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 Review Sheet		
 Last Reviewed 09 Dec '22	 Last Amended 09 Dec '22	 Next Planned Review in 12 months, or sooner as required.
Business impact	 MEDIUM IMPACT	Changes are important, but urgent implementation is not required, incorporate into your existing workflow.
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	Workplace stress is a health and safety issue. This policy provides information and guidance to acknowledge the importance of identifying and reducing workplace stressors, addressing mental health, supporting staff and the measures to be put in place. It has been reviewed and updated with new policy sections and additional content in the procedure section about preventing work-related stress and poor mental health. The definition of stress and how that may present in the workplace has also been added in the policy section. References have been checked and further reading added with useful links to Mind and the World Health Organization (WHO).	
Relevant legislation:	<ul style="list-style-type: none"> • Equality Act 2010 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015 • Health and Safety at Work etc. Act 1974 • Management of Health and Safety at Work Regulations 1999 • Data Protection Act 2018 • Coronavirus Act 2020 • UK GDPR 	

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<p>Underpinning knowledge - What have we used to ensure that the policy is current:</p>	<ul style="list-style-type: none"> • Author: Health and Safety Executive, (2007), <i>Managing the Causes of Work-Related Stress: A step-by-step approach using the Management Standards HSG218</i>. [Online] Available from: [Accessed:] • Author: World Health Organisation, (2021), <i>Stress - Q&A</i>. [Online] Available from: https://www.who.int/news-room/questions-and-answers/item/stress#:~:text=Stress%20can%20be%20defined%20as,to%20your%20overall%20well%20being. [Accessed: 9/12/2022] • Author: World Health Organisation, (2020), <i>Occupational health: Stress at the workplace</i>. [Online] Available from: https://www.who.int/news-room/questions-and-answers/item/occupational-health-stress-at-the-workplace#:~:text=Work%2Drelated%20stress%20is%20the,challenge%20their%20ability%20to%20cope. [Accessed: 9/12/2022] • Author: ACAS, (2022), <i>Coronavirus (COVID-19) and mental health at work</i>. [Online] Available from: https://www.acas.org.uk/coronavirus-mental-health [Accessed: 9/12/2022] • Author: GOV UK, (2021), <i>COVID-19 mental health and wellbeing recovery action plan</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-mental-health-and-wellbeing-recovery-action-plan [Accessed: 9/12/2022] • Author: Health and Safety Executive, (2008), <i>Working together to reduce stress at work - A guide for employees</i>. [Online] Available from: https://www.hse.gov.uk/pubns/indg424.pdf [Accessed: 9/12/2022] • Author: ACAS, (2021), <i>Dealing with stress in the workplace</i>. [Online] Available from: https://webarchive.nationalarchives.gov.uk/ukgwa/20210104113357/https://archive.acas.org/articleid=6062 [Accessed: 9/12/2022] • Author: ACAS, (2019), <i>Stress and anxiety at work: personal or cultural?</i>. [Online] Available from: https://www.acas.org.uk/stress-and-anxiety-at-work [Accessed: 9/12/2022]
<p>Suggested action:</p>	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App • Share 'Key Facts' with all staff • Ensure the policy is discussed in planned supervision sessions with relevant staff • Ensure relevant staff are aware of the content of the whole policy
<p>Equality Impact Assessment:</p>	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>

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1. Purpose

1.1 To ensure Master Care Ltd compliance with Health and Safety Legislation, guidance and best practice on workplace stress and wellbeing.

1.2 To offer a supportive management approach for those who have either been identified as at risk or those who present with an episode of "Stress" that is affecting their work role.

1.3 To identify and manage workplace pressures which have the potential to induce or result in work-related stress within Master Care Ltd.

1.4 To support Master Care Ltd in ensuring that the safety of both staff and Service Users is assured as well as the quality of service provided.

1.5 To support Master Care Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?

1.6 To meet the legal requirements of the regulated activities that {Master Care Ltd} is registered to provide:

- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974
- | Management of Health and Safety at Work Regulations 1999
- | Data Protection Act 2018
- | Coronavirus Act 2020
- | UK GDPR



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Commissioners
- | External health professionals
- | Local Authority

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3. Objectives

3.1 To promote a culture of open communication and encouragement around stress and mental wellbeing, and work together to take steps towards resolving that stress or mental wellbeing.

