

A man with dark hair and a slight smile is holding a Polaroid photograph. The background is a blurred outdoor setting. The Polaroid photo has a black center with white text.

*WORKING  
HEALTH  
SERVICES  
SCOTLAND*

*A NATIONAL FIT  
FOR WORK  
SERVICE*

*supporting healthy working lives*

Mark Kennedy  
Programme Director  
Salus – NHS Lanarkshire

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# Working Health Services Scotland

- A National rehabilitation service aimed at supporting employed individuals to manage their health problems.

## Aims:

- Return from sickness absence quickly
  - Prevent sickness absence
  - Prevent on flow to welfare benefit (ESA)
  - Support the introduction of the "Fit Note"
- 
- A Health Programme or an Economic Growth Programme ?

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# Working Health Services Scotland (National Fit for Work Service)

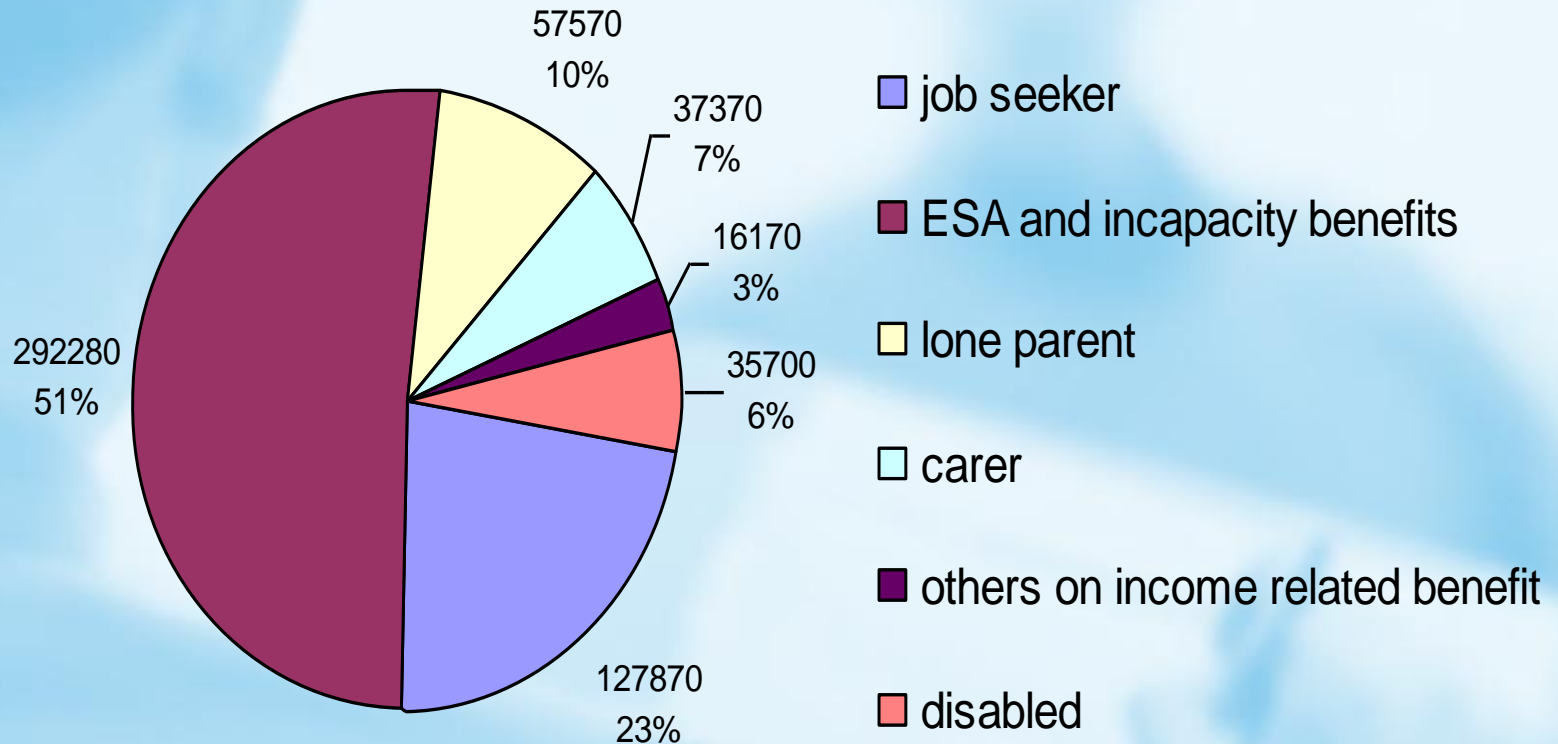
- DWP funded – (DCB report)
- 11 pilots
- 2 in Scotland
- Rapid return to work service (absentees or those at risk of absenteeism)
- Commence March 2010 – completes March 2011

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# Why is WHSS required ?

