

## Menopause Support Policy



**Applies To:** Colleagues and Workers

**Company Value(s) this relates to:** Respect

### Policy Statement

National Care Group (NCG) is committed to supporting colleagues and workers experiencing menopausal symptoms. Our aim is to ensure our colleagues and workers are not adversely affected in the workplace as a result of menopause and its associated symptoms. In addition, NCG is also committed to improving the understanding and awareness of menopause for those not likely to be affected by it directly and ensuring all colleagues are best placed to support others.

For the avoidance of doubt, the term NCG throughout the policy refers to National Care Group and all constituent companies managed under the NCG operational management structure.

### The Policy

This policy outlines the rights of our colleagues and workers and the support available to them to ensure they can continue to work to their full potential.

Menopause is a natural event in most women's lives during which they stop having periods and experience hormonal changes such as a decrease in oestrogen levels. It usually occurs between the ages of 45 and 55 and typically lasts between four and eight years. However, each individual's experience will differ, and menopausal symptoms can occasionally begin before the age of 40. Perimenopause, or menopause transition, begins several years before menopause. An individual may start to experience menopausal symptoms during the final two years of perimenopause.

While symptoms vary greatly, they commonly include:

- hot flushes;
- night sweats;
- anxiety;
- dizziness;
- fatigue;
- memory loss;
- depression;
- headaches;
- recurrent urinary tract infections;
- joint stiffness, aches and pains;
- reduced concentration; and
- heavy periods.

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Each of these symptoms can affect a colleague/worker's comfort and performance at work. NCG has a duty to provide a safe working environment for all colleagues/workers and therefore we commit to ensuring that adjustments and additional support are available to those experiencing menopausal symptoms.

### Support available

- Training

We aim to facilitate an open and understanding working environment. All colleagues/workers can access a recorded online menopause awareness workshop that provides information on menopause to increase understanding. Managers are also able to view a separate training workshop to enable them to assist colleagues/workers who are going through menopause. These workshops are available on the learning management system (Access LMS).

- Internal support

Colleagues are encouraged to inform their line managers they're experiencing menopausal symptoms at an early stage to ensure symptoms are treated as an ongoing health issue rather than as individual instances of ill health. Early notification will also help managers to determine the most appropriate course of action to support a colleague/worker's individual needs. Colleagues/workers who do not wish to discuss the issue with their direct line manager may find it helpful to have an initial discussion with a trusted colleague, another manager or NCG's Menopause Advocate, Carla Day ([menohotline@nationalcaregroup.com](mailto:menohotline@nationalcaregroup.com) or 07947 504497), instead. Colleagues/workers can also raise the issue with a member of the People Team by emailing [HR@nationalcaregroup.com](mailto:HR@nationalcaregroup.com) or contacting their HR Business Partner or Senior HR Advisor direct if they need support.

A variety of initiatives such as our [employee assistance programme](#) and [mental health first-aid programme](#) are also on offer. Further details of these are set out on the intranet.

- External support

The Wellbeing Hub on the NCG intranet signposts external sources of help and support for colleagues/workers and managers via <https://ncgintranet.com/national-care-group-meno-hub/>. Additional information and support can be found on:

- My Menopause Doctor Louise Newson [www.menopausedoctor.co.uk](http://www.menopausedoctor.co.uk)
- CIPD [www.cipd.co.uk/knowledge/culture/well-being/menopause](http://www.cipd.co.uk/knowledge/culture/well-being/menopause)
- Talking Menopause [www.talkingmenopause.co.uk/](http://www.talkingmenopause.co.uk/)
- ACAS [www.acas.org.uk/menopause](http://www.acas.org.uk/menopause)
- My Healthy Advantage App [My-Healthy-Advantage-Overview.pdf \(ncgintranet.com\)](#)

- Temperature control

NCG strives to achieve a comfortable working temperature for colleagues/workers. We will allow flexibility within our dress code where reasonable. Where there is an air conditioning system in operation please request a change in temperature control if required, colleagues/workers have access to cold tap water and fans can be provided upon request.

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- Flexible working

NCG recognises that difficulty sleeping is a common symptom of the menopause. To reflect this, as well as the impact of other common symptoms, we aim to facilitate flexible working wherever possible. Requests for flexible working could include asking for:

- a change to the pattern of hours worked;
- permission to perform work from home (dependent upon job role);
- a reduction in working hours; or
- more frequent breaks.

Colleagues should discuss such requests with their line manager or HR. Depending on the circumstances, requests may be approved on a permanent or temporary basis.

### Reimbursement of Hormone Replacement Therapy (HRT) Medication

NCG is pleased to be able to offer financial support to colleagues who are prescribed HRT medication to alleviate the symptoms of menopause. Colleagues should submit an expense claim form via their manager to enable appropriate costs to be reimbursed for their HRT prescription. NCG is committed to ensuring financial hardship is not a barrier to obtaining medication. We will reimburse up to a maximum of £108.10 annually which represents the annual NHS pre-prescription charge. Colleagues can also contact their HR Business Partner or Sr HR Advisor if they have any queries or if they wish to discuss their situation in a confidential manner.

### Data Protection

NCG will process any personal data collected in accordance with its data protection policy. Data collected from the point at which NCG becomes aware of the issue is held securely and accessed by, and disclosed to, individuals only for the purposes of providing the necessary support.

### Related Policies:

Wellbeing policy  
Health and Safety policy  
Absence Management policy

### Training Statement

All colleagues can access the organisation's HR Policies on the internal electronic learning system and paper copies are also available in each service. All new colleagues will be required to read and acknowledge all HR Policies have been read during the organisation's mandatory induction programme.

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HR044.2022	May 2022	People Director	May 2025