3.2 To help staff understand and recognise the causes of stress or poor mental health, the impact of external stressors and to address work-related stress through staff development, support systems and policies.

3.3 To ensure that regular risk assessments specifically refer to work-related stress and mental wellbeing, in order to identify workplace stressors and control the risks from stress or poor mental health following guidance from the HSE.



4. Policy

4.1 Stress

The Oxford Dictionary defines stress as 'a state of mental or emotional strain or tension resulting from adverse or demanding circumstances'. According to WHO, stress affects everybody differently. The impact and coping styles can vary from person to person.

Stress is not an illness but, sustained over a period of time, it can lead to mental and/or physical illnesses. There is an important distinction between working under demands/pressure and experiencing stress. If managed correctly, certain levels of demands/pressure are normal, can have a positive impact on performance and can enable individuals to reach their full potential and provide job satisfaction. When demands/pressure become excessive or are not matched to an individual's knowledge and abilities, they can produce stress, which may lead to ill health.

Master Care Ltd recognises that stress is an adverse reaction people have to excessive pressures or demands placed on them. Master Care Ltd acknowledges the importance of identifying and reducing workplace stressors and is committed to protecting the health, safety and welfare of its employees.

4.2 Responsibilities

Master Care Ltd has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. Master Care Ltd has delegated the day-to-day responsibility for operating the policy and ensuring its maintenance and review to .

Master Care Ltd will monitor the development of good practice in its approaches to work-related stress and mental wellbeing at work and will keep its practices and the effectiveness of this policy under review to ensure that it is achieving its stated objectives.

All managers have a responsibility to recognise potential issues of work-related stress or mental ill health in the staff they manage.

It is the duty of all staff to implement this policy, particularly managers and supervisors. They will monitor the development of good practice, seek to recognise any symptoms of stress and be aware of the effectiveness of this policy to ensure that it is achieving the stated objectives.

They will be given training to support them in this and should seek advice from .

4.3 Mental Health

Mental health is a term to describe emotional, psychological and social wellbeing - it affects how people think, feel and act, and how they cope with the normal pressures of everyday life. Positive mental health is rarely an absolute state, since factors inside and outside of work may affect someone's mental health from good to poor mental health.

Signs of poor mental health could be:

- | Eating or sleeping too much or too little
- | Pulling away from people and usual activities
- | Having low or no energy
- | Feeling numb or like nothing matters
- | Having unexplained aches and pains
- | Feeling helpless or hopeless
- | Smoking, drinking, or using drugs more than usual
- | Feeling unusually confused, forgetful, on edge, angry, upset, worried, or scared
- | Yelling or fighting with family and friends

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- | Experiencing severe mood swings that cause problems in relationships
- | Having persistent thoughts and memories you can't get out of your head
- | Hearing voices or believing things that are not true
- | Thinking of harming yourself or others
- | Inability to perform daily tasks like taking care of your kids or getting to work or school

Positive mental health allows people to:

- | Realise their full potential
- | Cope with the stresses of life
- | Work productively
- | Make meaningful contributions to their communities

Ways to maintain positive mental health include:

- | Getting professional help if needed
- | Connecting with others
- | Staying positive
- | Getting physically active
- | Helping others
- | Getting enough sleep
- | Developing coping skills

4.4 Signs of Stress

There could be signs of stress that develop singly and within a team.

Stress within a team may present as follows:

- | Arguments
- | High staff turnover
- | More sickness absence
- | More reports of stress
- | More complaints or grievances

Stress in an individual may present as follows:

- | Loss of motivation or confidence
- | Withdrawn
- | Being argumentative, tearful or sensitive
- | Mood swings
- | More sickness absence
- | Being late for work

4.5 Confidentiality

All staff are responsible for maintaining a high-level of confidentiality in relation to this policy, whether they are suffering from stress or poor mental health, supporting a colleague who is suffering from stress or poor mental health or they are otherwise involved in a procedure which addresses work-related stress. There are a few occasions where the confidentiality under this policy may be waived, e.g. where a disciplinary process arises out of any procedure under this policy, or where duties are reallocated. Otherwise, a breach of confidentiality may result in disciplinary action.

4.6 Protection for Those Reporting Stress or Assisting with an Investigation

Staff who report that they are suffering from stress or poor mental health, who support a colleague in making such a report or who participate in an investigation connected with this policy in good faith, will be protected from any form of intimidation or victimisation.