Welfare Benefit Customers. Scotland Aug 09



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- **2.5% of Working age population go on to IB each year**
- **(3.5% in Glasgow)**
- **55-59 yr olds- 18% on IB**
- **(35% in Glasgow)**
- **Mental Health problems responsible for approx 50% of IB**

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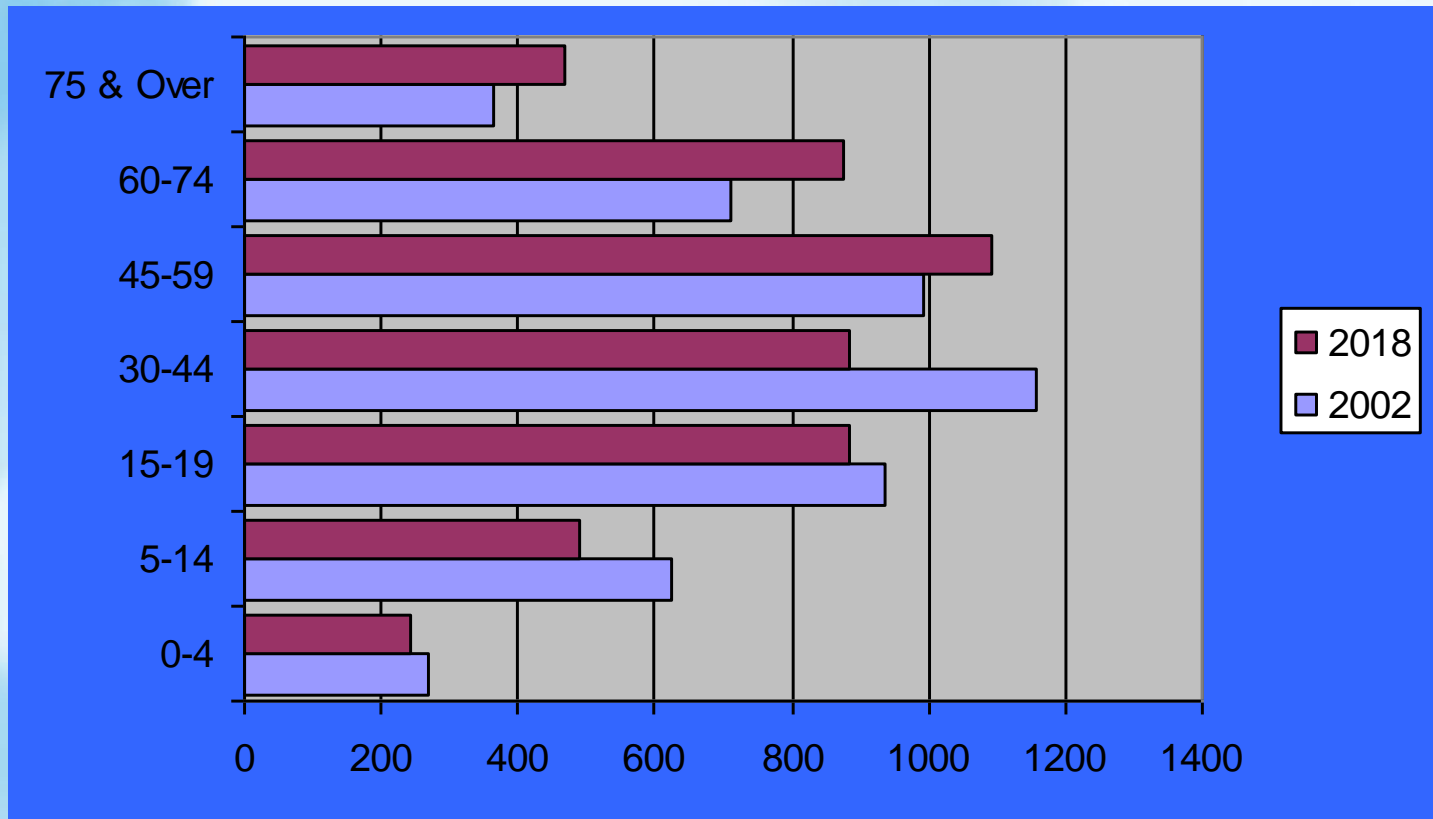
# Scotland 2008

