



Gofal Cymdeithasol **Cymru**
Social Care **Wales**

Commitment 1. create safe working environments which are continuously improving and support health and well-being

Guidance and resources to help create safe working environments which are continuously improving and support health and well-being

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Go to <https://socialcare.wales/resources-guidance/health-and-well-being-resources/your-wellbeing-matters-workforce-health-and-wellbeing-framework/commitment-1-create-safe-working-environments-which-are-continuously-improving-and-support-health-and-well-being> for the latest version.

Guidance and resources to help create safe working environments which are continuously improving and support health and well-being.

It's important to take a broad approach to support people's physical health and safety, mental health, and financial well-being.

Organisations should provide safe working environments for employees.

Organisations should offer to help, or refer or signpost to services that can provide support. This could include counselling, an employee assistance programme or occupational health services. Organisations should encourage staff to have a good self-care routine which includes a healthy approach to diet, physical activity, relaxation and sleep. Staff should have good access to services who can help with financial advice.

It's important that managers have guidance they need to support their teams, so they can have sensitive conversations with the people they manage and signpost to expert help when needed. Anyone who shares information about a health condition will be treated fairly and with compassion, and have equal career opportunities.

This links to the:

- Code of Practice for [Social Care employers](#), section 5.7
- Code of Professional Practice for [Social Care workers](#), sections 1.5 and 4.5

In an organisation this means:

- a culture of well-being
- understand that what happens in our lives affects us in our work
- recognising the signs of work-related stress and burnout
- recognising and supporting staff with long-term conditions to do their job

- promote well-being, for staff and for the people they work with, through policies, procedures and ways of working
- access to occupational health
- providing the right equipment for the job
- signposting to or providing emotional support, including peer support
- clear health and safety processes, for staff and for people they work with, including risk assessments
- workloads are reasonable and manageable and regularly reviewed.

To do this, organisations can:

- have health and safety and people policies that are clearly visible to your workforce and review them regularly
- reflect well-being in organisational policies and ways of working
- signpost to support for issues that affect staff well-being, such as financial well-being
- offer appropriate occupational health assessments and adaptations, to prevent physical poor health
- offer adaptations to support workers with long term physical or mental health conditions to do their job
- create space for well-being and peer support
- identify ways of assessing stress and burnout
- have clear risk assessments and risk management in place that are visible to your workforce
- provide staff with the equipment they need to do their job
- support workforce planning that means a reasonable workload for staff.

As a manager I:

- engage with support to look after myself as well as my staff

- recognise what my staff need to improve their well-being and offer support
- be aware of the support in place and sharing it with my staff
- raise common issues with senior leadership.

As an individual I:

- support my colleagues and they support me
- engage with the support my organisation offers
- read and understand my organisation's health, safety and risk policies.

Where can I see examples?

For organisations

- [Stress in the workplace factsheet](#) (English only) - **CIPD**
Explains the signs of stress, the causes and how to deal with them.

For managers

- [Stress in the workplace factsheet](#) (English only) - **CIPD**
Explains the signs of stress, the causes and how to deal with them.
- [Well-being leadership webinar](#) (English only) - **Skills for care**
Explains how managers can create a supportive workplace
- [Greater resilience, better care guide](#) - **Skills for care**
Explains how adult social care managers can reduce work-related stress and help make staff more resilient.

For everyone

[Mental health at work support](#) - **able futures**

Free mental health information and resources. [Mental health advice](#) - **Public Health Wales**

Resources and guidance to support mental health in the workplace. [Workplace resources](#) (English only) - **Skills for care**

Webinars on what good well-being in the workplace looks like, including tips and ideas for support. [Health and well-being resources](#) - **Social Care Wales**

Resources available to support well-being. [Canopi](#) - **NHS Wales**

Free and confidential mental health support for NHS and social care staff across Wales

[Money helper](#)

Free help and advice about money

[Healthy Working Wales](#) - **Public Health Wales**

Information about workplace health matters.