1. **OBJECTIVE AND SCOPE:**

Supporting Wellbeing (previously Stress Management Standard) is one of a number of health and safety standards forming the Trust’s Health, Safety and Wellbeing Policy written arrangements in compliance with general duties under the [Health and Safety at Work Act 1974](http://www.legislation.gov.uk/ukpga/1974/37/contents) and the [Management of Health and Safety at Work Regulations 1999,](https://www.legislation.gov.uk/uksi/1999/3242/contents/made)

This standard outlines the arrangements implemented by the Trust, to promote positive health and wellbeing in the workplace, to help manage and reduce the risks associated with work related illness.

The key objectives of this standard are to increase awareness about the impacts that negative mental health can have on individuals and to provide information about the support mechanisms, resources and interventions which are available.

1. **RESPONSIBILITY:**

Overall responsibility for the implementation of this standard belongs to Executive Managers, Strategic Leads and Development Officers.

Managers, with the support from East Ayrshire Council’s Human Resources, Organisational Development and Health and Safety should make themselves aware of the range of wellbeing supports and resources available and ensure that these are implemented where required.

Services should retain records of any specific interventions and supports which have been put in place and actively promote wellbeing within the work area. Evidence of any measures introduced may be subject to audit.

**AUTHORISED BY:** Chief Officer

**DATE:** December 2023

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1. **INTRODUCTION**

The Trust recognises the importance of good health and wellbeing and is committed to the continual improvement and provision of proactive management arrangements, to help support and maintain the health and wellbeing of our employees.

Work is known to be good for people’s health and wellbeing and creating a positive, safe, supportive and healthy environment for employees can increase morale, improve their work-life balance and, in turn, positively impact the services the Trust provides.

Everyone has personal wellbeing, which includes their mental health as well as physical health, and there can be times in our lives when we experience poor mental health, including stress related conditions. To help to support with this, the following processes and interventions are available:

* Training courses delivered by the Development Officer: Training & Engagement, East Ayrshire Council Organisational Development and Health and Safety
* Coaching and mentoring support from the Development Officer: Training & Engagement and East Ayrshire Council Organisational Development
* Wellbeing e-learning modules available on LearnPro
* Personal Wellbeing and Workplace Wellbeing Action Plans
* Wellbeing initiatives and supports
* Flexible Working arrangements
* Health and wellbeing supports through Occupational Health and Employee Counselling Services.

The Trust recognises its statutory obligation to remove or reduce work-related stressors, so far as is reasonably practicable; and while there is no statutory requirement placed upon the Trust to manage non-work related stress, it has been recognised that all harmful stressors, whether they be work-related or personal, which leads to employees experiencing poor personal wellbeing, are interlinked and cannot be separated.

In recognition of this, insofar that life events and pressures an employee experiences in their private life will undoubtedly come across in some way into their work life, and visa-versa, this standard seeks to look at health and wellbeing in a holistic sense, with processes and interventions designed around the specific needs of the individual.

# 2. STRESS AND WELLBEING

**2.1 What is Stress?**

The Health and Safety Executive (HSE) defines stress as being **‘the reaction** **people have to excessive pressure or other types of demands placed upon them’** andwork related stress, including anxiety and depression is consistently identified as the principal cause of working days lost through injury or ill health.

Estimates from the Labour Force Survey (LFS) show the number of cases of work-related stress, depression or anxiety in the UK in 2021/22 was 914,000 a prevalence rate of 2,750 per 100,000 workers. This equates to 17 million working days lost in the UK during this period.

It is important to recognise that not all pressure in the workplace will result in negative health and wellbeing and that in many instances, some level of pressure can actually help to improve motivation and performance at work.

However, when pressure reaches a point where an individual can no longer cope, it can result in a negative impact on mental wellbeing and/or physical health.

It is also recognised that factors outside of work, such as personal issues, bereavement etc. can have a significant impact on overall mental health, and very often can affect how we cope with pressures at work.

**Diagram 1. Pressure performance stages**



Stress in itself is not a medical condition but prolonged exposure to stress is linked to psychological conditions such as anxiety and depression as well as physical symptoms such as heart disease and musculoskeletal problems.

Stress can also have a significant impact on employee performance, motivation and loss of productivity, therefore suitable management interventions and support mechanisms are critical to help both managers and employees understand and quickly recognise stress and wellbeing related issues, thereby enabling them to take positive action to manage these issues effectively.