- **Ageing population which has given up reproduction**
- **Declining population 5.2 mill > 5million**
- **Poor health record**
- **Areas of deprivation and inequality**
- **Relatively full employment- hotel and leisure industries rely on migrant workers**

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# Scottish Population Projection 2002-2018 (GROS, 2005)



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# Scary Ratio !!

- 1930 – 10:1
- Present Day – 4:1
- 2040 – 2:1

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# Carol Black

## Findings

- **64% of GPs did not realise the beneficial effects of being employed.**

Department for Work and Pensions survey, 2007

- **'There is little evidence that, universally, psychoses and severe mental health conditions are increasing but the concept of stress as a mental health problem has grown exponentially in recent years.'**

British Association for Counselling and Psychotherapy

- **20% of workers have access to OH provision, while less than 5% have access to more comprehensive support**

HSE statistics

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- **£10bn lost annually to ill health worklessness (Scotland)**
- **17m working days lost in Scotland (3.3m due to work related ill health)**
- **99.9% of businesses are SME's**

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# The WHSS - Operational Summary

- Programme supports both in work illness and sickness absence
- Model engages a Biopsychosocial approach in that it deals with all “life circumstance” and not just disease/medical model
- Provision of free rehabilitation services (Case Management, Physio, Counselling etc..)
- Referrals from Self, GPs & healthcare professionals
- Single referral gateway – SCHWL
- Telephone Case Management Model (Bio-psychosocial)

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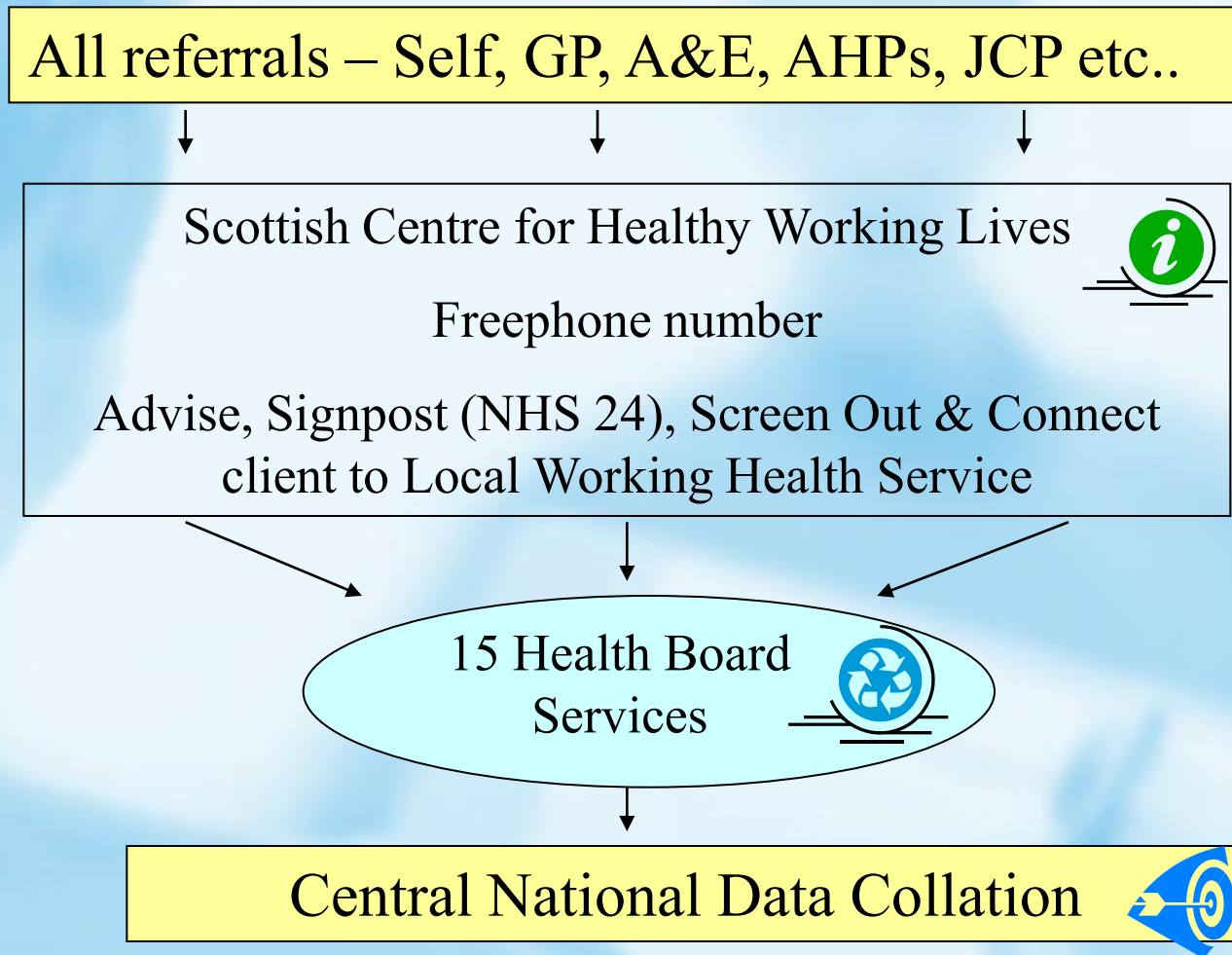
# Operational Summary

