

Evaluation of Healthy Minds at Work

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HM@W project

- To spread ‘best practice’ throughout Wales, and to disseminate findings across the UK and Europe

Aims

- To evaluate the HM@W programme
 - Policy development
 - Partnership working
 - Interventions – range and development
 - Perceptions – clients and providers
 - Impact – service and employers
 - Empowerment model

Design

Two key areas

- **Processes**
 - Service providers
 - Interventions
- **Perceptions**
 - Service providers
 - Clients

Definitions

- **Providers:** those individuals who were engaged in the delivery of services and/or the administration of those services
- **Clients:** those individuals in receipt of services and/or products

Method

- **Quantitative**
 - HMAW partner questionnaires
 - Client questionnaires
- **Qualitative**
 - Critical incident interviews with HMAW partners
 - Critical incident interviews with clients
 - Case studies with employers

Results

- Time limited
 - Services already in place
 - Report to be delivered to HM@W
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- 20 client questionnaires
 - 29 provider questionnaires
 - 3 client interviews
 - 20 provider interviews
 - 2 focus groups

Clients: perceptions

- Satisfaction with interventions provided by HMAW
- Interventions such as counselling, self-help courses and case management were seen as helpful in coping with symptoms and retaining employment

Clients: perceptions

“[A change that has occurred since using the service is that I] feel more confident and able to be open with colleagues about managing workload, having “time out” as required.”

Clients: process

- **Time limited services**

“you have to wait 3 months or more to see [a counsellor]. Then it’s only for 6 weeks.”

- **Services availability**

“the counselling was available in Merthyr Tydfil ...I would have wanted to continue face to face if it was seeing someone more locally.

HMAW partnership: perceptions

- Funding to help develop services and products
- Working in partnership to achieve common goals
- Innovation
- Providing a central point for clients to access different services

HMAW partnership – Perceptions

“working in partnership with people that have more resources actually allows you to get more done. I mean it’s almost like being able to amplify what you’re trying to do.”

“[HMAW said] we’re looking for new and innovative ways of dealing with people suffering from stress anxiety depression...Like you know the saying, in a perfect world what would you pick and what would you want to do?”

HMAW partnership: process

- Communication difficulties
- Referral
- Short-term funding

HMAW partnership: process

“We would like a better understanding of what we can offer the clients ... There are so many partnerships within HMAW and we don't know all of them.”

Summary

- Ambitious project
- Engagement
- Time
- Funding
- Evaluation

Healthy Minds at Work

DISCUSSION

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