If staff feel that they have been subjected to any such intimidation or victimisation, they must seek support from their line manager. They may also raise a complaint following the Grievances Policy and Procedure of Master Care Ltd.

If, after an investigation, the member of staff is found to have provided false information, they may be subject to action under the Discipline Policy and Procedure of Master Care Ltd.

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4.7 Data Protection

Any data collected as part of this policy will be processed in accordance with current UK GDPR, Data Protection legislation, the Privacy Notice issued to staff and the Data Security and Data Retention Policy and Procedure.

Master Care Ltd appreciates that certain health data and medical reports will be Special Category Data, and Master Care Ltd will process this data accordingly.

4.8 This policy does not form part of any staff member's contract of employment and Master Care Ltd may amend it at any time.

4.9 COVID-19

Master Care Ltd understands that the pandemic resulted in heightened stress and anxiety and is committed to continue working with staff to ensure that a clear and open dialogue is maintained. Master Care Ltd would like staff to be open about any concerns so that these can be considered by Master Care Ltd and any adjustments made to take account of this, where necessary.



5. Procedure

5.1 Preventing Work-Related Stress and Poor Mental Health

Managers will, where possible, take the following steps in an attempt to reduce stress and improve mental health in the workplace by:

- | Providing comprehensive inductions for new staff to ensure that they fully understand their job role
- | Ensuring that new staff complete shadowing so that they have support and learn from experienced and positive staff
- | Ensuring that people have the correct skills and abilities to complete tasks competently and confidently
- | Providing sufficient resources to staff to allow them to complete tasks, e.g. time, materials, training, etc.
- | Monitoring workloads and reallocating work where necessary to avoid harmful levels of stress
- | Regularly reviewing staff performance and conducting appraisals to reward good performance, and to identify areas where support, development and additional training are needed
- | Establishing clear reporting lines so that staff know who they report to, and discouraging authoritarian management approaches
- | Holding regular meetings and encouraging a supportive and trusting environment so that members of staff feel able to make suggestions, and make decisions without fear of recrimination
- | Ensuring that staff have access to policies and procedures which support them and seek to prevent unacceptable behaviour, including bullying and harassment
- | Promoting a culture of open communication and encouragement which is proportionate and relevant
- | Ensuring that staff are informed in advance of any organisational change, consulting employees on that change and providing support during periods of change
- | Ensuring that staff are taking their full holiday entitlement
- | Ensuring that staff have a regular work pattern, allowing them to plan their lives outside of work
- | Ensuring that staff have proper and substantial rest time each week, especially during periods of heavy overtime; a minimum of 1 day each week or 2 days off together each fortnight
- | Ensuring that staff understand the standards of behaviour expected of them and others, and acting on behaviour that falls below those standards

Master Care Ltd is to appoint a trained workplace Mental Health Champion to encourage positive mental health within the workplace.

5.2 Addressing the Causes of Stress and Poor Mental Health

All staff must be aware of their own stress levels and mental health wellbeing. If staff feel that they or a colleague are suffering from stress or poor mental health, they must raise this with their manager/supervisor, and/or Human Resources, informally and/or in writing.

Once managers/HR are aware that a member of staff is suffering from stress or poor mental health, they may take steps to address the cause of the stress or poor mental health and to reduce workplace demands and pressures by:

- | Conducting a workload review and considering a reallocation of work. The Capability Policy and

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Procedure of Master Care Ltd may be applied in these circumstances

- | Reviewing working hours/days and (where appropriate) considering any requests for flexible working
- | Offering additional training
- | Offering additional support for staff who are experiencing external stressors, such as a wellness action plan or occupational health support
- | Making a referral for medical advice and/or treatment
- | Considering any suggestions that the member of staff has for reducing stress or improving mental health
- | Having a discussion about an appropriate return to work programme if the member of staff is on sick leave
- | Considering potential safeguarding concerns and referring appropriately

Staff must seek to accept any stress or mental health relieving options/opportunities where they are offered or recommended.

5.3 Risk Assessments

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, employers are obliged to undertake risk assessments to identify workplace stressors and to eliminate stress or control the risks from stress or poor mental health, particularly so that it does not affect the delivery of care for Service Users.

