



Mental Health & Wellbeing Policy

Registered company no. 12760014
ICO Registration Number: ZB615860
Reviewed: August 2025

Purpose of the Policy

Flourish Oxford Ltd is committed to supporting and promoting the mental health and emotional wellbeing of clients, families, schools, and community partners, as well as ensuring safe and sustainable working practices for the practitioner. This policy outlines our approach to maintaining a supportive, inclusive, and respectful environment for everyone we work with.

Our Commitment

We believe that positive mental health and wellbeing are essential for individuals to thrive. Flourish Oxford Ltd is committed to:

- Providing a safe, non-judgmental, and inclusive space where clients can explore their thoughts and feelings
- Delivering interventions that are trauma-informed, neurodiversity-affirming, and culturally sensitive
- Promoting emotional resilience and equipping individuals with tools to manage stress and change
- Working collaboratively with schools, families, and professionals to ensure a holistic approach to wellbeing

Practitioner Wellbeing

As a sole director and practitioner, maintaining personal wellbeing is central to ensuring safe and effective practice. Flourish Oxford Ltd commits to:

- Engaging in regular clinical supervision in line with the BACP Ethical Framework
- Accessing reflective practice to process challenging work and prevent burnout
- Maintaining workload boundaries to ensure safe, sustainable service delivery
- Accessing appropriate continuing professional development (CPD) to remain informed about best practice

Supporting Client Wellbeing

We aim to create an environment where clients feel safe, respected, and supported by:

- Offering services that are tailored to individual needs and mindful of personal circumstances
- Using evidence-based tools and approaches to support emotional regulation and personal growth
- Considering the impact of systemic inequalities, past trauma, and adverse childhood experiences when planning and delivering interventions
- Signposting clients to additional mental health support services where appropriate



07866 502 178



nicolette@flourishoxford.com



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Working with Schools, Families, Individuals and Communities

Flourish Oxford Ltd recognises the importance of collaborative working. We:

- Partner with schools, community groups, and professionals to support wellbeing holistically
- Contribute to multi-agency safeguarding frameworks where appropriate
- Provide reflective forums for professionals supporting children and young people
- Share insights and strategies that promote a culture of mental health awareness and compassion

Risk Management

The wellbeing of clients and stakeholders is supported through:

- Clear safeguarding procedures for children, young people, and vulnerable adults
- Confidential handling of sensitive information in line with UK GDPR compliance
- Use of a risk assessment framework to identify and respond to wellbeing concerns
- Emergency protocols to escalate concerns when there is a risk of harm to self or others

Monitoring and Review

Flourish Oxford Ltd continually reviews its practice to ensure the highest standards of mental health and wellbeing support by:

- Regularly seeking feedback from clients, schools, and stakeholders
- Reviewing policies annually or following significant changes in legislation or best practice
- Embedding findings from supervision, training, and evaluation into service improvement

Next review date: **August 2026**