

## Ensuring the wellbeing of staff

### Statutory guidance 15.13

There is a link between the safety of people who use services and the wellbeing of individuals delivering the service. Increased wellbeing of individuals working in care services can reduce sickness absence, burnout and work-related stress, meaning that they are available to care for people using services. Healthy, engaged and well supported people working in care services are also better able to provide safe and high-quality services. In some situations, people working in care services will be working in challenging environments or as lone workers, which can increase risks to their wellbeing. In order to provide safe and high-quality services, appropriate measures and checks need to be in place to achieve and maintain the wellbeing of individuals working in the service.

An environment where people working in care services feel able to raise issues about the safety of people using services, mistakes or areas of concern is vital to their wellbeing. This involves creating a culture of transparency, continuous improvement and open communication and an environment where it is clear to individuals working in the care service that the relevant care service provider(s) have a culture of system improvement rather than blaming individuals. Individuals working in care services need to feel safe to raise concerns at all times regarding any risks resulting from staffing.

### Documents you may consider:

- [Practitioner health: Accessing the service in Scotland](#)
- [Psychosocial mental health and wellbeing support: taking care of your staff](#)
- [Scottish Government: Wellbeing Hub](#)
- [SSSC: Pre-employment and induction guide for employers of overseas workers, refugees and asylum seekers](#)

