicise them across the Centre
- Provide information on local gyms, classes and sports facilities
- Encourage use of breaks for physical movement & activity

3. Healthy eating – policy actions

a) To raise awareness of the importance of healthy eating for both physical and mental wellbeing

- Provide information and resources on how healthy eating can contribute to mental health, for example, increasing levels of concentration and the ability to cope with everyday stresses
- Provide courses and talks on the benefits of healthy eating

Effective Sept 23– Sept 24

b) To encourage and support staff in making healthier eating choices

- Provide food storage and preparation areas for lunchtime meals
- Provide easy access to cold water in the Centre
- Encourage staff to eat lunch away from their desks

Communicating & supporting good mental health & wellbeing at KSVN

Various protocols are in place to assist with the support of all, including Safeguarding, PREVENT, E,D&I and IT & Online/Social Media safety as well as Anti-bullying and Anti-harassment policies. These are supported by staff & student Codes of Conduct and implementation of a safer recruitment process for new staff members.

Student wellbeing support

Following enrolment, new students have a full day of Induction activities – to the Centre, to their peers and the course expectations and in general. On this day access is given to the KSVN website members area which includes widespread information with access to Policies (including those listed above), the VetSkill qualification handbook and KSVN Course handbook.

Personal tutorials are provided by the Support co-ordinator on a twelve-week cycle and on an ad hoc basis. The Support co-ordinator has undertaken wellbeing / mental health training and maintains Mental Health First Aider status with ongoing CPD.

Student support information providing contact information for external support agencies is displayed around the training Centre and on the members area of the KSVN website, including details regarding additional learning support, mental health support & legal advice.

Open communication channels are maintained to all KSVN team for all students, either face to face, telephone, email or video meeting. In addition, each cohort has a student representative who attends a termly team meeting to report comments to the staff team and who is then given feedback on the queries to report back. In addition, students provided feedback periodically via stakeholder surveys online, which are reviewed by the Directors and the team as a whole.

Each cohort receives a lesson in “Wellbeing in the workplace – bouncing back from adversity” from an external speaker.

Staff wellbeing support

Following rigorous safe recruiting processes all new staff have a thorough, supported induction programme designed to meet their initial development needs as well as those of KSVN, with a mentoring scheme continuing into & often throughout the probation period. Mentoring activities include review of assessment decisions, ongoing guidance and support as well as general observation and formal observations (Learning Walks, peer assessment etc).

Team meetings are held each term and group standardisation sessions are undertaken periodically (tutor / QV etc). Annual appraisals are completed, with a mid-year update with CPD an ongoing activity for all.

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Effective Sept 23– Sept 24

Staff undertake regular CPD to support them with their roles as necessary including in resilience support.

General support information is displayed around the Centre, in addition KSVN has a Support co-ordinator who has undertaken mental health support training & is able to provide basic support and supply details of further guidance. In times of need KSVN offer to support staff members with the provision of sessions with a psychotherapist counsellor, dependent on individual circumstances (BACP).

Open communication channels between the team are maintained. Staff satisfaction surveys are completed annually.



Example of the common room noticeboard which is changed termly.

With reference to:

St John Ambulance: Creating a workplace wellbeing policy [St John Ambulance SAMPLE workplace mental health and wellbeing policy version 1.0/2018