



THE HEALING TRUST

Health and Wellbeing Policy (Internal)

Employers have a 'duty of care.' This means, as an employer, The Healing Trust must do all we reasonably can to support our employees' and volunteers' health, safety and wellbeing. This includes:

- making sure we can all can work safely and healthily
- protecting employees and volunteers from discrimination, for example making sure reasonable adjustments are made for disabled employees and volunteers
- carrying out risk assessments

We also remind managers and team leaders to communicate regularly with their teams. We aim to support them if they need to have sensitive conversations with their team members.

Where to get help – Wellbeing Contact Points

Please read this document first. If you'd like to report issues you are experiencing, or want to discuss how you feel, please contact one of the following designated Wellbeing Contact Points who you can talk to in confidence:

alison@thehealingtrust.org.uk

helena@thehealingtrust.org.uk

lubna@thehealingtrust.org.uk

They will do their best to assess the best way that The Healing Trust can help you. This might involve signposting you to a professional organisation or counsellor / therapist.

Creating a Supportive Environment

If we all feel we can talk openly about our health and how we feel, problems are less likely to build up. In this way we have:

- less time off for poor mental health
- improved morale at work

As a healing organisation we feel we must treat mental, physical and spiritual health as equally important.

We aim to create an environment where our employees and volunteers feel able to talk openly about their health.

For example, we aim to:

- ensure trustees, managers and team leaders' model positive wellbeing behaviours and use their voices to challenge stigma
- make sure employees and volunteers have regular meetings with their managers or team leaders, to talk about any problems they're having with their health
- provide resources to support open conversations about health issues
- increase awareness of spiritual, physical, mental health through training and campaigns
- appoint organisational health and wellbeing contact points who are trained to listen and tell staff and volunteers where to get support

Supporting Your Team

Trustees, managers and team leaders should be approachable, available and encourage team members to talk to them if they're having problems.

Our management style should suit the needs of each person. For example, if someone is working from home, we might ask them if they prefer to talk over the phone, through video meetings or by email.

Trustees aim to keep in regular contact with our each other, volunteers and employees to check how they're coping.

We aim to check:

- how they're feeling
- how their work is going and if they need support
- if they have the right set up if they work from home

Assessing Health and Wellbeing at Work

As trustees, we aim to talk to other trustees, managers and team leaders (including of healing centres) to understand how their teams are doing. We aim to find out which resources or training might be helpful to them and if they need any more support.

Training Managers

As an employer, we aim to train trustees, managers and team leaders to:

- talk and listen sensitively
- have knowledge of mental health
- know what support and guidance the organisation can offer

Training trustees, managers and team leaders can give staff and volunteers more confidence to talk about how their mental health affects their work.

We aim to train all trustees, managers, team leaders to make sure they understand:

- how the law relates to health and wellbeing at work
- how to talk with and encourage staff and volunteers to raise any health concerns
- what support and workplace changes are available to staff and volunteers - for example if someone needs a quieter place to work in an open plan office
- how to deal with health issues sensitively and fairly

Talking to Someone with Poor Health

As an employer, if we believe an employee or volunteer has a health issue that needs addressing or that might be work related, we aim to arrange a conversation as soon as possible.

We understand some people might not feel comfortable talking about their health straight away. But we feel it's important to let them know they can talk about their health at any time. This could include arranging appropriate follow up conversations if concerns continue.

To help the person feel comfortable talking, we:

- talk to them in private
- be flexible about when and where they talk
- approach the conversation in a positive and supportive way

It might be difficult for someone to talk about their mental health. We feel it is important we are calm, patient, supportive and reassuring.

When talking to any member of the organisation, it's important to remember that factors outside of work could also have an impact on their mental health. For example, if someone close to them has died.

We aim to offer resources and support for all members of the organisation. For example:

- an employee assistance programme (EAP) offering staff and volunteers counselling/brief therapy sessions
- health and wellbeing contact point (see at the end)
- sign posting to appropriate external support networks such as MIND

If an employee's or volunteer's health problem is a disability, or could reasonably be believed to be a disability, we aim to make reasonable adjustments.

Someone's mental health problem might not be a disability. However, their job could be making it harder to deal with. We aim to consider whether we can offer any workplace changes or support to help them. These changes might be small, but they can prevent someone needing to take time off.

If An Employee Or Volunteer Talks To Us About Their Health

If a member of our organisation approaches us to talk about their health, mental, physical or spiritual we appreciate their trust. We aim to give them a confidential and safe environment in which to talk.

