

Support into Work - A primary care service approach



NHS
Nottingham City

Aims

- Describe rationale for Support into Work service being delivered by primary care
- Illustrate service model and client pathway
- Provide examples of what we do and how

The team

- Specialist occupational therapist and clinical support workers based within primary care.
- Expertise on health and the impact on function
- Mental and Musculoskeletal conditions

Our kind of people

Knowledge and Skills

- ✓ Understand health and ill health
- ✓ Activity analysis
- ✓ Condition management
- ✓ Mediation
- ✓ Return to work plans
- ✓ Coaching
- ✓ CBT principles
- ✓ Personal effectiveness
- ✓ Workplace assessment
- ✓ Knowledge of other health professionals
- ✓ Local and national services
- ✓ DDA

Attitude

- ✓ Work is good for you
- ✓ Long term unemployment leads to poor health
- ✓ Work can reduce health inequalities
- ✓ Collaboration is positive
- ✓ Respect
- ✓ Optimism
- ✓ Clients have expert knowledge
- ✓ Employers have expert knowledge
- ✓ Professionalism

Working across organisational & contractual boundaries

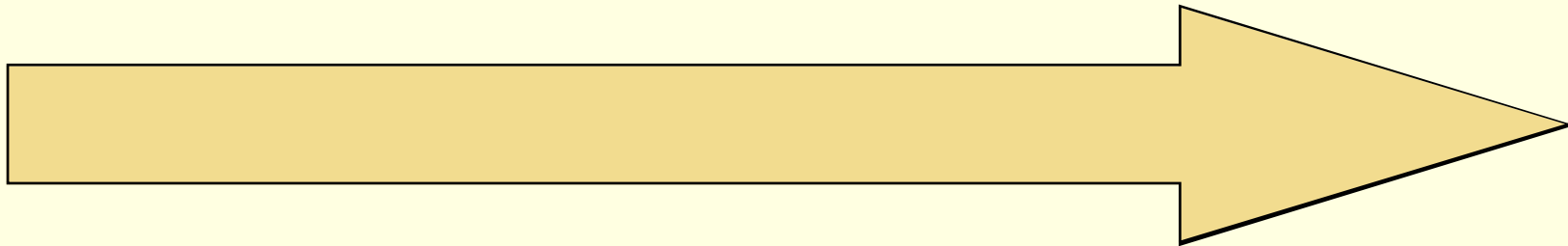


Unemployed
and looking for
work

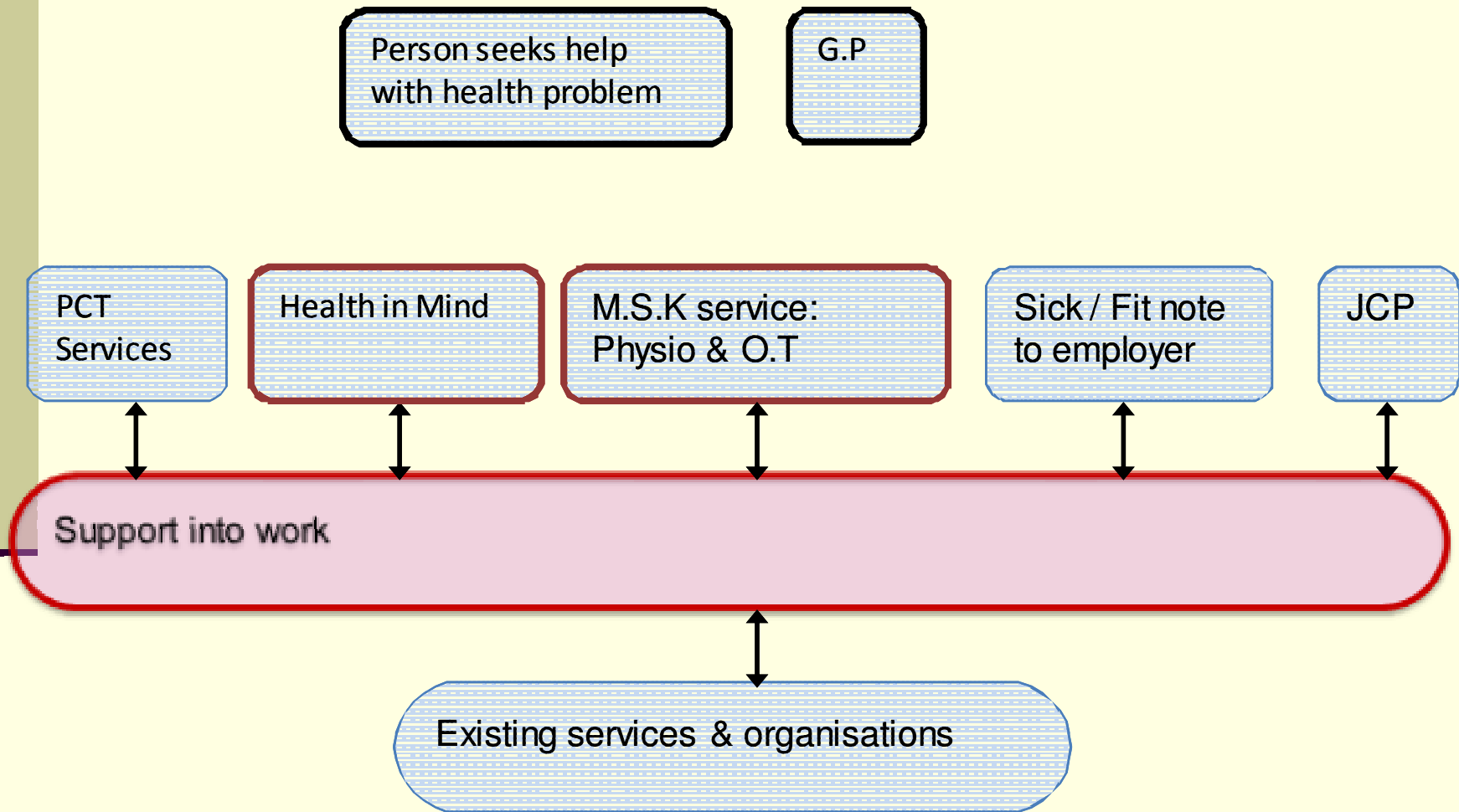
Process of
Returning to
work

Work retention

Enhance
performance,
career
progression



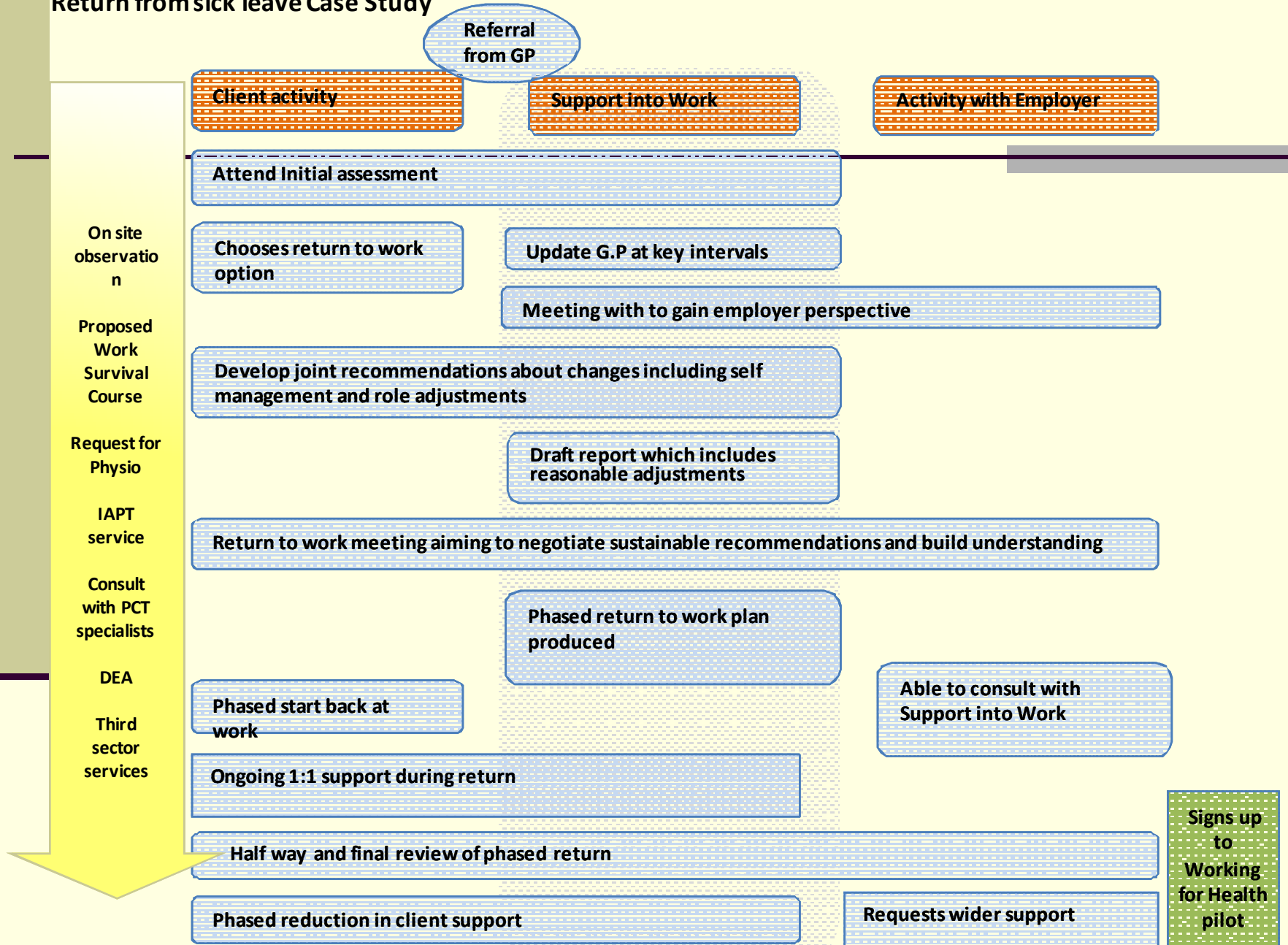
Building on Existing gateways



Early intervention



Return from sick leave Case Study



