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## Review Sheet




Last Reviewed  
12 Dec '22



Last Amended  
12 Dec '22



Next Planned Review in 12 months, or  
sooner as required.

Business impact	 <p><b>MEDIUM IMPACT</b></p> <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p>
Reason for this review	Scheduled review
Were changes made?	Yes
Summary:	This policy provides details about menopause and will support a service where staff may be experiencing menopause. It has been reviewed with changes to the purpose, objectives and policy sections. References have also been checked and updated.
Relevant legislation:	<ul style="list-style-type: none"> <li>• Equality Act 2010</li> <li>• Health and Safety at Work etc. Act 1974</li> <li>• Management of Health and Safety at Work Regulations 1999</li> </ul>
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> <li>• Author: Faculty of Occupational Medicine, (2016), <i>Guidance on menopause and the workplace</i>. [Online] Available from: <a href="http://www.fom.ac.uk/wp-content/uploads/Guidance-on-menopause-and-the-workplace-v6.pdf">http://www.fom.ac.uk/wp-content/uploads/Guidance-on-menopause-and-the-workplace-v6.pdf</a> [Accessed: 12/12/2022]</li> <li>• Author: ACAS, (2022), <i>Menopause at work</i>. [Online] Available from: <a href="https://www.acas.org.uk/menopause-at-work">https://www.acas.org.uk/menopause-at-work</a> [Accessed: 12/12/2022]</li> <li>• Author: The British Menopause Society, (2019), <i>Menopause in the workplace</i>. [Online] Available from: <a href="https://thebms.org.uk/2019/02/menopause-in-the-workplace/">https://thebms.org.uk/2019/02/menopause-in-the-workplace/</a> [Accessed: 12/12/2022]</li> </ul>
Suggested action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>
Equality Impact Assessment:	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.

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## 1. Purpose

1.1 To provide support to women who are going through the menopause, whilst minimising the risk of disruption that any menopause-related absences may cause to the workforce and the business.

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

### Key Question

### Key Lines of Enquiry

WELL-LED

W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?

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

- | Equality Act 2010
- | Health and Safety at Work etc. Act 1974
- | Management of Health and Safety at Work Regulations 1999



## 2. Scope

2.1 The following roles may be affected by this policy:

- | All staff



## 3. Objectives

3.1 Master Care Ltd is committed to the wellbeing of its people and ensuring that all individuals are treated fairly, with dignity and respect.

3.2 Master Care Ltd is committed to avoiding the embarrassment that is sometimes wrongly associated with menopause and encouraging open discussion with employees in connection with this issue.

3.3 To set out how Master Care Ltd will support and engage with employees regarding menopause.



## 4. Policy

4.1 Master Care Ltd acknowledges that there will be times where female members of our workforce are impacted by the symptoms of menopause.

4.2 This policy is supplemental to the Sickness Absence Policy and Procedure at Master Care Ltd which is sufficiently flexible to take account of menopause-related conditions.

4.3 Master Care Ltd recognises that the symptoms of menopause can have an impact on an employee's performance, emotional wellbeing and confidence at work but that every woman's experience can be different.

4.4 Master Care Ltd aims to create an environment where women feel confident enough to raise issues regarding their symptoms and ask for adjustments at work.

4.5 Female employees may, at any time and in confidence, contact their Registered Manager to discuss their needs or a trusted other, as outlined in the Procedure section.

4.6 Where necessary, Master Care Ltd will make reasonable adjustments to individual's working arrangements to support them through menopausal symptoms which impact their ability to carry out work related tasks.

4.7 Any form of discrimination, including 'banter' or 'jokes' directed against women because they are experiencing menopausal symptoms will be subject to the disciplinary procedure at Master Care Ltd.



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## 5. Procedure

### 5.1 Roles and Responsibilities

- | Human Resources is responsible for the dissemination and updating of this policy
- | is ultimately responsible for the agreement of reasonable adjustments to working arrangements
- | All staff have a responsibility to read and understand this policy
- | All staff should support staff adjusting their working arrangements for their health and wellbeing

### 5.2 Open Door Policy

Line Managers should operate an open door policy for female employees to discuss their physical and emotional wellbeing needs relating to menopausal symptoms when they need to.

### 5.3 Alternative Arrangements

Because of the personal nature of menopause, a female worker may not wish to speak with their line manager, and should have the option of speaking with another member of staff such as;

- |
- | A member of HR
- | Another manager or individual trained as a menopause champion

### 5.4 Tailored to Individual Needs

Master Care Ltd recognises that women can experience menopausal symptoms in very different ways. It is important that line managers discuss flexible working solutions on a case-by-case basis, tailored to each individual's needs. Where appropriate, Master Care Ltd may consider, with the consent of the individual, instructing a doctor or occupational health specialist to carry out an assessment for the purposes of identifying any measures that may help and assessing symptoms. The report produced will allow Master Care Ltd to consider the employee's symptoms and any potential needs arising from them and to address any specific reasonable adjustments that Master Care Ltd can make.