**2.2 Recognising the signs**

People have different levels of tolerance to life’s pressures and different coping mechanisms to deal with them. Some people may be reluctant to admit that they are finding things difficult, and it is therefore important that managers always try to adopt an engaging and supportive approach towards members of their team.

It is equally important that where employees feel that they require additional support, that they approach their line manager at the earliest opportunity to seek appropriate assistance. Should an employee not feel able to approach their line manager for any reason, they can seek assistance from the Executive Management Team, the Health and Safety Strategy Group, their Trade Union Representative or by self-referring to Occupational Health Services or Employee Counselling Services.

The way people cope with excessive pressure both in and out of the workplace varies, which in some cases can make it difficult to identify. It is therefore important for individuals and managers to learn to recognise the more common signs and symptoms, and have an understanding of the supports and interventions available within the workplace.

Some common indicators that people may be struggling with issues related to stress may include:

* Loss of concentration
* Low self esteem
* Quiet/withdrawn
* Anxious
* Shortened temper
* Disturbed sleep/fatigue
* Changes in appetite
* Increased alcohol consumption, smoking or drug taking
* Headaches
* Stomach complaints
* Back/ neck pain

Remember, individuals should be encouraged to seek help and support when required and managers should aim to create an environment where employees feel that they can, openly and without judgement, express any issues they may be experiencing or concerns that they have.

# 3. DUTIES AND RESPONSBILITIES

**3.1 Executive Management**

Executive Management have a key role in the promotion of positive wellbeing at work and in supporting managers to effectively manage wellbeing related issues, within their services. This includes ensuring that the guidance set out in this standard and any related Policies and Procedures are complied with.

**3.2 Managers**

The approach of managers is critical in the promotion and support of employees’ wellbeing and helping to create a positive culture within the workplace.

One of the most important elements of a positive culture, is effective communication between managers and employees, particularly where there are organisational or procedural changes, which may increase pressures within the workplace.

It should also be recognised that personal issues and other pressures outside the workplace, can significantly impact on an individual’s overall wellbeing and their ability to cope while they are at work.

By having a better understanding of the possible causes of both work related and external pressures, and adopting a proactive and supportive approach towards their team, managers can recognise risks within the workplace and, importantly, take these risks into consideration when organising and planning future work.

**3.3 Employees**

Where an employee feels they are experiencing poor wellbeing, including issues related to stress, they should at the earliest opportunity speak to their line manager.

In circumstances where an employee feels unable to approach their line manager, they should raise their concerns with a member of the Executive Management Team, the Corporate Team, Health & Safety Strategy Group or their Trade Union representative.

Employees should always endeavour to take steps to take care of their own wellbeing, utilising and engaging with the available Wellbeing supports that the Trust offers. They should also co-operate with the implementation of any agreed action plans to help improve their own health and wellbeing.

**3.4 Health, Safety & Wellbeing**

Being in work is known to be good for people’s health and wellbeing and creating a positive, safe, supportive and healthy environment for employees can increase morale, improve work-life balance and, in turn, positively impact the services the Trust provides.

In recognition of this, East Ayrshire Council Health and Safety Team has created a Wellbeing identity, with a host of bespoke Wellbeing resources, all designed to support employees and managers to improve Wellbeing throughout our organisation.

An [Employee Wellbeing Support Directory](http://eacintranettest/resources/pdf/healthy-working-lives/wellbeing-supports/wellbeing-supports.pdf) has been developed bringing together the variety of internal and external supports available and a [Support & Wellbeing](https://leisurenet/working-for-us/support-wellbeing/) page hosts the main supporting documents which managers and employees can use to maintain good wellbeing.

Additionally, the [Wellbeing](http://eacintranet/Services/Healthy-Working-Lives/Healthy-Working-Lives.aspx) pages (previously Healthy Working Lives) provides helpful advice and tips on how to help with anxiety and stress, together with useful information on healthy eating, being more physically active, alcohol and drug supports and where to get help with financial issues.

**3.4.1Mental Health First Aid Training**

Becoming more informed and aware about mental health issues, will enable managers and employees to recognise signs and symptoms and provide the right support when needed.

To assist with this, East Ayrshire Council Health and Safety team have an established programme of Mental Health First Aid courses, which are delivered regularly.

