



Mental Health and Wellbeing Guidance for Cheshire East

# Hospitality Employees



This document includes a range of *Resources, Online Training and Support Services* that promote both a healthy lifestyle and positive wellbeing.



1. Senior Leadership and Managers Support
2. Healthy Eating
3. Smoking
4. Alcohol Reduction
5. Stress Management
6. Specialist e-Learning / Support
7. Wellbeing Plans
8. Free Employee Support
9. Crisis Support
10. Workplace Audit / Checklist Tools

## 1. Senior Leadership and Managers Support

Hospitality charities and organisations offer advice, support, and resources to embed wellbeing at work for your employees:

[Mental health charity for hospitality & Tourism - Hospitality Health](#)

[Advice | Hospitality Action](#)

[2023 Guide to Hospitality Worker Wellbeing | Modern Hospitality](#)

[EAP \(Employee Assistance Programme\) - Hospitality Health](#)



The logo for Hospitality Action is a red speech bubble shape containing the text "Hospitality Action" in white, bold, sans-serif font.

## 2. Healthy Eating

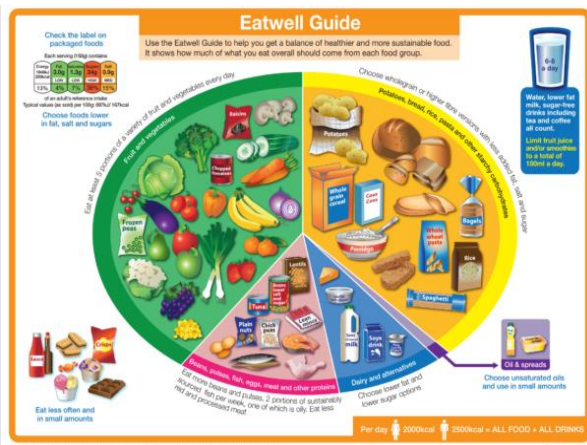
Following the \*Eatwell guide is a lasting approach for good health.

To apply for FREE support, follow the links:

One you - [Losing Weight The Healthy Way | Free Ways to Lose Weight : One You \(oneyoucheshireeast.org\)](https://www.oneyoucheshireeast.org)

The NHS weight loss APP can be downloaded following [Lose weight - Better Health - NHS \(www.nhs.uk\)](https://www.nhs.uk)

\*[The Eatwell Guide - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



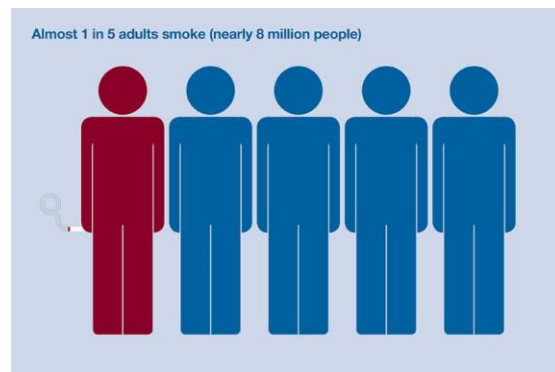
Weight loss plan  
Getting started

**NHS** nhs.uk



### 3. Giving up Smoking

Download the FREE app to help cut down and aim to stop smoking. [Quit smoking - Better Health - NHS \(www.nhs.uk\)](http://www.nhs.uk)



### 4. Reducing Alcohol

The FREE app helps you update and track your drink-free days and get simple tips and practical advice.

[Drink less - Better Health - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Drinkaware at Work e-learning sign up | Drinkaware



## 5. Stress Management

By answering 5 questions, the Get Your Mind Plan offers advice and tips to manage everyday stress.

[Stress - Every Mind Matters - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Relaxation resources can be found following the link:

[NHS in Mind](#)



## 6. Wellbeing Plans

A useful tool to encourage staff to use in the workplace

[Wellbeing Action Plan for children | Charlie Waller Trust](#)

[Wellness Action Plan download - Mind](#)



## 7. Specialist e-Learning / Support

Online e-learning to development knowledge in specific areas.

[Trauma and Distress | MindEd Resilience Hub \(mindedhub.org.uk\)](#)

[Free online training from Zero Suicide Alliance](#)

[How to Manage a Grieving Team Member - From MindTools.com](#)

[New Adult Bereavement Service - East Cheshire Hospice](#)



## 8. Free Employee Mental Health and Wellbeing Support

Able Futures – is available for all healthcare professionals in the UK.

[Mental health support for people at work | Able Futures Mental Health Support Service \(able-futures.co.uk\)](#)

Employee Assistance Programmes (EAP) – are a subscription service that employers can provide. Not all organisations have this offer.