### 5.5 Reasonable Adjustments

Depending on the need, females experiencing menopause symptoms may require reasonable adjustments such as but not limited to;

- | Flexibility and increased frequency in breaks – to allow employees to rest and recover from hot flushes, tiredness, pain etc.
- | Providing a private area/space – to allow individuals to manage the impact of symptoms, rest, recover or make telephone calls to obtain personal or professional support
- | Taking steps to create a comfortable working environment – for example by ensuring adequate drinking water supplies, washing facilities and access to toilet facilities, or adjusting the temperature of the workspace (for example through the use of a fan, or by locating a workstation close to a window or away from a heat source)
- | Adjusting uniform requirements or providing additional uniform items – to allow control of body temperature more effectively and/or changes of clothing during the day
- | Flexible working arrangements – to enable work productively and to manage the impact of symptoms. For example, by adjusting working hours (to allow for split shifts, later starts or earlier finishes) where employees are suffering from tiredness; allowing flexibility to attend medical appointments; considering phased return arrangements following periods of absence

### 5.6 Risk Assessments

Depending on symptoms and needs, and the nature of the employee's role and work environment, Master Care Ltd may also carry out a risk assessment with the employee to identify and control any factors which could negatively affect their health and safety at work.

### 5.7 Informing Others

All requests for adjustments should be handled sensitively, including agreeing with the employee whether other colleagues need to be informed of these (even if the reason is not disclosed).

### 5.8 Authorisation

Any reasonable adjustment discussed with an employee will need to be agreed with before they are agreed with the employee.

### 5.9 Agreement in Writing and Further Discussions

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## Master Care Ltd

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- 1 All changes should be agreed in writing and a follow-up discussion scheduled to make sure the changes are working for both worker and employer
- 1 Follow-up discussions need to be whenever necessary, as a worker's symptoms can fluctuate and/or alter. This means the adaptations at work may need to change

### 5.10 Menopause-related Illness

Employees should be directed to the Sickness Absence Policy and Procedure at Master Care Ltd. Line managers must contact employees absent from time to time for an update on symptoms and to discuss any support that can be put in place at work including reasonable adjustments that may assist in facilitating a return to work.

#### Return to Work

In all instances of sick leave, including for any menopause related illness, the employee will be required to attend a return to work interview. The meeting will be conducted in line with the Sickness Absence Policy and Procedure at Master Care Ltd but special attention should be paid to how Master Care Ltd can help during the period in which the employee is experiencing menopause.

Following this meeting Master Care Ltd will, with the employee's co-operation, implement any changes discussed to their duties. The employee and Master Care Ltd must keep an open dialogue in relation to symptoms, how they are affecting the individual, and the effectiveness of any reasonable adjustments implemented to assist the employee at work.

### 5.11 Zero Tolerance on Discrimination

Any form of discrimination directed against female workers experiencing menopause will be subject to the disciplinary procedure at Master Care Ltd.



## 6. Definitions

### 6.1 Menopause

- 1 Menopause is when a woman stops having periods and is no longer able to become pregnant naturally. It is a natural part of ageing that usually takes place between the ages of approximately 45 and 55, as a woman's oestrogen levels decline. In the UK, the average age for a woman to reach menopause is 51. However, around 1 in 100 women go through menopause before the age of 40
- 1 Symptoms can be severe and have a significant impact on everyday activities. Common symptoms include: hot flushes, dizziness, headaches, mood swings, anxiety and depression, palpitations and panic attacks, irregular periods, fatigue, problems with memory and concentration, and needing more frequent toilet breaks. Some women also experience trouble sleeping and pain. Symptoms of menopause typically last around 4 years, although some women experience them for much longer



## Key Facts - Professionals

Professionals providing this service should be aware of the following:

- 1 We will support you back to work as soon as you feel able
- 1 If you need additional support, adjustments may be made so you are able to continue working
- 1 If you do not feel comfortable speaking with your manager, you can speak with; , a member of HR or another line manager
- 1 Help and support is available through your line manager
- 1 Menopause symptoms can affect your ability to function effectively, and affect your emotional or physical health
- 1 If you do need time out of work, you need to follow the sickness policy as normal. We will keep in touch to see how you are



## Key Facts - People affected by the service

Not applicable

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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:

### **Reading to Support Employees**

#### **NHS - Menopause:**

<https://www.nhs.uk/conditions/menopause/>

#### **Menopause Matters:**

<https://www.menopausematters.co.uk/>

#### **Menopause Support:**

<https://menopausesupport.co.uk/>

#### **Menopause and Work: Why it's so Important:**

<https://menopauseintheworkplace.co.uk/menopause-at-work/menopause-and-work-its-important/>

### **Reading to Support Managers**

#### **CIPD - A Guide to Managing Menopause at Work:**

[https://www.cipd.co.uk/Images/menopause-guide-for-people-managers\\_tcm18-55548.pdf](https://www.cipd.co.uk/Images/menopause-guide-for-people-managers_tcm18-55548.pdf)



## Outstanding Practice

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

- | Master Care Ltd has a robust risk assessment framework in place which considers the wellbeing of all staff including women who may be going through the menopause
- | Master Care Ltd ensures that they have sufficient numbers of staff and monitors the sickness and absence rates of employees, identifying trends and taking action where required
- | The wide understanding of the policy is enabled by proactive use of the QCS App



## Forms

Currently there is no form attached to this policy.