Purpose

The purpose of the policy is outline to ensure that all staff of Horizon Care and Education Group, its Holding Company or Partner Companies are aware of the procedures to maximise infection control.

Scope

The policy applies to all employees working in all environments.

Application of Policy

This policy should be referred to in conjunction with Personnel Occupational Health

Definition of stress: The Health and Safety Executive define stress as ‘the adverse reaction people have to excessive pressure or other types of demand placed upon them’. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

C.31 WORK-RELATED STRESS

C.31.1 HORIZON CARE AND EDUCATION GROUP appreciates that it is not good business to have any employees in a position where stress becomes a factor.

C.31.2 It is understood that stress is the individual’s reaction to excessive pressure and it is not an illness. If the causes are removed then the symptoms of stress disappear.

C.31.3 However, the Company also believes that if an employee is subjected to excessive stress for a long period then this can lead to more permanent ill health.

C.31.4 The Company will therefore minimise, so far as is reasonably practicable, working conditions that may result in work-related stress. This will be achieved by applying Risk Assessments to the jobs which give rise to high levels of stress. These risk assessments will be regularly reviewed.

RESPONSIBILITIES

C.31.5 The Home Manage, Head Teacher or Facilities Manager will be responsible for carrying out the assessment of the above jobs within their designated places of work.

C.31.6 It is probable that the controls will be within the Manager’s authority to implement. If not, further advice may come from a combination of the following:

- Regional Manager.
- Director of Operations/ Education.
- HR Manager.
- Training Manager.

RISK ASSESSMENT

C.31.7 The elements that may be identified as causing stress (the hazard) might include the following:
C.31.7.1 Working with high-risk people.
C.31.7.2 Lack of information on the people we support.
C.31.7.3 Lack of communication and consultation.
C.31.7.4 Lack of control over work activities.
C.31.7.5 Poor relationships with others.
C.31.7.6 Personal conflict, harassment etc.
C.31.7.7 Uncertainty regarding what is happening.
C.31.7.8 Jobs which require employees to behave in conflicting ways.
C.31.7.9 Lack of support from Managers and co-workers.
C.31.7.10 Not being able to balance demands of work and life outside of work.
C.31.7.11 Inflexible work schedules.
C.31.7.12 Inadequate resources and equipment.
C.31.7.13 Inadequate line of communication, consultation and in particular for dealing with grievances.
C.31.7.14 Work uncertainties, physical conditions to the work environment.

C.31.8 Most solutions will be self evident to a competent home manager but others could include:

C.31.8.1 Revision of opportunities for staff to contribute ideas, especially in planning and organising their own work.
C.31.8.2 Avoid encouraging people to work excessively long hours.
C.31.8.3 Prioritise tasks by moving unnecessary work.
C.31.8.4 Ensure individuals are matched to the jobs and are provided with relevant training.
C.31.8.5 Give individuals more responsibility for increasing the scope of the job.
C.31.8.6 Provide training and interpersonal skills and control of potential violence and aggression, particularly for employees working with high risk people.
C.31.8.7 Have effective anti-bullying and harassment procedures.
C.31.8.8 Develop effective communication arrangements within the Service.
C.31.8.9 Encouragement of a healthy work/life balance and the scope for flexible work schedules, where appropriate.

EMPLOYEES:

Should raise any issues of concern with their Safety Representative (relevant member of the H&S Committee), line manager or member of the human resources team.

SAFETY REPRESENTATIVES:

Safety representatives (members of the H&S Committee) will be meaningfully consulted on any changes to work practices or work design that could precipitate stress.

Safety representatives will be able to consult with members of staff on the issue of stress including conducting any Workplace surveys.

REFERENCES