

Managing Attendance

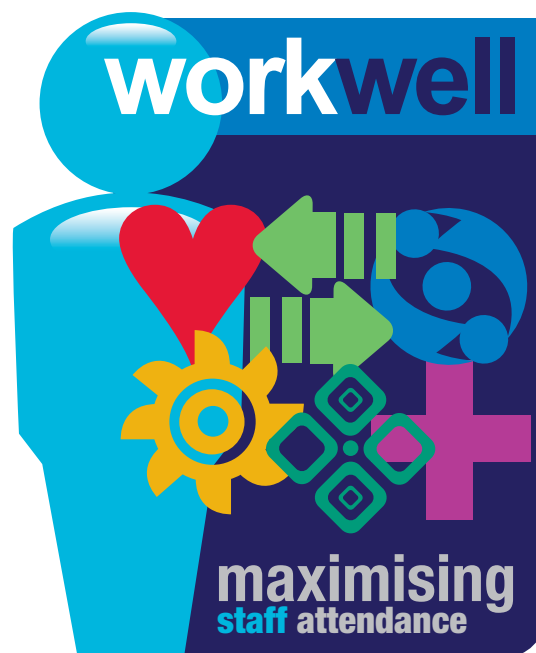
A Guide for all Managers and Employees



Occupational Health and Wellbeing Guide



STRONG HERITAGE | STRONG FUTURE
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Human Resources,
The Pavilions, Clydach Vale, CF40 2XX

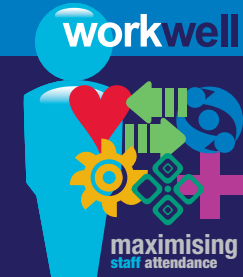
RCT Source: rct.learningpool.com

Email: human-resources@rhondda-cynon-taf.gov.uk

Telephone: 01443 424108

Managing Attendance

A Guide for all Managers and Employees



OCCUPATIONAL HEALTH AND WELLBEING

Occupational Health and Wellbeing is one of several guides that have been designed to provide practical advice and guidance to managers and employees around Managing Attendance. Each guide supports the Council's Absence Management Policy by answering the most common questions that both managers and employees have about their own sickness absence, and managing the absence of others. The Council aims to provide a supportive and inclusive working environment that encourages all employees to manage their health and wellbeing and maintain their attendance at work.

For many employees work means more than just their salary, good work is proven to be good for our physical and mental health. An early, positive and proactive approach to the management of absence will not only assist the Council to deliver quality services to its communities, but ensure that the health and wellbeing of its employees is treated as a key priority.

The purpose of the Occupational, Health and Wellbeing Unit (OHWBU) is to maximise the occupational health, wellbeing and resilience of the Council's workforce through:

- Provision of impartial, expert advice to managers and employees
- Fulfilling the organisation's legal responsibilities relating to occupational health
- Utilisation of evidence based interventions to maintain attendance, in line with best practice
- Working with a range of partners to offer a broad range of innovative services

The OHWBU are committed to working collaboratively with employees and managers to positively impact on the health of employees and the organisation within the confines of professional codes of practice and medical confidentiality.

This guide covers:

- When a referral to the OHWBU is appropriate
- How to make a referral to the OHWBU and what to expect from a referral to the OHWBU
- Services provided through the OHWBU
- Frequently asked questions

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OCCUPATIONAL HEALTH AND WELLBEING

• REFERRALS TO OCCUPATIONAL HEALTH – WHEN TO MAKE A REFERRAL

Employee Responsibilities

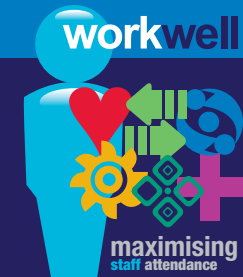
This section provides the answers to the following questions: **Page**

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Manager / Supervisor Responsibilities

