



# Risk Assessment

Mental Health

Location: Client premises or at home

Date: 18/8/25

Persons affected: Spotless staff

Risk Assessment carried out by Peter Hill

Signature:

A handwritten signature in black ink, appearing to read 'Peter Hill', written in a cursive style.

## Emergency contact details

In the event of an emergency contact the office on 01283 599219. If you do not receive a response call Peter Hill on 07725 349613 immediately. If Peter is not available call Lisa Hill on 07498753530.

<b>Hazard</b>	<b>Who is at Risk</b>	<b>Possible Effects</b>	<b>Existing Controls</b>	<b>Additional Controls Needed</b>
Workload pressure and unrealistic deadlines	Office staff	Stress, burnout, anxiety	Regular workload reviews, clear deadlines	Monitor task distribution regularly
Isolation and lone working	Cleaning staff	Loneliness, anxiety, depression	Remind staff access to Staff Managers is available by phone at any time whilst working, lone worker policy	Staff Managers check for log outs on Connecteam
Bullying or harassment from clients or colleagues	All staff	Stress, reduced self-esteem	Anti-bullying policy, grievance procedure	Ensure staff know how to report incidents
Lack of recognition or feedback	All staff	Low morale, disengagement	Performance reviews/appraisals	Cleaner of the Month scheme and Christmas bonuses
Job insecurity or unclear role expectations	Cleaning staff (esp. on short-term contracts)	Anxiety, loss of motivation	Job descriptions	Provide consistent hours wherever possible
Exposure to client environments with poor culture or conflict	Cleaning staff	Emotional distress	Supervisory support, incident reporting	Provide quick and easy access to support from Staff Managers
Poor work-life balance	Office staff	Burnout, reduced wellbeing	Flexi-time and holiday policy	Encourage regular breaks and use of leave
Lack of support for mental health	All staff	Ongoing mental health decline	Open-door policy, awareness communication	Where needed, provide access to support/counselling via Peninsula