Risk assessments will be carried out using the procedure below:

- | Identifying any workplace stressors, ensuring that staff are involved by asking for their views
- | Considering which members of staff are likely to be affected by any of the workplace stressors identified
- | Evaluating the risks posed by any workplace stressors, and considering whether they are likely to lead to work-related stress or poor mental health
- | Developing solutions to eliminate the stressors and/or the risks identified
- | Documenting the results of the risk assessment and creating an action plan (with deadlines) for improvement, and
- | Continuing to monitor and review the action plan, the effectiveness of any action taken and the need to complete a further risk assessment

It may be appropriate to instruct an outside consultant to conduct the risk assessment to remove any reluctance from staff to provide a true picture of stress or state of mental health in the organisation.

5.4 Sickness Absence for Stress and Mental Health

If any member of staff is absent from work due to stress or poor mental health, they must follow the Sickness Absence Policy and Procedure and report that the cause of their absence was stress. Managers must:

- | Continuously monitor and review absence levels
- | Conduct return to work interviews and encourage staff to openly communicate any issues with stress
- | Where a member of staff is on sickness absence, discuss with that person the implementation of a return to work programme
- | Where appropriate, seek to obtain medical advice

In cases of prolonged or repeated absence, the procedure set out in the Sickness Absence Policy and Procedure or the Capability Policy and Procedure at Master Care Ltd will apply.

5.5 Reporting a Concern

If any member of staff has concerns in relation to work-related stress or mental health, they must report this in the first instance to Master Care Ltd who will review the concern.

Where concerns still remain, it may be appropriate for staff to follow the Whistleblowing Policy and Procedure at Master Care Ltd, and external agencies such as the [HSE](#) and the Care Quality Commission may be contacted, dependent upon the seriousness of the concern raised.

5.6 Stress and Mental Health caused by Coronavirus

Although we are [living with COVID-19](#), Master Care Ltd appreciates that this has been a difficult time for everyone during the pandemic. This is particularly true for those who work within the health and social care sector who may need to work from home, travel to and from work or return to work from self-isolation. Staff

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may still be working longer hours, feel under pressure, have childcare responsibilities or continue to find it difficult to cope with social contact.

To help with their wellbeing, staff are advised to:

- | Stay in contact with people by talking to colleagues or friends about how they are feeling
- | Have a routine or plan so they can plan in advance what they will be doing each day
- | Keep active and exercise
- | Make time for activities they enjoy
- | Reflect on what helps them feel more positive and what does not

If they are suffering from stress or mental health problems such as anxiety, they are encouraged to speak to their manager who will help them to work through their problems, for example, by managing their workload or working around childcare responsibilities.

Master Care Ltd is committed to following this policy should any staff members feel they are suffering from stress or poor mental health.

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6. Definitions

6.1 Mental Health

- | ACAS defines mental health as "our emotional, psychological and social wellbeing; it affects how we think, feel and act and how we cope with the normal pressures of everyday life"

6.2 ACAS

- | Advisory, Conciliation and Arbitration Service

6.3 Mental Health First Aid

- | Mental health first aid is a training programme that individuals can use to become a Mental Health Champion. The course can teach how to help someone who is:
 - | Developing a mental health problem
 - | Experiencing a mental health problem
 - | Experiencing a worsening of an existing mental health problem
 - | Experiencing a mental health crisis

6.4 Coronavirus

- | Novel coronavirus is a strain of coronavirus first identified in Wuhan City, China. The virus was named severe acute respiratory coronavirus 2 (SARS-CoV-2). The disease it causes is called COVID-19

6.5 Stress

- | The Health and Safety Executive define stress as "the adverse reaction people have to excessive pressure or other types of demand placed on them"

6.6 Special Category Data

- | Special Category Data is a category of data which is more sensitive than normal personal data. This includes data which relates to:
 - | Race
 - | Ethnic origin
 - | Politics
 - | Religion
 - | Trade union membership
 - | Genetics
 - | Biometrics (where used for ID purposes)
 - | Health
 - | Sex life
 - | Sexual orientation

6.7 HSE

- | Health and Safety Executive

6.8 Work-Related Stress

- | The World Health Organisation defines work-related stress as "the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope"



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Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Managers and supervisors must be trained in dealing with and identifying stress and poor mental health
- | Risk assessments must be regularly carried out to identify workplace stressors and steps should be taken to reduce/prevent workplace stress and protect mental wellbeing
- | Monitor sickness absence and complete return to work interviews in order to identify when stress or mental health is the cause of absence
- | Steps must be taken to address the causes of stress or poor mental health by reducing work-related demands and pressures



