



Review Sheet



Last Reviewed
18 Sep 2025



Last Amended
18 Sep 2025



This policy will be reviewed as needs require or at the following interval:
Annual

| | |
|-----------------------------|---|
| Business Impact: |  <p>MEDIUM</p> <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p> |
| Reason for this Review: | Scheduled review |
| Changes Made: | Yes |
| Summary: | This policy sets out how employers should manage employees that may be experiencing symptoms of the menopause. It has been reviewed and updated to confirm that information will be dealt with confidentiality and some additional information regarding what the symptoms of menopause may be have been included. The references have been checked to ensure they remain current. |
| Relevant Legislation: | <ul style="list-style-type: none"> • Equality Act 2010 • Health and Safety at Work etc. Act 1974 • Management of Health and Safety at Work Regulations 1999 |
| Underpinning Knowledge: | <ul style="list-style-type: none"> • Author: Faculty of Occupational Medicine, (2016), Guidance on Menopause and the Workplace [Online] Available from: https://www.fom.ac.uk/wp-content/uploads/Guidance-on-menopause-and-the-workplace-v6.pdf [Accessed: 18/09/2025] • Author: ACAS, (2024), Menopause at Work [Online] Available from: https://www.acas.org.uk/menopause-at-work [Accessed: 18/09/2025] • Author: The British Menopause Society, (2025), Menopause and the Workplace Guidance: What to consider [Online] Available from: https://thebms.org.uk/wp-content/uploads/2022/04/07-BMS-TfC-Menopause-and-the-workplace-03B.pdf [Accessed: 18/09/2025] |
| Suggested Action: | <ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App |
| Equality Impact Assessment: | QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law. |



1. Purpose

1.1 To provide support to employees who are going through the menopause, whilst minimising the risk of disruption that any menopause-related absences may cause to the workforce and the business.

1.2

Key Question

Quality Statements

WELL-LED

QSW1: Shared direction and culture

QSW2: Capable, compassionate and inclusive leaders

1.3 Relevant Legislation

- Equality Act 2010
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999



2. Scope

2.1 Roles Affected:

- All Staff

2.2 People Affected:

- Residents

2.3 Stakeholders Affected:

- Family



3. Objectives

3.1 Corton House & Brewster Court is committed to the wellbeing of its people and ensuring that all individuals are treated fairly, with dignity and respect.

3.2 Corton House & Brewster Court is committed to avoiding the embarrassment that is sometimes wrongly associated with menopause and encouraging open discussion with employees in connection with this issue.

3.3 To set out how Corton House & Brewster Court will support and engage with employees regarding menopause.



4. Policy

4.1 Corton House & Brewster Court acknowledges that there will be times where members of its workforce are impacted by the symptoms of menopause.

4.2 This policy is supplemental to the Sickness Absence Policy and Procedure at Corton House & Brewster Court which is sufficiently flexible to take account of menopause-related conditions.

4.3 Corton House & Brewster Court recognises that the symptoms of menopause can have an impact on an individual's performance, emotional wellbeing and confidence at work but that every person's experience can be different.

4.4 Corton House & Brewster Court aims to create an environment where employees feel confident enough to raise issues regarding their symptoms and ask for adjustments at work.

4.5 Members of staff may, at any time and in confidence, contact the Registered Manager to discuss their needs or a trusted other, as outlined in the Procedure section.

4.6 Where necessary, Corton House & Brewster Court will make reasonable adjustments to individual's working arrangements to support them through menopausal symptoms which impact their ability to carry out work-related tasks.

4.7 Any form of discrimination, including 'banter' or 'jokes' directed against someone because they are experiencing menopausal symptoms will be subject to the disciplinary procedure at Corton House & Brewster Court.

4.8 Any information a member of staff provides to Corton House & Brewster Court in relation to their health shall be processed in accordance with the Data Protection and Confidentiality Policy and Procedure/Information Governance, Data Protection and Confidentiality Policy and Procedure) of Corton House & Brewster Court. Corton House & Brewster Court recognises that data is sensitive and will be handled in a confidential manner.

4.9 This policy does not form part of any contract of employment or other contract to provide services and may be amended at any time.