- Available across all of Scotland via single freephone number
- National Data including pre & post measures (COPM, GHQ12, EQ5D)
- Focused on Return to Work
- Engages existing services, Public & 3<sup>rd</sup> Sector (Case Manager co-ordinates relevant services)
- Target to support over 3,500 employees per annum

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# National Overview



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# Case Management

- An accountable process where clients are managed through complex problems to maximum recovery.
- Key Principles
  - De-medicalise problems
  - Accept wider determinants of health
  - Re-Build Resilience
- Key Factors
  - People management skills
  - Non dependant relationships
  - Knowledge of local existing services
  - Fast tracking therapies

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# Case Study

**Client:** Female, 48 years **History:** Mental Health/Depression & Anxiety

**Primary Presenting Problems:** Pain in right ankle & leg, self employed....unable to deliver business

## Assessment Identified:

- Husband expressing suicidal thoughts/alcohol dependency
- Client highly anxious & depressed
- Dyslexia (client, husband and 2 children)
- Self Employed with business finance difficulties.

## Action Plan:

- Referred for Physiotherapy therapy to address physical pain.  
(Client already engaged in a psychotherapy group)
- Assessment arranged for husband and subsequent engagement into clinical psychology.
- Discussed business advisory support available for client when ready to address.
- Regular telephone support to from Case Manager to assist/support/motivate.  
(16 calls)

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## Further Action

- Need for 1-2-1 counselling (relationship) rather than group support
- Introduction to Al-Anon
- Engagement with named advisor at Small Business Gateway to source business grants and support.

### **Supporting Evidence of Success:**

HADS (Hospital Anxiety and Depression Scale) utilised

- Anxiety reduced from 15 down to 7
- Depression reduced from 16 down to 6
- Pain and Anxiety/Depression initially reported as extreme reduced to mild
- Client's perception was that her health had improved by 40%
- Obtained business grant, Lottery support for website development, returned to active work in 5 weeks.

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# Making a Referral

## Working Health Services Scotland Criteria

- Client must be working within an SME (<250 employees).
- Employer organisation has no Occ Health or EAP support.
- Client is Absent or at risk of Absence.
  
- Referral By:
  - Self
  - GP & Health Professionals
  - Health Partners (Social Work, Housing etc..)
  
- All referrals via freephone SCHWLS existing Adviceline

**0800 0192211**

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**Worklessness and not disease is the biggest cause of health inequality, social exclusion, deprivation , and mortality**

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