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Master Care Ltd appreciates that an employee's stress or mental health can have an impact on the service provided. Master Care Ltd may engage in a dialogue with you if it is believed that stress or mental health is having an impact on your service and will take steps it considers appropriate to address this
- | As a staff member, you must monitor your own stress or mental health levels and if you are experiencing stress or poor mental health (or notice that a colleague is experiencing stress or poor mental health) you must raise this with a manager/supervisor

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Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

NHS - Find an NHS Psychological Therapies Service (IAPT):

<https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

HSE - Talking Toolkit - Preventing Work-Related Stress:

https://www.hse.gov.uk/stress/assets/docs/stress-talking-toolkit.pdf?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=

HSE - Management Standards Workbook:

<https://www.hse.gov.uk/stress/standards/index.htm>

NHS - Every Mind Matters:

<https://www.nhs.uk/every-mind-matters/>

MIND - Types of Mental Health Problems:

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/>

MIND - Wellness Action Plans:

<https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/employer-resources/wellness-action-plan-download/>

Mind - Stress:

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/stress/what-is-stress/>

HSE - Reporting a Concern:

https://www.hse.gov.uk/stress/reporting-concern.htm?utm_content&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term

NHS - Staff Mental Health and Wellbeing Hubs:

<https://www.england.nhs.uk/supporting-our-nhs-people/support-now/staff-mental-health-and-wellbeing-hubs/>

NHS Practitioner Health - Accessing the Service for NHS PH Workforce:

<https://www.practitionerhealth.nhs.uk/accessing-the-service-for-nhs-workforce>

NHS Leadership Academy:

<https://learninghub.leadershipacademy.nhs.uk/>

St John Ambulance - Mental Health First Aid Training Courses:

https://www.sja.org.uk/courses/workplace-mental-health-first-aid/?gclid=CjwKCAjw-8qVBhANEiwAfjXLRkfQiY_B4KLv0Fh6Cngj_ohte5wfK6HlHMJJvIDRLNSQ0OcN6ilrxoCGcsQAvD_BwE

GOV.UK - COVID-19 Response: Living with COVID-19:

<https://www.gov.uk/government/publications/covid-19-response-living-with-covid-19>

World Health Organization - Doing What Matters in Times of Stress:

<https://www.who.int/publications/i/item/9789240003927>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | There is a named and trained Mental Health First Aid Responder and Mental Health Champion at work
- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | Regular risk assessments are undertaken to determine whether management and communication arrangements are sufficient to prevent work-related stress
- | Return to work interviews are undertaken in the management of absence, which should include the opportunity for employees to communicate that they are suffering from work-related stress or poor mental health
- | Comprehensive inductions and training are provided to new staff
- | Regular appraisals and performance reviews are undertaken for all staff to identify where additional training or support is needed

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Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Management of Stress Risk Assessment - PM02	To identify workplace stressors and to eliminate stress or control the risks from stress.	QCS
Welfare Review Meeting Form - PM02	When conducting a welfare review meeting during a period of sickness absence.	QCS
Return to Work Questionnaire- PM02	When an employee returns to work following a period of absence due to stress.	QCS
Consent Form to Attend a Medical Examination - PM02	To seek employee consent to attend an Occupational Health examination.	QCS

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Date of Assessment:		Completed by:	
Date for Review:		Role:	

Area Assessed	Risk Level			Remedial Action Required		
	H	M	L	Yes	No	N/A
Culture						
Are there good, open and regular communications between staff both up and down the management line and at all levels at Master Care Ltd?						
Are staff consulted and able to participate in decisions that may affect them?						
Are staff supported in their workplace in such a way that they feel able to make decisions that, if proved inappropriate, will not result in recrimination?						
Demands						
Do staff have the resources, time and authority necessary to carry out their work activities?						
Do you ensure that staff have the capability and capacity necessary to carry out their work activities?						
Is the physical environment in which staff work comfortable and conducive to a productive atmosphere?						
Are staff protected from the risks of physical or verbal abuse?						
Control						
Are staff able to determine for themselves how they complete their tasks?						
Relationships						
Do staff clearly understand that any bullying or harassment is unacceptable?						
Are staff able to report any bullying or harassment to Master Care Ltd in the certain knowledge that their concerns will be treated seriously and acted upon?						
Change						
Are staff kept informed by Master Care Ltd during periods of change?						
Are staff given the opportunity to comment and ask questions before, during and after change?						
When staff are asked to change their roles, are they provided with adequate information, instruction and training?						