5. Procedure

5.1 Roles and Responsibilities

- Human Resources is responsible for the dissemination and updating of this policy
- Mr Jason David Parker is ultimately responsible for the agreement of reasonable adjustments to working arrangements
- All staff have a responsibility to read and understand this policy
- All staff should support staff adjusting their working arrangements for their health and wellbeing

5.2 Menopause

According to the NHS, menopause occurs when periods have stopped for over 12 months due to lower hormone levels.

Most women will experience menopause at some point during their life. Menopause can, however, also impact people who may not identify as female, such as trans and non-binary people.

Menopause is preceded by perimenopause, during which periods continue but the body prepares itself for menopause. Perimenopause can last several years and can involve similar symptoms to menopause itself.

5.3 Symptoms

Most of those who experience menopause will do so between the ages of 45-55. However, some start experiencing symptoms much earlier. Often, symptoms last between four to eight years, but they can continue for longer.

Symptoms can be psychological (such as anxiety, mood swings and problems with memory and concentration) or physical (such as hot flushes, sleep disturbance and headaches).

The majority of those going through menopause will experience some symptoms, although everyone is different and symptoms can fluctuate. Symptoms can vary and, in some cases, may be very severe. Different people may experience symptoms in different combinations which can change with time.

5.4 Open Door Policy

Line managers should operate an open door policy for employees to discuss their physical and emotional wellbeing needs relating to menopausal symptoms when they need to.

Any conversations will be treated sensitively and any information provided will be handled confidentially.

5.5 Alternative Arrangements

Because of the personal nature of menopause, staff may not wish to speak with their line manager and should have the option of speaking with another member of staff such as:

- Mr Jason David Parker
- A member of HR
- Another manager or individual trained as a menopause champion

5.6 Tailored to Individual Needs

Corton House & Brewster Court recognises that menopausal symptoms can be experienced in very different ways. It is important that line managers discuss flexible working solutions on a case-by-case basis, tailored to each individual's needs. Where appropriate, Corton House & Brewster Court may consider, with the consent of the individual, instructing a doctor or occupational health specialist to carry out an assessment for the purposes of identifying any measures that may help and assessing symptoms. The report produced will allow Corton House & Brewster Court to consider the individual's symptoms and any potential needs arising from them and to address any specific reasonable adjustments that Corton House & Brewster Court can make.

5.7 Reasonable Adjustments

Depending on the need, members of staff experiencing menopause symptoms may require reasonable adjustments such as, but not limited to:

- Flexibility and increased frequency in breaks – to allow staff to rest and recover from hot flushes, tiredness, and pain for example
- Providing a private area/space – to allow individuals to manage the impact of symptoms, rest, recover or make telephone calls to obtain personal or professional support
- Taking steps to create a comfortable working environment – for example, by ensuring adequate drinking water supplies, washing facilities and access to toilet facilities, or adjusting the temperature of the workspace (for example, through the use of a fan, or by locating a workstation close to a window or away from a heat source)

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- Ensuring staff always have access to toilets and washing facilities
- Adjusting uniform requirements or providing additional uniform items – to allow control of body temperature more effectively and/or changes of clothing during the day
- Flexible working arrangements – to enable work productivity and to manage the impact of symptoms. For example, by adjusting working hours (to allow for split shifts, later starts or earlier finishes) where employees are suffering from tiredness, allowing flexibility to attend medical appointments and considering phased return arrangements following periods of absence

5.8 Risk Assessments

Depending on symptoms and needs, and the nature of the member of staff's role and work environment, Corton House & Brewster Court may also carry out a risk assessment with the employee to identify and control any factors which could negatively affect their health and safety at work.

5.9 Informing Others

All requests for adjustments should be handled sensitively, including agreeing with the employee whether other colleagues need to be informed of these (even if the reason is not disclosed).

5.10 Authorisation

Any reasonable adjustment discussed with the member of staff will need to be agreed with Mr Jason David Parker before they are agreed with the individual.

5.11 Agreement in Writing and Further Discussions

- All changes should be agreed in writing and a follow-up discussion scheduled to make sure the changes are working for both worker and employer
- Follow-up discussions need to be whenever necessary, as a worker's symptoms can fluctuate and/or alter. This means the adaptations at work may need to change

5.12 Menopause-related Illness

Employees should be directed to the Sickness Absence Policy and Procedure at Corton House & Brewster Court.