Out of work for 6/12 months or more: Common challenges

- Who would want to employ me?
- How do I explain about why I haven't been working?
- I don't know what I can manage/ cope with and don't want to let people down?
- What if I can't cope and will then loose my benefits?
- References?

People in work or off sick – Common challenges

- Disclosure
 - What are my rights
 - Coping with an increase in pressure – returning to work
 - Uncertainty over return to work:- first day, first week
 - Being a productive member of the team
- Confidence
 - Conflict in the workplace, re establishing relationships which support performance
 - Disciplinary action and threat of dismissal
 - Breakdown in communication and trust

Example of how we work

- ❑ 58yr woman working as a warehouse operative for 6years picking orders for delivery to chain stores.
- ❑ 8hr shifts part-time comprised of 4hr set work patterns
- ❑ Has a degenerative physical health condition. Main symptoms are pain and reduction in range of movement to upper limbs
- ❑ GP and Consultant Occupational Physician both stated that the underlying health condition was a work related injury
- ❑ Employer had made some changes to job role
- ❑ Initially assessment and workplace adjustments recommendations difficult to implement.

The Goals

■ Employee

- To maintain work role
- To work without increasing symptoms
- Life outside of work

■ Employers

- To retain employee
- To maintain productivity

■ Therapist

- To support both employee and employer
- To assist with timely workable changes

The Challenges

- Work pattern and work environment
- Work productivity targets
- Agreed adjustments
- Maintaining well-being
- Workplace assessment
- What the diagnosis means

Recommendations

- Rating of job tasks
- Equipment advise
- Training for future roles
- Sharing Hints & Tips
- Reviewing warehouse environment

The Outcome

Employee

Improvement in condition
returned to social and domestic activities
Continuing with psychological support

Employer

To liaise with H&S regarding permanent changes
No further episodes of sick leave

Therapist

To continue to support both employee and employer

Working together

jobcentreplus

Accredited



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Future aspirations

- Work survival course available in Nottinghamshire
 - Nottinghamshire be a 'Fit for Work Pilot Site'
 - Ongoing development of group work in partnership with other providers for people currently looking for work
 - Build on links with MSK and Physiotherapy
 - Employment support to be an established part of key client pathways e.g. stroke, end of life
- Successful relationship with 'Working for Health' project and develop services for SME's
 - Research / data collection
 - For all Nottingham G.P's to be aware of our service
 - Support G.P's in implementation of 'Fit Note'

Thank you

- Questions for discussion