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Area Assessed	Risk Level			Remedial Action Required		
	H	M	L	Yes	No	N/A
Role						
Do staff have clearly defined and understood roles and responsibilities?						
Do staff have expectations placed upon them which conflict with the demands of their role?						
Do staff feel confident to raise any role conflict issues?						

Any further comments

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Area	Issue	Actions	By Whom	By When	Completed Date
Culture					
Demands					
Control					
Relationships					
Change					
Role					

For further information and guidance on stress risk assessments and what managers can do to combat stress in their areas, consult the HSE publication: "Tackling work-related stress – A managers' guide to improving and maintaining employee health and wellbeing" (ISBN 978-0-7176-2050-0).

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To be completed by the person completing the interview

Name:		Interviewed By:	
Job Role:		Job Role:	
Location base:		Location of meeting:	
Accompanied by:		Accompanied by:	
Date of Meeting:		Time of Meeting:	

Sickness dates (inclusive)		
First Date of Sickness	Last Date of Sickness	Number of Days
From:	To:	
Reason for sickness (including symptoms)		
Additional sickness episodes relating to this review		
Date of Sickness	Issue	Number of Days

Has the employee visited their GP or are they receiving ongoing treatment from hospital or consultant?	Yes	No
If Yes, what is/was the diagnosis?		
What ongoing treatment are they receiving?		
When is their next appointment and what is it for?		
How long does the employee anticipate being absent from work for?		

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Discuss with the employee what duties or jobs (if any) the employee believes they may be capable of doing, having regard to their present medical condition?		
Is there anything which the employee thinks could do to facilitate an earlier return to work? Consider phased return to work, reduced hours, light duties, alternative jobs etc.		
Has the employee been signed off by a GP/Hospital?	Yes	No
Have they now been signed off as 'fit for work'?	Yes	No
If a return to work is possible, is a return to work plan necessary?	Yes	No
(i.e. Reduced hours, reduced workload, change in type of work, alterations to workstation). If yes, please describe the changes needed:		
Summary of discussion:		
Actions to be taken:		
Interviewer Sign:		Employee Sign
Print Name:		Print Name:
Date:		Date:

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Questions	Was it a problem for you? Use this space to detail what the problem was.	What can we do about it? Any adjustments?
Demands – As a cause of Stress		
Did different people at work demand things from you that were hard to combine?		
Did you have unachievable deadlines?		
Did you have to work very intensively?		
Did you have to neglect some tasks because you had too much to do?		
Were you unable to take sufficient breaks?		
Did you feel pressured to work long hours?		
Did you feel you had to work very fast?		
Did you have unrealistic time pressures?		
Control – As a cause of Stress		
Could you decide when to take a break?		
Did you feel you had a say in your work speed?		
Did you feel you had a choice in deciding how you did your work?		
Did you feel you had a choice in deciding what you did at work?		
Did you feel you had some say over the way you did your work?		
Did you feel your time could be flexible?		

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Questions	Was it a problem for you? Use this space to detail what the problem was.	What can we do about it? Any adjustments?
Support* (Manager) – As a cause of Stress		
Did your manager give you enough supportive feedback on the work you did?		
Did you feel you could rely on your manager to help you with a work problem?		
Did you feel you could talk to your manager about something that upset or annoyed you at work?		
Did you feel your manager supported you through any emotionally demanding work?		
Did you feel your manager encouraged you enough at work?		
Peers – As a cause of Stress		
Did you feel your colleagues would help you if work became difficult?		
Did you get the help and support you needed from your colleagues?		
Did you get the respect at work you deserved from your colleagues?		
Were your colleagues willing to listen to your work-related problems?		
Relationships* – As a cause of Stress		
Were you personally harassed, in the form of unkind words or behaviour?		
Did you feel there was friction or anger between colleagues?		
Were you bullied at work?		
Were relationships strained at work?		

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Questions	Was it a problem for you? Use this space to detail what the problem was.	What can we do about it? Any adjustments?
Role – As a cause of Stress		
Were you clear about what was expected of you at work?		
Did you know how to go about getting your job done?		
Were you clear about what your duties and responsibilities were?		
Were you clear about the goals and objectives for this department?		
Did you understand how your work fits into the overall aim of the organisation?		
Change – As a cause of Stress		
Did you have enough opportunities to question managers about change at work?		
Did you feel consulted about change at work?		
When changes were made at work, were you clear about how they would work out in practice?		
Other Issues – As a cause of Stress		
Is there anything else that was a source of stress for you, at work or at home, that may have contributed to you going off work with work-related stress?		