This section provides the answers to the following questions: **Page**

1. When and how do I refer the employee to the OHWBU?**3-5**
2. When shouldn't I refer the employee to the OHWBU?**5-6**



OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

1. When and how may I access the services of the OHWBU?

You may access the services of the OHWBU via two routes either through your manager referring you or a self referral for counselling or the Managing My Life programme

Firstly your **manager** may refer you because:

- You have phoned in sick for work with a mental health or musculoskeletal related condition. If this is the case, you may be referred on day 1 of the absence for an assessment and possible therapeutic support under the conditions of the Council's Absence Management Policy
- You have been absent from work for 14 days. You will be referred for assessment under the conditions of the Council's Absence Management Policy
- You have hit an absence trigger in the Council's Absence Management Policy and your manager needs to determine whether you have an underpinning health condition that is affecting your ability to attend the workplace on a regular basis
- Your "Fit Note" recommends an occupational health assessment
- Your manager believes your health is affecting your attendance, conduct or performance at work

Manager / Supervisor Responsibilities

1. When and how do I refer the employee to the OHWBU?

Prior to making any referral to the OHWBU it is essential that you discuss the purpose of the referral with the employee so that they fully understand the reasons for, and content of, the referral. Under legislation employees are entitled to see any information relating to them including referral forms and Occupational Health reports.

When to refer to the Occupational Health and Wellbeing Unit:

- When an employee is off work with a mental health or musculoskeletal condition. If this is the case, you may consider referring the employee on day 1 of the absence for an assessment and possible therapeutic support under the conditions of the Council's Absence Management Policy. Early intervention with these conditions can expedite an earlier return to work.
- The employee has been absent from work for 14 days. You **MUST** refer the employee for assessment under the conditions of the Council's Absence Management Policy. In exceptional circumstances this may not be appropriate but decisions not to refer should be agreed with Human Resources
- The employee has hit an absence trigger in the Council's Absence Management Policy and you need to determine whether the employee has an underpinning health condition that is affecting their ability to attend the workplace on a regular basis

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- You have a complex medical condition and your manager may need advice on how to assist you to remain in, or return to work.
- Work may be a contributory factor affecting your health - for example a work related injury/incident
- Your manager suspects that you are misusing alcohol or drugs
- You have experienced a traumatic event or experience such as an accident or violence at work
- You require adjustments to the workplace in order to remain or return to work. Your manager may need further advice to determine if they are able to accommodate the changes
- An assessment is required of your eligibility for Ill Health Retirement in accordance with Pensions' Procedures due to your health condition
- You have been absent from work for a prolonged period of time and an assessment of your capability to return to work is required
- You are absent from work and your ability to participate in a disciplinary or grievance needs to be assessed

Prior to your referral your manager, or in some cases your HR or Trades Union representative will have explained the reason for your referral

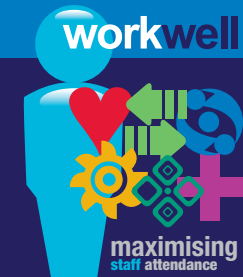
Manager / Supervisor Responsibilities

- Where an employee's "Fit Note" recommends an occupational health assessment
- When you feel health is affecting an employee's work conduct, attendance or performance at work
- In complex cases where you feel you need medical information to make an informed decision
- Where work may be a contributory factor affecting an employee's health - for example a work related injury/incident
- Where there is suspected alcohol or drug misuse
- Where there has been a traumatic event or experience such as an accident or violence at work
- Where you have been unable to identify and agree reasonable adjustments to assist the employee to remain in or return to work.

In Addition HR may recommend a referral for:

- Ill Health Retirement cases in accordance with Pensions' Procedures
- Assessment for Ill Health Capability
- An assessment of the employee's fitness to participate in a disciplinary or grievance needs to be assessed

You will be supported in these referrals by Human Resources.



OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

Self Referral

You may refer yourself for support to the OHWBU if you are experiencing a mental health issue that is affecting your performance or attendance at work. The OHWBU provides a confidential Counselling service providing clinical support and guidance to assist in your recovery and the Managing My Life programme is in place to support employees with low level mental health conditions. (Further details can be found later in this guide).