The course provides information about mental health illnesses, early intervention and how to increase confidence and reduce stigma when dealing with mental illness.

**3.4.2 Suicide Prevention – Here to Listen**

Since it was introduced, the [Here to Listen](http://eacintranet/Services/HealthandSafety/Suicide-Prevention.aspx) suicide prevention strategy has had a far reaching and positive impact on both employees and in our communities, with approximately 500 Suicide First Aiders trained in Applied Suicide Intervention Training Skills (ASIST) and additional courses running regularly.

If someone is having thoughts of suicide it is important to know what you can do to help. No one is expected to know all the answers - the most important thing is to listen and to know where to get further support.

Information is available at [Suicide Prevention](http://eacintranet/Services/HealthandSafety/Suicide-Prevention.aspx) and trained [Suicide First Aiders Contact Details](http://eacintranet/Resources/pdf/Here-to-Listen/Suicide-First-Aiders-Contact-Details.pdf) are available for anyone in crisis. A [Suicide Support Directory](http://eacintranettest/resources/pdf/s/suicide-support-directory.pdf), is also available, which provides contact numbers and advice if you or someone you know needs help.

For further information about any of the Wellbeing supports or information about upcoming training courses, contact East Ayrshire Council Health and Safety Helpdesk at HealthandSafety@east-ayrshire.gov.uk

**3.5 People**

The Executive Lead: People, Policy & Performance can provide advice and support to managers and employees about stress and wellbeing at work, including advice on utilising the Wellbeing Action Plan, and signposting to other wellbeing supports available within the Trust.

Where it has been identified that employees are experiencing poor mental health or illnesses related to stress, whether work related or non-work related, we can assist by:

* Providing advice and guidance to managers of the wellbeing interventions available.
* Providing confidential and professional advice for employees who may be experiencing symptoms related to wellbeing.
* Providing assistance to employees to access counselling services for confidential support, where required.
* Providing coaching and mentoring support.
* Facilitating return to work programmes with line managers, for employees who have been absent from work as a result of stress related issues.
* Monitoring absence statistics to enable suitable interventions to be put in place, where appropriate.
* Assisting managers with referring employees who are absent with stress related illness to Occupational Health Service, in line with the [Supporting Attendance at Work Policy](https://leisurenet/media/2117/supporting-attendance-at-work-policy.doc)

**3.5.1Early Intervention**

In accordance with the [Supporting Attendance at Work Policy](https://leisurenet/media/2117/supporting-attendance-at-work-policy.doc) managers must complete the Early Intervention Notification (EIN) form for all cases related to stress, with the exception of bereavement, immediately after an employee calls to report their absence.  Also, if an employee is presenting signs of stress related conditions, or advising their manager that they are experiencing stress and are still at work, then a referral should also be made directly to Occupational Health.

A copy of the EIN and any associated Wellbeing action plans should be forwarded to the Corporate team.

All instances of stress related absence will be monitored by the Executive Management Team with Managers being notified of all absences within their respective areas of responsibility on a monthly basis to ensure that the appropriate interventions have been made.

**3.6 Organisational Development**

The Trust’s Development Officer: Training & Engagement and East Ayrshire Council’s Organisational Development team provides learning and training opportunities (both face to face/online and via e-learning) to support wellbeing at work. This will support and enable managers and employees to take a proactive approach to help themselves and one another, to promote positive wellbeing in the workplace.

There are various e-learning modules available via LearnPro and other courses and materials on the Learning Academy including:

* Wellbeing for Employees
* Supporting Wellbeing for Managers
* Mental Wellbeing and Stress at Work
* Resilience Coaching
* Managing the Menopause
* Spaces for Listening
* Healthy Habits
* Supporting Attendance at Work (e-learning for managers)
* Caring and Empowered Conversations

For further details and course bookings please use the links below or contact OrganisationalDevelopment@east-ayrshire.gov.uk.

**3.6.1 B.E.S.T. Practice**

Employees may experience undue pressure at work if they have not been adequately trained for the job they do. All employees should undertake the Trust Induction as well as a Job Specific Induction. The identification of all development needs is therefore critical and managers/co-ordinators should make full use of the B.E.S.T Practice process and training matrix (for all mandatory training). This will help to equip employees with the necessary skills and competences to carry out their role effectively and with confidence.