Factors Outside Work

This list of questions on return to work has mainly focused on factors at work. However, there may be factors outside work, for example in your family life, which may have contributed to or added to the pressures at work. These may have made it harder to cope with demands at work that you would normally be able to cope with.

You may want to share these issues with your manager – they may be able to help at work and make adjustments, for example, being more flexible with working hours or just being sympathetic to the pressures you are under.

If you do not feel happy telling your manager about these things, is there anyone else you can turn to, for example, your human resources department or employee assistance programmes at work? You may also like to look at the links at <http://www.hse.gov.uk/stress/> on the HSE Stress website.

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Name:		Location base:	
Job Role:		Start Date:	
Occupational Health Provider's Name:			
Occupational Health Provider's Address:			

<p>In accordance with the terms of my contract of employment, I understand that I am required to undergo a medical examination, at the expense of ('the Company'), as set out above.</p> <p>The aim of the medical examination has been explained to me in full and the purpose is to enable the Company to gain an understanding of my medical condition and fitness for work.</p> <p>I have been informed of my statutory rights under the Access to Medical Reports Act 1988. These rights are set out in full overleaf and I have read them before signing below. The main points are that:</p> <ul style="list-style-type: none"> • I can withhold my consent to undergo a medical examination • I can see the medical report before it is sent to the Company, or at any time during the six months after the report has been issued • I can ask the Occupational Health Provider to amend any part of the report that I may consider to be incorrect or misleading. If the Occupational Health Provider is not in agreement, I may attach a statement of my views to the report • I understand that the Occupational Health Provider can withhold the report, or part of it, from me if they think I would be harmed by seeing it 		
Consent to obtain a medical examination: (Delete as appropriate)		
I consent	I Do Not consent	To undergo a medical examination.
I wish	I Do Not wish	To see the report before it is sent to the company
<p>Please note, by agreeing to the above, you agree to the Occupational Health Provider requesting from your GP your medical records or a report if so required. Please carefully consider the summary of rights over the page.</p>		
Employee Name:		
Signature:		Date:

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Your Rights in Full

Before we can apply for a medical report on your health, we need your consent. You give this by signing in the space above. Before doing so, however, you should read these notes carefully because they set out your rights under the Access to Medical Reports Act 1988 and the procedures for dealing with reports. You do not have to give your consent but, if you do, you can state whether you wish to see the report before it is sent to the Company.

If you state that you wish to see the report, we will advise the doctor of this when we make arrangements for you to see them. You will then have 21 days to contact the doctor to make arrangements for you to see the report.

If you state that you do not wish to see the report, we do not have to notify you if we apply for one. If, however, before such a report is sent to us, you write to the doctor stating that you wish to see it, you will then have 21 days in which to arrange to see the report.

Whether or not you state that you wish to see the report before it is sent to us, if you ask, the doctor must let you see a copy for up to six months after it is supplied. If you ask the doctor for a copy of the report, they can charge you a reasonable fee to cover the costs.

If you have seen the report before it is sent to us, the doctor cannot submit it until they have your consent. You may write to the doctor requesting amendments to any part of the report that you consider to be incorrect or misleading. If the doctor is not in agreement, you may attach to the report a statement of your views on any part that the doctor is not prepared to alter.

The doctor is not obliged to let you see any part of the report if, in their opinion, it would be likely to cause serious harm to your physical or mental health, or that of others, or would indicate the doctor's intentions towards you, or if disclosure would be likely to reveal information about another, unless that person has consented or the information relates to, or has been supplied by, a health professional involved in caring for you. In such cases, the doctor must notify you and you will be limited to seeing any remaining part of the report. If it is the whole report that is affected, they must not send it to us unless you give your consent.

Notes

The Company will only request a medical report to assist in the identification of any factors that may be affecting your health in order to establish whether it will affect your ability to perform the job that you have applied for.

Any decisions affecting employment with the Company will be taken only after full consultation with you, and a careful consideration of all of the circumstances.

You are entitled to withhold your consent but, if you do so, the Company may reluctantly be forced to make decisions affecting your employment without the benefit of expert medical opinion.

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