Self Referrals are confidential and line managers will not be notified of your accessing this service.

You can refer yourself by contact the OHWBU or your Human Resources representative.

2. When won't my manager refer me to the OHWBU?

Your manager won't refer you to the OHWBU in the following circumstances:

- If you are able to discuss and agree arrangements for a return to work with your manager based on information stated in a "Fit Note". Your manager is not routinely required to refer for assessment prior to your return, however if in any doubt please contact the OHWBU or HR for advice
- For personal issues that are not impacting on your attendance or performance (e.g. debt, relationships, bereavement, lifestyle, career, and eldercare). Advice on signposting to services that can support you with these issues can be gained from the OHWBU and are available on the RCTSource

Manager / Supervisor Responsibilities

Self Referral

Employees may also refer themselves for support to the OHWBU if they are experiencing a mental health issue that is affecting their performance or attendance at work. The OHWBU provides a confidential Counselling service to help employees experiencing these issues and can provide clinical support and guidance to assist in their recovery. The Managing My Life programme is in place to support those employees with low level mental health conditions. (Further details can be found later in this guide).

Self Referrals are confidential and you will not be notified of your employee accessing this service.

The employee can self refer by contact the OHWBU or their Human Resources representative.

2. When shouldn't I refer the employee to the OHWBU?

When not to refer a member of staff to the OHWBU

- If you are able to discuss and agree arrangements for a return to work with employees based on information stated in a "Fit Note". You are not routinely required to refer for assessment, however if in any doubt please contact the OHWBU or HR for advice
- For personal issues that are not impacting attendance or performance (e.g. debt, relationships, bereavement, lifestyle, career, and eldercare). Advice on signposting to services that can support staff with these issues can be gained from the OHWBU and are available on the RCTSource

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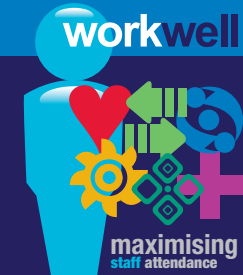
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- If you are experiencing health issues that have no impact on your work or attendance. In this case primary health care, such as a GP, is the appropriate route
- When your manager has clear evidence to suggest that your absence is not due to illness. In this situation they will contact HR for further advice
- When you are likely to make a full recovery or return to work in the immediate future. It is important that you advise your manager of this
- When there are issues in the workplace that don't require medical advice and can be dealt with by management

Manager / Supervisor Responsibilities

- For advice on health issues that have no impact on work or attendance. In this case primary health care, such as a GP, is the appropriate route
- When you suspect the illness is not genuine and have clear evidence to support this allegation. In this situation please contact HR for support
- When a full recovery or return to work is likely in the immediate future
- When there are issues in the workplace that don't require medical advice but can be dealt with by management



OCCUPATIONAL HEALTH AND WELLBEING

• How to make a referral and what to expect

Employee Responsibilities

This section provides the answers to the following questions: **Page**

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Manager / Supervisor Responsibilities

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Employee Responsibilities

1. What happens if my manager is referring me to the OHWBU?

If your manager is referring you to the OHWBU they will have advised you of the referral and discussed the reason and content with you. They will complete the online referral form giving details of the referral and asking any questions that they may need answered in relation to your fitness for work.

The referral is made directly to the OHWBU with a copy sent to your work area HR representative.

Manager / Supervisor Responsibilities

1. How do I refer the employee to the OHWBU?

Referrals should be submitted through the online referral form (Please seek assistance from Human Resources where required).

All information provided should be factual only, as it is likely to be shared with the employee.

The quality and detail of information you provide in the referral will have a direct impact on the quality and detail of the report you receive back from the OHWBU. Should you have any queries regarding what to put in your referral please contact the OHWBU or HR for support

The referral should provide as much detail regarding the employee's current health situation, the work role and any specific queries you have in relation to their fitness to undertake all or certain aspects of the role.