During the conversation, we aim to:

- listen carefully to what they say and give them time to talk about their health
- try to identify what the cause is, for example by keeping questions open ended
- ask them what they need to help them, what options they'd like for support at work or in their voluntary role or how to request reasonable adjustments
- we aim to reassure them and let them know we'll aim to help them get the support they need

We aim to take time to think through what we've discussed before making any decisions.

Using The Right Language

We aim to use appropriate language when talking about mental health. We know that language can affect how people feel and cause distress.

We aim to be sensitive in the terms we use. We do not use words that are offensive or negative. For example, instead of saying 'suffering from mental health issues', we might say 'someone who has concerns related to their mental health.'

Being Clear About Confidentiality

We aim to reassure the person that we will not share anything they tell us with anyone else without their permission, unless there's a good reason to e.g. a threat to life. If there is, we aim to be clear about who we'll share it with and why.

We aim to have an appropriate point of contact internally that they know they can still talk to about their concern, if they want to.

If we direct them to an external support, for example an external professional counsellor/therapist, we reassure them that their conversations will be confidential. External counselling is available if needed for work related issues and stress of up to four sessions.

In these sessions they might explore how they feel or what they need to feel better in the working environment or in their voluntary role.

We hope they feel able to discuss with us what they need in the workplace to improve their wellbeing.

We aim to resolve their concerns where we are able to do so and aid them in improving their wellbeing where we can.

Reasonable Adjustments For Someone With A Disability

If an employee's or volunteer's poor health is considered a disability, we aim to make reasonable adjustments. This is to help them carry out their job or role without being at a disadvantage.

Knowing What Support Is Available for Employees and Volunteers

Employee representatives as 'Wellbeing Contact Points' (see below) can help organisational members promote positive mental health.

Getting Support for Yourself

If a trustee, a manager or a team leader, finds that they need advice and support for their own mental health, it might help them to talk things through with someone who can support them, for example:

- a designated Wellbeing Contact Point at work (see below)
- an external counsellor/therapist
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If We Think Anyone In The Organisation Is At Risk

If after an initial conversation we think anyone in The Healing Trust is at risk, we aim to encourage them to seek help.

This could include suggesting they speak to:

- their GP
- and a trusted friend or family member
- occupational health
- directing them to an appropriate organisation such as Mind

If someone is in immediate danger, we call 999.

The Healing Trust has a 'duty of care' to do what's reasonable and practical in situations involving an organisational member's spiritual, mental or physical health.

For example, a manager could go with an employee to hospital. Or they could stay in contact with the employee until someone reaches them.

Once The Employee Or Volunteer Is Safe

Once the immediate situation has been handled, we will aim to consider how we can support them going forward.

The Healing Trust Absence Policy for Employees

An employee might need to take some time off. The Healing Trust absence policy for employees is as follows:

You must seek permission for absences during your agreed working times. These might be due for necessary appointments. We may ask you for evidence of your appointments. Where we can, we will work with you in terms of your needs and expect you to make up hours lost for absences in your agreed working time.

The Healing Trust Illness Policy for Employees

If you are unable to come to work due to illness you must inform us or ask someone you know to inform us of this. You can keep in touch with The Healing Trust by text, phone or email.

Please let us know when you feel ready to return to work.

If you have been employed by The Healing Trust for a term of less than 1 year, we offer no sick pay, and you will need to claim statutory sick pay.

If you have been employed by The Healing Trust for a term between one and two years, we may at our discretion allow a paid absence for sick leave of up to two days per annum.

If you have been employed by The Healing Trust in excess of two years, we may at our discretion allow a paid absence for sick leave of up to five days per annum.

The Healing Trust Absence or Illness Policy for Volunteers

You might need to take some time off. The Healing Trust absence policy for volunteers (including trustees and volunteer Team leaders) is as follows:

If you are unable to carry out your voluntary role due to illness it would help to inform us or ask someone you know to inform us of this. You can keep in touch with The Healing Trust by text, phone or email. Please let us know when you feel ready to return to your voluntary role.

Tools and Help:

- Observation and regular informal check ins with each other, our employees, volunteers and volunteer teams to see how they are doing and what support they might need
- Wellness Action Plans if required (see Guidance Mind for Employers and Employees – which is also applicable to volunteers)
- Wellbeing Contact Points

Organisations That Can Also Offer Help

Mind.org.uk

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Date Approved by Board of Trustees	
Review Schedule	Every two years
Next Review	December 2026 or sooner if required