More information please speak with your senior supervisor and please see section 1 of this guidance.

[EAP \(Employee Assistance Programme\) - Hospitality Health](#)

## 9. Crisis Support

If you are struggling with your mental health, contact your GP for an emergency appointment, additionally you can contact Cheshire East Crisis support: 0800 145 6485

24/7 SHOUT – text messaging support text FRONTLINE

Stay Alive APP - [StayAlive - Essential suicide prevention for everyday life](#)

Kooth is a FREE counselling service for 11-25 year olds in Cheshire East <https://www.kooth.com>

**IMPORTANT – if you need emergency help call 999**

[Suicide Prevention, Support, and Information \(cheshireeast.gov.uk\)](https://www.cheshireeast.gov.uk)





Workplace Wellbeing Audit		Senior Leadership Team (SLT) / Managers checklist		
<span style="color: red;">■</span>	Not in place			
<span style="color: orange;">■</span>	Partly in place			
<span style="color: green;">■</span>	Fully in place			
<b>A structured approach to prioritising staff mental health and wellbeing in the workplace</b>				
Staff mental health and wellbeing strategic commitment and/or policy				
Staff mental health and wellbeing plan				
Policies that support staff mental health and wellbeing (mental health at work, flexible working etc)				
Staff wellbeing group to lead and develop staff initiatives				
<b>Creating the conditions and culture to drive positive mental health outcomes for all staff</b>				
Measures in place to monitor and manage stress and burnout				
Tools to help with work/life balance				
Staff collegiality and appreciation fostered and promoted				
Peer support/mentoring/supervision available to staff				
Internal support (mentoring, supervision, peer support)				
A safe comfortable space for staff to take time out and de-brief outside of staff room environment				
Inclusive opportunities for all staff to participate in social activities not linked to work				
Physical working spaces that promote wellbeing (quiet rooms, plants, exposure to light)				
<b>Promoting an open culture around mental health</b>				
SLT / Managers to encourage regular discussion/openness on mental health and wellbeing				
Wellbeing part of daily operations/activity (inductions, 121s, team meetings)				
Promotion/awareness campaigns of mental health and wellbeing across the workplace				
SLT / Managers to model good working practices and self-care				
<b>Building confidence and capability, with particular focus on managers and wellbeing leads.</b>				
Staff mental health and wellbeing lead in place				
Line manager mental health and wellbeing training				
Return to work conducted with a focus on wellbeing				
Staff confident and encouraged to recognise and support/signpost when a colleagues mental health and wellbeing is under threat				
<b>Providing tools and support to all staff, including those living with a mental health problem</b>				
Staff know where to access internal and external sources of support				
Access to counselling/EAP/mental health services				
Processes in place to support staff after difficult or distressing incidents				
Staff training available in wellbeing and mental health to promote self-care, support and normalising a supportive culture				
<b>Creating a transparent approach to measuring staff mental health and wellbeing</b>				





Staff wellbeing survey (at least annual)			
An accountability structure for staff mental health and wellbeing			
<b>Coronavirus</b>			
Resources available and support for issues relating to Coronavirus (long Covid, trauma, bereavement)			

## Actions for employers for good mental health in the workplace



**1. Make a commitment to mental health:**

- Ensure senior level buy-in
- Be visible to employees (e.g. sign Time to Change or the Mental Health at Work Commitment)
- Have a senior Mental Health Champion
- Engage and consult employees about the approach



**5. Manage mental health:**

- Proactively tackle the stigma
- Openly discuss mental health
- Support employees with reducing stress (e.g. adopt HSE management standards)
- Signpost all information



**2. Build your approach:**

- Understand the legal situation
- Assess employee needs
- Update policies, make plans to improve, and take action
- Co-produce a plan with employees



**6. Provide the right support:**

- Train managers to be confident with sensitive conversations
- Be ready to make reasonable adjustments
- Provide a confidential support service



**3. Create a positive culture:**

- Support and value employees
- Promote healthy behaviour at work
- Reduce stress linked to work using HSE Stress Standards
- Review (and redesign if necessary) job roles
- Support social activities
- Communicate about wellbeing



**7. Help people to recover:**

- Support employees back to work
- Make adjustments
- Use Fit for Work and Access to Work initiatives



**4. Provide support and training:**

- Share information freely
- Recognise importance of line managers
- Provide line manager training
- Build into induction
- Encourage dialogue at performance reviews



**8. Go further:**

- Regularly evaluate your approach
- Share best practice with other employers

(Source: Mental health toolkit for employers)

Reference found: [bitc-wellbeing-toolkit-mentalhealthforemployers-Jan2020.pdf](#)