You will need to provide:

- the employee's contact details especially telephone details so that a telephone assessment can be made
- reasons for the referral
- length of absence
- absence detail
- number of absence triggers hit
- details of the tasks involved in their role
- ongoing issues or investigations including disciplinary or dignity at work procedures
- additional relevant information that is impacting the employee's welfare such as issues at work or at home, investigations or disciplinarys
- Ask specific clear questions that you would like the occupational health professional to answer



OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

2. What happens once the referral has been made?

On receipt of the referral a clinician will review the information it contains and determine how to progress your assessment. In most circumstances you will receive an appointment for an initial telephone or face to face consultation which will consist of the clinician discussing with you:

- details of your referral
- your current health circumstances
- your current treatment plan or advice you have received from your GP
- any medication you are currently taking
- your work situation and the nature of your role in respect of its physical and mental requirements
- any factors that may be impacting on your ability to attend the workplace (e.g. conflict with colleagues, disability related issues or any other circumstances)

The aim of the assessment is to get a full understanding of the impact of your health on your work and your work on your health.

During the assessment, the clinician may:

- Undertake an assessment to determine the prognosis and the impact of this on your health at work and your work on health

Manager / Supervisor Responsibilities

2. What happens once the referral has been made?

When you, receive the referral they will confirm the appointment details with you, so that you can discuss the appointment with the employee.

The OHWBU will notify Human Resources and yourself if the employee has not attended. The service area will be charged for the non attendance or if the appointment was cancelled under 48 hours and it is the service areas decision if the charge should be passed on to the employee. This should be discussed with the employee.

During the assessment the clinician may:

- Undertake an assessment to determine the prognosis and the impact of this on the employees' health on work and their work on health.
- Undertake an assessment of any underlying causes of short or long term absences
- Suggest interventions to support the employee
- Undertake a functional capacity assessment to assess the probability of an employee's return to work and ability to continue in their current job role based on the job demands such as walking, lifting and carrying etc. Managers can complete a job demands checklist for the role and include this as part of a referral for the employee an assessment is then made on the individual being able to complete the demands of their role

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- Undertake an assessment of any underlying causes of short or long term absence
- Suggest interventions to support you
- Undertake a functional capacity assessment to assess the probability of your return to work and ability to continue in your current job role based on the job demands such as walking, lifting and carrying etc.
- Discuss what support you may need to assist you to return to work following sickness absence
- Provide recommendations on suitable equipment/aids, interventions and safeguards to facilitate a rehabilitation back to work
- Arrange to liaise with your GP and/or Consultant regarding your condition and prognosis

A report will be produced following your assessment which will be forwarded to your line manager and Human Resources with your consent.

If you attend a physiotherapy appointment for treatment your manager and Human Resources will be provided with an appointment schedule outlining your treatment plan and a report will be produced at the first and last appointment to discharge you when your treatment is complete.

A report will NOT be produced for the following:

- Counselling support
- A referral into a supportive in-house intervention programme (such as Mind + Body Balance, Back in Action, Managing My Life)
- A referral for conflict coaching

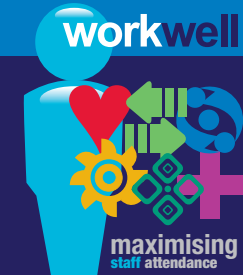
Manager / Supervisor Responsibilities

- Provide recommendations to assist you in determining the arrangement and timing of an employees return to work following sickness absence
- Provide recommendations on suitable equipment/aids, interventions and safeguards to facilitate a rehabilitation back to work
- Arrange to liaise with the employees GP and/or Consultant regarding an employee's condition and prognosis

Once the initial assessment has been conducted, if the employee has provided consent, and Human Resources will receive an Occupational Health report.

