

Integrating Health and Work - Setting up a User Employment (UEP) Programme in a Mental Health Trust

Central and North West London



NHS Foundation Trust

This presentation will cover:-

- IPS and UEP – relationship
- Why create a UEP
- Establishing the programme
- Aims of the programme
- How does it work
- Results to date
- Feedback from service users
- Lessons learnt/future developments
- From a UEP to trust-wide IPS services

The road to evidence based services

- CNWL – full partner with Sainsbury Centre for Mental Health in IPS Centres of Excellence Programme
- Employment opportunities for service users – important priority at CNWL
- Developed over several years
- UEP based on many of the IPS principles
- UEP development under Vocational Services Manager – first step on the road to IPS (evidence-based) services throughout the Trust

Why create a User Employment Programme?

- NHS is a large employer and offers a range of opportunities
- Set an example
- A number of Trusts have successfully established User Employment Programmes
- Feedback from service users

Setting up the programme?

- Building a case/learning from the experience of other Trusts
- Getting people 'on board' at all levels of the organisation – addressing staff concerns
- Developing an implementation plan
- Establishing an advisory and implementation group
- Consulting with service users, and external voluntary sector agencies

Setting up the programme contd

- **HR Policies**

- Working with occupational health providers
- Desirable/essential criteria
- Positive statement on job adverts/recruitment packs
- Employment Charter

Setting up the programme contd

- Promotional events
- Service specification
- Funding for a Co-ordinator
- Multi-agency approach
- Extending the programme to sub-contractor and Local Authorities

Work Experience

- Referrals process: Local Employment Support Teams, health professional, self referrals
- Max of 4 months
- Process for setting up work placement: CRB, Medical clearances, ID badges, confidentiality agreement, placement plans etc
- Types of placements:
 - Clinical
 - Non clinical
- Supports in placement: 6 weekly reviews, 1-2-1 meeting, supervision etc

Paid Employment

- Recruitment packs
- Support with searching for vacancies.
- Completing application forms
- Mock interviews
- Better off calculations
- Benefits advice and incentives
- After care support

Results:

- To date 160 service users have accessed the programme.
- Of which 120 have completed a work placement, 70 have gone into paid work (20 have been within CNWL and 1 with a sub-contractor)

Lessons learnt/future developments

- Essential to have a Coordinator to drive the programme
- Monitoring overall numbers of staff who gain employment within the Trust who have experienced mental health problems
- Managing demand
- Supporting people who are already in the organisation to access new posts
- Length of placements
- Linking up with occupational health

IPS Principles

- **Competitive employment primary goal**
- Everyone is eligible
- Job search consistent with individual preferences
- **Job search is rapid**
- **Employment specialists and clinical teams are integrated**
- Support is time-unlimited and individualised

UEP

- Competitive employment is goal but work placements also utilised
- If work placement is used, job seeking runs in parallel to placement
- UEP has only one Coordinator and one specialist, and takes clients from any team within Trust

UEP IPS

- The success of the User Employment Programme within the Trust was an important factor in the adoption of IPS more widely throughout the Trust
- Clinicians and other health professionals saw at first hand the capabilities of service users and the value of supported employment services, making IPS easier to 'sell' to clinical teams and team managers.

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