



Vicky Edmonds, National Lead Manager

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Co- presenters;

Lesley Luntz – RF Senior Employment Advisor

James Woodward – Section Manager for a national retailer





Session outline

Brief presentation

- History of Richmond Fellowship
- Rational for working in primary care – early intervention
- Process of developing a best practice model
- how we work with people referred through primary care
- Supporting Statistical information

What do you want to know????

- Your Questions and discussion from 3 perspectives





What is Richmond Fellowship RETAIN?

RETAIN is Richmond Fellowship's national Job Retention Service for people with mental health problems, which aims to maximise their chances of maintaining their employment when problems arise, by working with individuals on a one to one basis and directly with their employer.

REGAIN works with people to regain employment ASAP





Richmond Fellowship Retain– the history

- 1959 Supported housing charity instigated
- 1985 Employment service created
- 2000 Piloted 2 services for employed people
- 2006 Launched Retain initially in 3 areas
- 2008 IAPT Service Launched in Cambridge, Hunts and Fens
- 2009 DWP pilots initiated working with IAPT services





•Why have a Retain service?

- 1 in 6 people or 7 million adults in England suffer from a common mental health problem. The cost to employers is estimated at 26 billion. (SCMH Policy Paper 8 Dec 2007)
- The onset of mental health problems is associated with double the risk of leaving employment compared to other health conditions or impairments. (Mental Health and Social Exclusion Unit 2004)
- Nearly 3 in 10 employees will have mental health problems in any one year, the majority of which will be anxiety and depression (Mental Health Foundation 2003)
- After 12 months absence from work there is only a 25% chance of returning to work. (Recruitment and Mental Health report from Employers Forum on Disability and SCMH Sept 2007)





Developing best practice

- Feedback – clients, referrers, employers,
- External research – Brighton CUPP and Sainsbury Centre
- Centralised system for data collection
- Supporting solid staff team network - cross fertilisation, learning, support, continuity, monthly meetings
- Responding to training needs of staff
- Net-working with other service providers





We believe in an effective interactive model of early intervention

- Ideally within 4 weeks of any absence from work. We respond to a referral within 10 working days
- Our support can be on a one to one basis, and always focuses on solutions
- We are able to support both employee and employer to achieve a successful return to work
- We raise awareness of the business case for healthy working environments and practices
- We provide ongoing support following a return to work – which is not time limited





RETAIN – The Model

- **Professional support** – we provide specialist Employment Advisors who give one on one confidential support, information and guidance to help people stay at work, get back to work or look for alternative employment
- **Solution based planning** – we work with individuals and employers to find solutions that enable people to return to the workplace after a period of sickness, and we provide ongoing support once people have returned to work

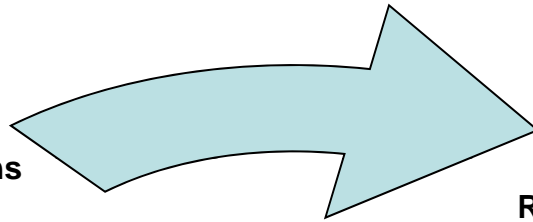


RETAIN – the functional process



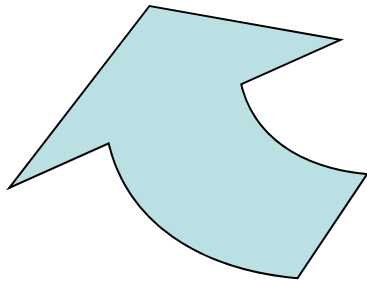
Focus on solutions

Development of individual Action Plan
– both long term and rolling -
Strategies to improve mental health
interventions to enable return to work/change job
Referral for specialist support or advice



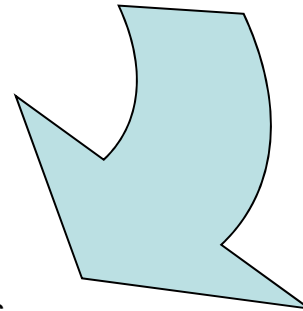
Recognise vulnerabilities

Listen – collect all information
Build relationship based on open
non judgmental communication
Complete Assessment



Reflect -Respond

Clarify effects on health and work
Give relevant information
Seek to understand individual needs
Identify external support requirements
Develop Profile



