

Staff Wellbeing Charter



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At Psicon, we believe that our people are our greatest strength.

We know that outstanding, safe, and compassionate care for patients is only possible with a culture where our staff feel valued, supported, and equipped to thrive.

This charter sets out our shared commitment to staff wellbeing and the initiatives we have in place.

This is an ongoing initiative that is constantly reviewed to ensure it reflects the needs of our staff and the high standards of employee wellbeing expected of our organisation.

Our Commitment

We commit to a culture where wellbeing is part of everyday practice, intrinsically built into how we lead, communicate, and care for each other, in line with our company values of Trust, Kindness, Integrity and Commitment.

We will:

- Support work/life balance through flexible, fair, and inclusive working practices.
- Promote and protect mental and physical health by providing accessible resources, dedicated wellbeing time, and psychologically and physically safe environments.
- Embed wellbeing into leadership: All managers are accountable for staff wellbeing through objectives, training, and performance reviews.
- Provide high-quality supervision, reflective practice, and professional development that fosters resilience, confidence, and growth.
- Ensure equity and inclusion so that every member of staff, regardless of role, identity, or background, can access support.
- Co-produce wellbeing initiatives with our staff, through multiple collaborative initiatives, using lived experience and diverse voices to shape what we offer.
- Actively listen to feedback and demonstrate meaningful change through clear "You Said, We Did" actions.
- Recognise and celebrate contributions, building a culture of belonging and appreciation.
- Continuously evaluate and improve our approach to wellbeing, adapting in response to evidence and feedback from staff insights.

We are also committed to creating a psychologically safe culture where staff feel confident to speak up, challenge, and raise concerns without fear of repercussion.

What We Offer

Our wellbeing offering is inclusive, proactive and forward-thinking, designed to meet different levels of staff needs, from everyday support to targeted or specialist help. This offering is constantly reviewed and should be considered ever-evolving initiatives.

- **Annual Leave Flexibility**
Buy or sell up to 4 days of annual leave (for full-time staff), offering more control over your time.



- ***Flexible Working***
Choice in where, when, and how you work to suit your lifestyle, personal needs, and responsibilities.
- ***Wellbeing Days***
Take time out when needed giving little to no notice, no questions asked.
- ***Celebration Events***
Annual summer and Christmas events to bring our teams together and foster a sense of community.
- ***Psicon Social Cash Card***
Financial contributions to support team social events, encouraging connection and enjoyment at work.
- ***Employee Assistance Programme (EAP)***
24/7 confidential support line for mental, emotional, and financial wellbeing available to all staff and their family/friends via our partnership with HealthHero.
- ***Healthy Workplace Commitment***
We provide safe, well-equipped workspaces, manageable caseloads, and practical tools to help prevent burnout and work-related stress.
- ***Supervision & Development***
Regular clinical or professional supervision, reflective practice sessions, and protected CPD time, designed to build confidence, and continual personal and professional growth.
- ***Open Communication***
We foster a culture of transparency through:
 - Quarterly Town Halls lead by the senior leadership team
 - Monthly HR newsletters
 - Anonymous “Ask Me Anything” channels to ask questions of the senior leadership
 - Psiconnect intranet and benefits platform for sharing regular company updates
 - Anonymous feedback platform reviewed by the People & Performance team
 - Regular emails from senior leaders with real-time company updates
- ***Inclusive Culture***
Our Inclusivity Board, Neurodiversity Inclusion Network, and Employee Forum ensure that diverse perspectives across Psicon are valued, listened to, and used to shape practice.



- **Engagement & Inclusion Surveys**

Regular anonymous surveys including Engagement, DE&I, 'Why I Stay', Exit, and Induction Feedback, giving all staff a voice in shaping our culture and ways of working.

Measuring Our Impact

We are committed to evaluating the impact of our wellbeing initiatives in a way that is transparent, meaningful, and aligned with our company values and organisational goals.

We will:

- Track key indicators of staff wellbeing, including usage of wellbeing initiatives, engagement survey results, retention rates, sickness absence (especially stress/burnout-related), and feedback from exit interviews and reflective practice.
- Link staff wellbeing to service quality and patient safety, using data and feedback to understand how staff experience affects delivery of client service.
- Make staff wellbeing a standing item on Board, Governance and Senior Leadership agendas, ensuring it remains a strategic priority and is discussed alongside clinical and operational performance.
- Demonstrate the impact of staff feedback through regular "You Said, We Did" updates that show feedback leads to meaningful actions.
- Benchmark against national standards and sector best practice (e.g. NHS Health & Wellbeing Framework, Mind's Workplace Wellbeing Index), to ensure we are continually improving.
- Include staff in decision making, involving employee representatives in designing, reviewing, and evaluating wellbeing policies and initiatives.
- Set measurable goals for improvement in wellbeing indicators and regularly report on progress, celebrating success and addressing areas for development with transparency.

Staff Voice

"The culture of the workplace does reflect the Psicon core values and makes coming to work enjoyable, even when there is stress around workloads or deadlines, staff are always keen to work together to get the job done. The buildings and working environments are very nice, with some excellent attention to detail, and makes for a comfortable place to work. I enjoy having regular opportunity to socialise with the whole team, with the Psicon socials that are organised. People care about each other in the teams, and there is good and open communication. If I have a problem, I know it will be listened too, and a solution found."

"One of the things that drew me to come to Psicon is the investment and development of staff to grow career interests and aspirations. I have truly seen how much management care about staff and feel that people genuinely care and respect each other here. This is a much better working environment and work-life balance compared



to my previous role. Although I am very busy, I do not have the stress and anxiety one might expect with such a busy service."

"The culture is great, the HR team are really incredible, which I think helps everyone feel supported. The investment that Psicon makes in staff is a wonderful thing and creates a real sense of trust and enthusiasm."

"I think Psicon does have a genuine interest in their employees and their personal and professional development. I think they dedicate resources to maintaining staff wellbeing, which is something that stands them apart from other companies. I also think Psicon generally recognise staff who are performing well. It is also clear that Psicon have commitment to our service users, and they are at the forefront of what we do."

Our Vision

To be recognised as an outstanding employer where every member of staff feels supported, valued, and empowered to thrive, and where staff wellbeing is essential to delivering safe, compassionate, and high-quality care.