

# The Cornwall Hotel Spa and Estate

96 employees  
Luxury hotel offering accommodation, dining and spa facilities.



Healthy Workplace

## What we do:

We provide 24 hour 7 days a week service to all our guests. The Cornwall Hotel has just recently launched the only Laura Ashley The Tea Room in Cornwall serving relaxed Brunches and quintessentially English afternoon tea experience for all the family, with an extensive selection of homemade cakes, sandwiches and carefully selected Tregothnan Teas. We have a bar and restaurant where our menus follow a classic brasserie style with a Cornish twist for fresh flavours and exquisite presentation year-round. Our inspiration is Cornwall's natural pantry of land and sea. The spa and leisure facilities offer a wide range of spa days and breaks for all to enjoy.

## Why we became a healthy workplace:

We became a healthy workplace firstly to address the lack of cross departmental community within our business. Everyone was so focused on their roles and customers we weren't paying enough attention to our team's wellbeing and how we can support one another day to day. We had started tackling areas of employee welfare but not in a particularly cohesive way. We knew we wanted to do more as a business but finding a framework that covered all aspects of our employee's needs was proving tricky.

Working with Healthy Cornwall has enabled us to create that missing framework and provide our team with the sign posting and skills we were lacking.

We can already see the benefit after a year, we have managed to support and help a great many of our employees through challenging professional and personal difficulties.

## Recent health and well being activities:

- We provide all staff with fresh fruit
- Each new employee receives a company branded water bottle at the company induction, where hydration literature will be issued.
- We are working with our head chef to provide all the staff with a nutritionally balanced weekly menu and the company has purchased new food service equipment to go in the staff area.
- We offer staff events throughout the year, this includes a Christmas lunch, staff raffle and last year we held a football golf day and a murder mystery evening.
- Training is supplied to all our staff, including mental health first aid, Suicide prevention training and physical first aid.
- "Understanding Stress" workshop
- We offer a significantly discounted staff spa and leisure membership
- We offer discounted room rates for staff,

family and friends

·All staff receive discount when dining at The Cornwall Hotel and reduced priced relaxing spa treatments

## Plans aims for the next year:

- Progress to bronze award.
- Look to appoint employees from different departments as healthy workplace reps.
- Plan next staff event.
- Book mental health awareness taster course for additional employees.
- Plan activities for the questionnaire feedback, possibly utilising our in house personal trainer and booking on with Ben at healthy workplace.
- Booked 40+ health checks- 6th June

## Quote feedback from Director:

'As a company we are conscious that any business is only as good as its staff, particularly in a 'customer facing' environment, and a happy, healthy and engaged team will deliver better results in the long-term. We are a pro-active and responsible company and genuinely want to improve the lives of all of our 'team'. The healthy workplace scheme was put forward by employees of the company and it was an easy decision to proceed on the scheme. To date, the response from team members that have attended the course has

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been extremely positive, and we have seen a step change from the most unlikely attendees of the course. We now look forward to embarking on the next stage of the healthy workplace scheme and further developing the team going forward.'

## Quote feedback from Staff:

1) I for one am happy with the progress of 'The Cornwall' in working towards a healthier workplace, they have introduced several things like:

- Water bottles for all employees to maintain their fluid level.
  - Improved the staff area.
  - Working towards better balanced staff food.
  - Made better use of personnel locker providing a lockable storage for those that want it.
  - Organising group activities for those who want to attend
  - Heavily discounted gym membership.
- For me personally I have been impressed with the training I have attended to include:
- Assist suicide first aid.
  - Mental health first aid, I found both these courses invaluable in understanding these conditions & helping me deal with situations. I am also impressed with the proactive attitude of the team as a whole, it's good that line managers listen, I feel that we all work well together and that in general that is good for

the moral & wellbeing of every employee. Not everything will work but the point is listening, learn & try different things.

2) I genuinely think it's made me healthier since I began working here. These reasons include being supplied a hot meal once a day and all staff being happy to help whenever needed. Breaks are fair and there is plenty of time to eat and drink etc in a private place if you would rather. I also drink a lot more water than I did before thanks to my flashy 'Team Cornwall' Water bottle.

## Success Story:

I attended a mental health awareness seminar at the hotel which I believe was intended to give us an insight into some situations, conditions and issues we may come across in our daily work, from this we were offered placements on two courses of which I was lucky enough to attend both.

The first was the ASIST course for suicide first aid which I found very helpful in understanding cause & affect and helped me understand and come to terms with some personal events that have happened over the last decade.

Secondly was the mental health first aid course which again was so helpful in me

understanding. The week before the course started, I was diagnosed with stress related depression, I nearly didn't attend as I was so anxious about it but I'm so glad I did.

I had started prior to the course to speak about my condition to my wife and my adult children who have all been really supportive, but I also feel that the course itself in the way it was presented actually helped me through gave me the confidence to open up. An understanding employer also helps, it was a certain relief when I actually spoke to my manager to explain how I was feeling.

I have been on medication for three months but have also started a regime of physical exercise which I am now enjoying.

Lots of things have an accumulative effect but I believe these courses have definitely helped me in my recovery and understanding of others.