INVESTOR IN PEOPLE



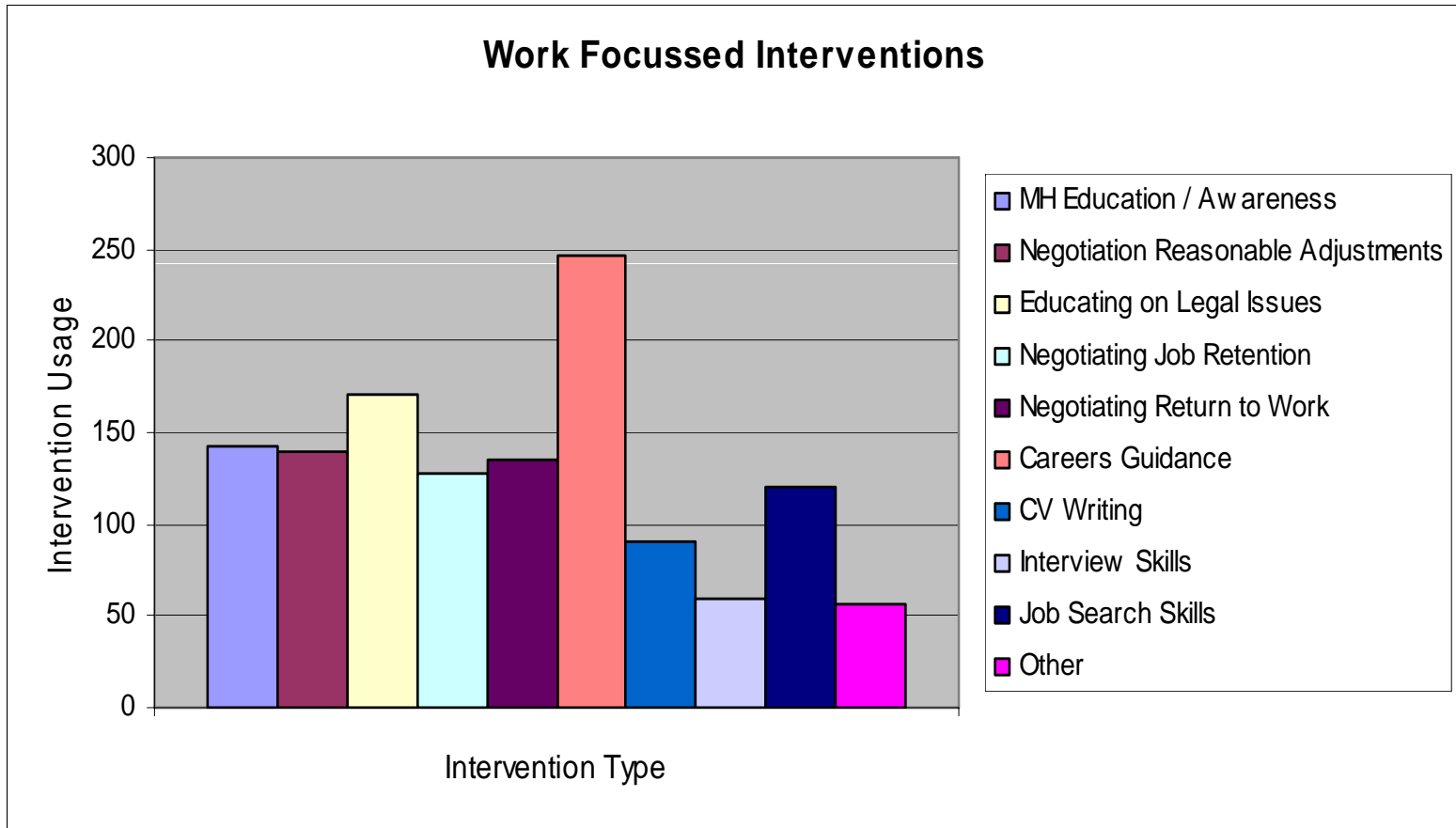
LOTTERY FUNDED



Support for Clients

- Vocational advice and guidance
- Support and advise beneficiaries on mental health issues
- Specialist advice on employment legislation and DDA
- Advocate on behalf of the employee in their workplace – if required
- Mediation service







Current position

- Retain is now being offered in 15 locations
- Currently funded in a variety of ways – local commissioning IAPT, DOH, DWP, Big Lottery
- Over 1000 people have received a service
- 76 % of our clients have had a successful outcome - have returned to work, been redeployed or changed their job.





Working with Primary Care Health Teams

- Reduced workload
- Allows Health Professionals to offer enhanced specialist service to patients
- Offer support to patients regarding work related problems - recognising the connection to possible deterioration in patients mental health
- Feedback regarding patient progress - with consent
- Drop-in services within surgeries/ work out of surgeries
- Increase the likelihood of patient recovery





Early Intervention -

The recognition that providing appropriate needs led support at the right time – before someone loses their employment – not only makes financial sense, it reduces the likelihood of social isolation and all the ensuing human costs for our society.





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