A report will NOT be produced for the following:

- Counselling support
- A referral into a supportive in-house intervention programme (such as Mind + Body Balance, Back in Action, Managing My Life)
- A referral for conflict coaching
- A referral for mediation
- A referral for coaching or training
- Signposting to other support services



OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

- A referral for conflict coaching
- A referral for mediation
- A referral for coaching or training
- Signposting to other support services

If you attend a physiotherapy appointment for treatment your manager and Human Resources will be provided with an appointment schedule outlining your treatment plan and a report will be produced at the first and last appointment to discharge you when your treatment is complete.

Manager / Supervisor Responsibilities

If the employee attends a physiotherapy appointment for treatment you and Human Resources will be provided with an appointment schedule outlining the treatment plan and a report will be produced at the first and last appointment to discharge the employee when their treatment is complete.

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OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

3. What will the OHWBU report contain?

Based on your discussion an occupational health report will be produced that may include:

- Medical suitability to continue in the current or proposed role
- Recommendations to help you to remain in work
- Recommendations to assist a return to work
- Recommendations for relevant role or workplace adjustments

The report may also include recommendations for:

- A further review appointment at the OHWBU
- Referral into Counselling support
- Referral into Physiotherapy support
- A referral into a supportive in-house intervention programme (such as Mind Body Balance, Back in Action, Managing My Life)
- A referral for conflict coaching
- A referral for mediation
- A referral for coaching or training
- A referral to the OHWBU physician (doctor)
- Signposting to other support services

Manager / Supervisor Responsibilities

3. What will the OHWBU report contain?

The Occupational Health report will include:

- Medical suitability to continue in the current or proposed role
- Recommendations to help the employee to remain in work
- Recommendations to assist a return to work
- Recommendations for relevant role or workplace adjustments

The report may also include recommendations for:

- A further review appointment at the OHWBU
- Referral into Counselling support
- Referral into Physiotherapy support
- A referral into a supportive in-house intervention programme (such as Mind + Body Balance, Back in Action, Managing My Life)
- A referral for conflict coaching
- A referral for mediation
- A referral for coaching or training
- A referral to the OHWBU physician (doctor)
- Signposting to other support services



OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

4. Who will get to see my report?

The information you disclose is completely confidential and will not be disclosed to anyone without your consent. *(N.B. if a safeguarding issue is raised during any appointment confidentiality no longer applies and the clinician will report the issue to the appropriate body.)*

A report is produced at all appointments with a nurse or doctor (with the exception of those areas highlighted above) and is returned to your manager with a copy provided to your HR representative. You will have the option of seeing the report prior to its release should you so wish. Consent will be obtained from you to provide the report to your manager and HR and you have the option to withhold your consent – this will be explained to you by the clinician during your assessment.

If you attend a physiotherapy appointment for treatment your manager and HR will be provided with an appointment schedule outlining your treatment plan and a report will be produced at the first and last appointment to discharge you when your treatment is complete.

5. What if the OHWBU requires further information?

In some circumstances your clinician will require additional medical information from your GP or consultant. You will be advised of this requirement and you will be asked to consent to this contact.

Manager / Supervisor Responsibilities

4. Who will get to see the employee's report?

The information the employee discloses is completely confidential and will not be disclosed to anyone without their consent. *(N.B. if a safeguarding issue is raised during any appointment confidentiality no longer applies and the clinician will report the issue to the appropriate body.)*

A report is produced at all appointments with a nurse or doctor (with the exception of those areas highlighted above) and is returned to you with a copy provided to the HR representative. The employee will have the option of seeing the report prior to its release should they so wish. Consent will be obtained from them to provide the report to you and HR and they have the option to withhold consent – this will be explained to you by the clinician during their assessment. If consent is withheld then you can make a decision based on the information you have at that time.

If they employee attends a physiotherapy appointment for treatment you and HR will be provided with an appointment schedule outlining the employee's treatment plan and a report will be produced at the first and last appointment to discharge the employee when their treatment is complete.

5. What if the OHWBU requires further information?

In some circumstances the clinician will require additional medical information from the employee's GP or consultant. The employee will be advised of this requirement and they will be asked to consent to this contact.