**3.7 Occupational Health Support and Employee Counselling Services**

Occupational Health Service and contracted Employee Counselling Service offers confidential support services to employees who are experiencing poor wellbeing or have been absent from work as a result of stress related illness.

The Occupational Health Service, together with your line manager, can also advise on reasonable workplace adjustments which may help to facilitate a return to work, including signposting employees to relevant support agencies, wherever appropriate.

An Employee Assistance Programme is available for all employees, which provides an external, independent and confidential counselling service where employees can refer themselves with no need for a management referral.

This service can be accessed through their Helpline at 0800 882 4102 which is available 24 hours a day.

Bespoke bereavement and suicide prevention counselling can also be arranged by contacting healthandsafety@east-ayrshire.gov.uk.

Further information [Wellbeing Counselling Flowchart](http://eacintranettest/resources/pdf/w/wellbeing-counselling-flowchart.pdf)

Full details of counselling services can be found at the [Wellbeing pages.](http://eacintranet/Resources/pdf/w/Wellbeing-Counselling-FlowChart.pdf)

# 4. WELLBEING INTERVENTIONS

**4.1 HSE Stress Management Standards**

Under the [Management of Health and Safety at Work Regulations 1999,](https://www.legislation.gov.uk/uksi/1999/3242/contents/made) there is a legal duty to carry out assessments of any significant risks in the workplace which could impact on the health and safety of employees and this requirement extends to the identification of risks associated with stress in the workplace.

As defined in the Health and Safety Executive (HSE) Stress Management Standards, there are six potential causes of work-related stress, which are:

1. The **demands** placed on individuals at work, such as the size of their workload, work patterns and the working environment.
2. The degree of **control** individuals are allowed in the way they carry out their work on a day to day basis.
3. The level of **support** individuals are offered, for example the provision of adequate resources and support from line managers and colleagues.
4. The nature of **relationships** within the workplace i.e. where there is conflict or poor interpersonal relationships.
5. How people understand their **role** in the workplaceand whether there are conflicting roles.
6. How **change** within the organisation is managed and communicated.

The Trust recognises its statutory obligations in respect minimising the risk of work related stress, so far as is reasonably practicable, and the requirements placed upon the Trust by the HSE Management Standards.

While there is no statutory requirement to manage non-work related stress, it has been recognised that all harmful stressors, whether work-related or personal can impact on wellbeing, and that events and pressures an employee experiences in their private life can impact on their work life, and visa-versa.

Wellbeing therefore needs to be approached in a holistic sense, with processes and interventions designed around the specific needs of the individual.

**4.2 Wellbeing Action Plan**

The[Workplace Wellbeing Action Plan](https://leisurenet/media/2840/workplace-wellbeing-action-plan.docx) (Appendix 1) has been developed around the key principals of the HSE Stress Management Standards and can be used to help individuals who are experiencing wellbeing issues related to stress.

It should be noted that the Wellbeing Action Plan replaces the previous stress risk assessment i.e. there is no longer a requirement to complete a stress risk assessment and the Wellbeing Action Plan should be utilised instead. The Wellbeing Action Plan must be completed for all instances of absence related to stress.

The Wellbeing Action Plan is a personalised, practical tool which can be used to help identify what keeps someone well at work or causes them to become unwell, and provides a structured format to address and improve mental health and wellbeing.

The Action Plan can be used as a helpful tool to open up a dialogue between employees and managers, in order to form a better understanding of an individual’s needs and experiences and ultimately better support their health and wellbeing. If used effectively, this can help lead to greater productivity, better performance and increased job satisfaction.

**4.3 Personal Wellbeing Plan**

The[Personal Wellbeing Plan](https://leisurenet/media/2841/personal-wellbeing-plan.docx) (Appendix 2) is a simple personal guide to help employees manage their own wellbeing in a way that works for them. The aim of the plan is to help individuals increase personal awareness about what can help them to stay well, and put in place practical steps to support their wellbeing when times are difficult.

**4.4 Informal Interventions**

Wellbeing action plans are effective tools which can be used to identify and record issues around employee wellbeing however, it is important that managers should, wherever possible, seek to reduce the likelihood of negative wellbeing occurring, through creating and maintaining a positive and supportive culture and proactive people and performance management.