Line managers must contact employees absent from time to time for an update on symptoms and to discuss any support that can be put in place at work including reasonable adjustments that may assist in facilitating a return to work.

Return to Work

In all instances of sick leave, including for any menopause related illness, the employee will be required to attend a return to work interview. The meeting will be conducted in line with the Sickness Absence Policy and Procedure at Corton House & Brewster Court but special attention should be paid to how Corton House & Brewster Court can help during the period in which the employee is experiencing menopause.

Following this meeting, Corton House & Brewster Court will, with the employee's co-operation, implement any changes discussed to their duties. The employee and Corton House & Brewster Court must keep an open dialogue in relation to symptoms, how they are affecting the individual, and the effectiveness of any reasonable adjustments implemented to assist the employee at work.

5.13 Zero Tolerance on Discrimination

Any form of discrimination directed against female workers experiencing menopause will be subject to the disciplinary procedure at Corton House & Brewster Court.



6. Definitions

6.1 Menopause

- Menopause is when a woman stops having periods and is no longer able to become pregnant naturally. It is a natural part of ageing that usually takes place between the ages of approximately 45 and 55 as oestrogen levels decline. In the UK, the average age to reach menopause is 51. However, around 1 in 100 women go through menopause before the age of 40
- Symptoms can be severe and have a significant impact on everyday activities. Common symptoms include: hot flushes, dizziness, headaches, mood swings, anxiety and depression, palpitations and panic attacks, irregular periods, fatigue, problems with memory and concentration, and needing more frequent toilet breaks. Some may experience trouble sleeping and pain. Symptoms of menopause typically last around 4 years, although some experience them for much longer



7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Menopause symptoms can affect your ability to function effectively, and affect your emotional or physical health
- Help and support is available through your line manager
- If you do not feel comfortable speaking with your manager, you can speak with; Mr Jason David Parker, a member of HR or another line manager
- If you need additional support, adjustments may be made so you are able to continue working
- If you do need time out of work, you need to follow the sickness policy as normal. We will keep in touch to see how you are
- We will support you back to work as soon as you feel able
- Where appropriate, we may refer you to an occupational health professional to better understand any adjustments and other support that may help improve symptoms affecting you at work



Further Reading

Reading to Support Employees

NHS - Menopause:

<https://www.nhs.uk/conditions/menopause/>

Menopause Matters:

<https://www.menopausematters.co.uk/>

Menopause Support:

<https://menopausesupport.co.uk/>

Menopause and Work: Why it's so Important:

<https://menopauseintheworkplace.co.uk/menopause-at-work/menopause-and-work-its-important/>

Reading to Support Managers**CIPD - Menopause at Work: Guide for People Managers:**

<https://www.cipd.org/uk/knowledge/guides/menopause-people-manager-guidance/>

Other Reading:**QCS - Latest Menopause Reasonable Adjustments Claim Explained:**

<https://www.qcs.co.uk/latest-menopause-reasonable-adjustments-claim-explained/>

NHS Inform - Menopause and the Workplace:

<https://www.nhsinform.scot/healthy-living/womens-health/later-years-around-50-years-and-over/menopause-and-post-menopause-health/menopause-and-the-workplace/>

Women's Health Concern - Menopause in the Workplace:

<https://www.womens-health-concern.org/help-and-advice/menopause-in-the-workplace/>

Sickness Absence Policy and Procedure**Data Protection and Confidentiality Policy and Procedure/Information Governance,
Data Protection and Confidentiality Policy and Procedure****Outstanding Practice**

To be "outstanding" in this policy area you could provide evidence that:

- Corton House & Brewster Court ensures that they have sufficient numbers of staff and monitors the sickness and absence rates of employees, identifying trends and taking action where required
- Corton House & Brewster Court has a robust risk assessment framework in place which considers the wellbeing of all staff, including those who may be going through the menopause

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- Corton House & Brewster Court has an employed member of staff or has access to an individual trained as a menopause champion to support employees who may be going through the menopause
- The wide understanding of the policy is enabled by proactive use of the QCS App

Quality Compliance Systems
Corton House & Brewster Court
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