

**ENS Recruitment Limited** is an Essex-based organisation, with a contract with Essex County Council to deliver Domiciliary care to Essex residents as part of the Council's Live at Home Framework.

ENS provides mental health wellbeing training to staff as part of the organisation's Social Value commitments; running a Mental Health Awareness training course for staff which covers:

- what is mental health;
- what can affect mental health;
- the stress container;
- work related stress;
- early warning signs of mental ill health;
- how can other people be supportive

The organisation has also introduced a Wellness Action Plan for managers to jointly complete with their staff who are suffering with their mental health. The action plan includes:

- the individual exploring what helps them stay mentally healthy at work;
- how their manager can proactively support them at work;
- situations at work that can be a trigger;
- impact of poor mental health at work;
- early signs of mental illness;
- support that can be put in place to manage the triggers and impact of these;
- working styles & temperament;
- how they would like their manager to respond if they witness any early signs and symptoms that the individual has disclosed
- what steps the individual can take towards mental wellness

The organisation has an in-house Mental Health First Aider who staff call upon in addition to their manager. The combination of the training and the Wellness Action Plans has encouraged staff to talk openly to managers and colleagues when they experience a decline in their mental health. It has also encouraged managers to become more inquisitive when conducting return to work interviews, as they have become increasingly confident. There is less fear about asking the wrong question.

ENS has also rolled out Menopause Awareness E-Learning across the staff team; feedback has been very positive from those experiencing it but also their colleagues who have gained a greater awareness.

ENS supported National Smoothie Day - providing staff with a variety of smoothies as part of good nutrition supports mental wellness.

The organisation has also been involved in fund-raising for the Care Workers Charity with funds going towards therapy sessions and one off grant payments for those care workers experiencing crisis.

ENS has also provided volunteering support to a local charity through providing volunteering hours one morning a week to work alongside Age Concern to support senior adults to use digital devices enabling and empowering them to increase social interaction, access up to date information, entertainment, emergency assistance, convenience to perform tasks like online shopping, using their devices safely and much more.

This is a testimonial from the Operations Manager at Age Concern Southend:

*“Through the support of ENS, The Haven community hub have been able to offer additional IT support within the hub. Visitors to the hub have gained valuable knowledge, skills, and confidence in using their various IT appliances and mobile telephones. The hub has also benefited from being able to use this as a fundraising opportunity through charging a nominal charge for the time that ENS has given. We really appreciate the support the ENS volunteers have given and the patience they have to support our visitors with sometimes very difficult IT problems. Many thanks for your support.”*