In particular, managers should always seek to encourage open communication with employees through:

* One to one discussions with employees
* Regular team meetings where negative pressures, workloads etc. are openly discussed and possible interventions explored
* Regular meetings involving Trade Union representatives
* Adopting an “open door” policy where employees feel enabled to approach their manager to discuss any issues they may be experiencing
* B.E.S.T Practice reviews

Remember, managers should seek to address any possible concerns at source by promoting a culture of open and transparent communication with employees, which can help to reduce the risk of issues escalating to a point that employee health and wellbeing is adversely affected.

**5. FURTHER INFORMATION**

For further information and guidance contact:

**Corporate Team**

EALeisureHR@eastayrshireleisure.com

**Health and Safety Strategy Group**

EALHealthandSafety@eastayrshireleisure.com

**Organisational Development**

 EALeisureTraining@eastayrshireleisure.com

**Occupational Health Service**

03300 084335 or EACOH@optimahealth.co.uk

**Employee Counselling Services**

PAM Assist 24 hours at 0800 882 4102 or [www.pamassist.co.uk](http://www.pamassist.co.uk).

**Bereavement and Suicide Prevention**

healthandsafety@east-ayrshire.gov.uk

# Workplace Wellbeing Action Plan

We all have mental health, just as we have physical health and the Workplace Wellbeing Action Plans are a personalised, practical tool we can use to help identify what keeps us well at work, what causes us to become unwell, and how to address and improve our mental health and Wellbeing in a simple and structured way.

It also opens up a dialogue with your manager or supervisor, which can help them to better understand your needs and experiences and ultimately better support your mental health and Wellbeing; helping to improve job satisfaction and creating a more productive and happier working environment. Having meaningful wellbeing conversations will also contribute to a positive culture within our teams and our organisation.

Wellbeing Action Plans are also particularly helpful during the return to work process, as they provide a structure for conversations around what support will help you and what workplace adjustments might be useful to discuss and consider with your line manager.

**Please note that the Wellbeing Action Plan replaces the previous Stress Risk Assessment.**

**How to get started with a Wellbeing Action Plan**

Plan some time to complete your Wellbeing Action Plan and think about any current pressures you’re facing, the impact this is having on your mental health and Wellbeing and consider what practical things could be put in place to deal with these pressures.

Think about what has worked for you in the past and how you can then embed that practice again. You can also consider something new or different and to help you do this, you can use the [Personal Wellbeing Plan](http://eacintranet/Resources/pdf/Healthy-Working-Lives/Mental-Wellbeing/Self-Care/Personal-Wellbeing-Plan-Hard-Copy.docx) on a regular basis to keep track of what can help.

It may be helpful to draft the Wellbeing Action Plan prior to meeting with your line manager and then together you can discuss the best way forward.

Once you’ve completed your Wellbeing Action Plan, it’s helpful to review it monthly. This can help you log any learning or helpful practices to improve your Wellbeing from the previous month and allow you to see your progress. The Action Plan is also beneficial to help you understand your triggers and to make sure you’re adapting to any changes in your working arrangements.

Things can change daily so it’s important to keep on top of recognising what keeps you well and check that the things you’ve put in place are working for you.

**How You Work?**

**What are your current and intended working arrangements?**

*You might wish to highlight any flexibility you’ve agreed with your manager, for example working hours, home working, different rotas or shifts.*

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**Are there any characteristics of your job role or individual working style which you feel are impacting on your Wellbeing that you would like to make your manager or colleagues aware of?**

*For example a preference for face to face conversations or digital communications when being allocated work including negotiation on deadlines before they are set; a need for adequate time to prepare prior to meetings; having access to a mentor/buddy for questions you might not want to contact your manager about; having a written plan of work in place which can be reviewed and amended regularly; clear quality criteria for work outputs if you have a tendency to over-work a task, tendency to have particularly high or low energy in the morning or in the afternoon.*

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**Staying mentally healthy at work**

**What helps you stay mentally healthy at work?**

*For example, taking adequate breaks; getting some exercise before or after work or in your lunch break; having regular feedback and support from your manager; having someone at work who will support you through challenging situations; discussing wellbeing initiatives with your team to improve the culture; understanding the objectives of your team; getting to know colleagues who are on a different rota or squad or are working remotely. What are the aspects of your work you really enjoy!*

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**Are there any situations or behaviours that can trigger poor mental health for you whilst working?**

*For example, conflict or strained relationships between colleagues; not being consulted about changes at work and having the opportunity to ask questions; a poor culture where you don’t feel B.E.S.T. values are demonstrated or followed; meeting tight unreasonable deadlines; lack of flexibility, something not going to plan; difficulties in contacting colleagues whilst they are working on a different rota or working remotely.*

|  |
| --- |
|  |

**What can you, your manager or colleagues put in place to proactively support you to stay mentally healthy at work and minimise these triggers?**

*For example, regular feedback and catch-ups; flexible working patterns; explaining wider organisational developments; improving the wellbeing culture within the team; empowerment and control over the way you do your work and ability to make your own decisions.*

|  |
| --- |
|  |

**Experiencing poor mental health at work**

**How do you feel poor mental health affects your work?**

*For example, do you find it difficult to make decisions, struggle to prioritise work tasks, have difficulty with concentration, confusion, headaches, frustration, anger or do you become withdrawn?*

|  |
| --- |
|  |

**Are there any early warning signs you are aware of yourself which might be noticed by your manager or colleagues when you are starting to experience poor mental health?**

**What actions would you like to be taken if any of these early warning signs of poor mental health are noticed by your manager or colleagues?**

*For example, talk to you discreetly about it, contact someone that you have asked to be contacted, link up with a buddy.*

|  |
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**Is there anything additional you would like to share that would support your Wellbeing at work?**

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|  |

**Next Steps**

**Do you feel like you need additional support such as Counselling or Occupational Health?**

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|  |

**Have you completed all the essential Wellbeing Courses or are there any additional courses you feel would further support your Wellbeing?**

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| --- |
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**Are there any supplementary actions you feel should be taken by your Line Manager or yourself?**

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| --- |
|  |

**Appendix 2**

# Personal Wellbeing Plan

**Use this plan as a tool to manage your health and wellbeing needs in a way that works for you. Knowing what helps us stay well, benefits our overall wellbeing and ensures you have practical steps in place to help when times are difficult.**

**Use the drop down menus for some ideas on how to manage your wellbeing and build your own Wellbeing Plan using the template. Remember this is your personal plan so pick as many or as few as you need.**

**Practical things I can do to improve my wellbeing?**

|  |  |
| --- | --- |
| Breathing exercises | Go for a walk |
| Take a break from what you are doing | Do something you enjoy |
| Phone someone to talk through your feelings | Eat nutritional healthy food |
| Dance for 3 minutes to your favourite song |  |

**What activities can you embed into your daily routine to maintain good wellbeing?**

|  |  |
| --- | --- |
| Walking | Cycling |
| Having regular ‘me’ time | Reading a book |
| Colouring-in | Jigsaw |
| Crossword | Cooking |
| Learn something new | Volunteering |
| Ensure you have regular meals | Listening to music |
| Soak in a bath | Gardening |

**How can I socially connect with people?**

|  |  |
| --- | --- |
| Phone friends or family | Send a text |
| Set up a WhatsApp group | Meeting someone for a walk |
| Join an online social group | Arrange regular virtual catch-ups |
| Join a regular online class |  |

**Things I can do to improve my sleep**

|  |  |
| --- | --- |
| Download a Sleep app | Reduce caffeine 2 hours before bedtime |
| Stop ‘blue screen use’ 1 hour before bed | Have a relaxing bath |
| Practice mindfulness or meditation | Try some gentle Yoga |
| Have a structured bedtime routine | Limit food/alcohol late at night |

If you need further help, support or guidance go to our [Wellbeing Pages](http://eacintranet/Services/Healthy-Working-Lives/Healthy-Working-Lives.aspx) or [East Ayrshire Wellbeing](https://www.east-ayrshire.gov.uk/SocialCareAndHealth/Wellbeing/Wellbeing.aspx)

Use this template to manage your own wellbeing your way.

Everyone’s wellbeing is unique and how you improve or maintain good wellbeing will be individual to you.

Your wellbeing will be different each day or each week, so have a variety of tools and techniques that you can put in place when you need them. And each week try something new to see if that works for you.

Think about your triggers or early warning signs and put a plan in place to manage your wellbeing.

**Personal Wellbeing Plan**

|  |  |
| --- | --- |
| **What I need to focus on** | **What I can do** |
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