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• Ongoing Assessment

Employee Responsibilities	Manager / Supervisor Responsibilities
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OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

1. What will happen after my initial assessment?

Following on from your initial assessment your ongoing relationship with the OHWBU may be in the form of any of the following types of appointments:

Occupational Health and Wellbeing Nurse/Doctor

Appointment/Review Appointment

You may be required to attend an appointment or review appointment with an Occupational Health and Wellbeing nurse or doctor as part of the ongoing management of your absence. The appointment will follow a similar format to the initial assessment but you may also have a physical examination. The outcome of this appointment will be an Occupational Health Report which will be sent to your manager and Human Resources with your consent, and may also include referral/s into other services offered through Occupational Health and Human Resources.

Case conference

In some circumstances a case conference may be called by the clinician or HR with the aim of giving you, your manager, HR, the clinician and if necessary a trade union representative, the opportunity to get together to discuss your illness, your medical prognosis and to identify the most beneficial course of action in relation to your return to work

Case discussion

If you are not well enough to attend a case conference then a case discussion may be held in your absence. The purpose of the discussion is to give your manager the opportunity to understand your medical prognosis and to identify the most beneficial course of action in relation to progressing your case

Manager / Supervisor Responsibilities

1. What will happen after the employee's initial assessment?

Following on from the initial assessment the employee may require ongoing review or support through the OHWBU. You will be advised of all ongoing support provided to the individual as outlined in the sections below.

Should you have any questions regarding on-going reviews or assessments please contact your HR representative.

Occupational Health and Wellbeing Nurse/Doctor

Appointment/Review Appointment

The employee may be required to attend an appointment or review appointment with an Occupational Health and Wellbeing nurse or doctor as part of the ongoing management of their absence. The appointment will follow a similar format to the initial assessment but they may also have a physical examination. The outcome of this will be an Occupational Health Report which will be sent to you and Human Resources with the employee's consent and may also include referrals into other services offered through Occupational Health and Human Resources.

Case conference

In some circumstances a case conference may be called by the clinician or HR with the aim of giving you, the employee, HR, the clinician and if necessary a trade union representative, the opportunity to get together to discuss the employee's illness, medical prognosis and to identify the most beneficial course of action in relation to progressing the case

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Independent Registered Medical Practitioner

In some cases your length of absence or medical condition may impact on your continued employment with the Council. Prior to making any decisions your manager, on advice from HR, may refer you for an assessment from an independent registered medical practitioner. The IRMP will be an occupational health doctor who you have not previously seen who will provide independent advice based on an evaluation of your current health prognosis.

Physiotherapy

You may be referred to the physiotherapy service for an initial or long term sickness assessment if you have a musculoskeletal disorder. The outcome of this will be an Occupational Health Report which will be sent to your manager and Human Resources with your consent.

The physiotherapists are specialists in occupational health and ergonomics, they assess and treat musculoskeletal disorders - injuries and disorders that affect movement or musculoskeletal system, i.e. muscles, tendons, ligaments, nerves, discs, blood vessels, etc., and also advise on improvements in work design making work tasks comfortable and safe.

They offer the following services:

- Physiotherapy treatment and rehabilitation of work relevant injuries such as acupuncture for bad necks, wrists etc

Manager / Supervisor Responsibilities

Case discussion

If the employee is not well enough to attend a case conference then a case discussion may be held in their absence. The purpose of the discussion is to give you the opportunity to understand their medical prognosis and to identify the most beneficial course of action in relation to progressing the case

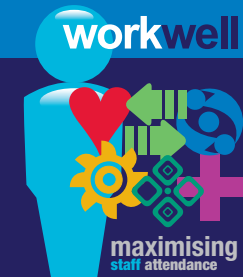
Independent Registered Medical Practitioner

In some cases the individual length of absence or medical condition of the employee may impact on your ability to sustain their absence. Prior to making any decisions you should seek advice from Human Resources, who may refer the employee for an assessment from an independent registered medical practitioner. The IRMP will be an occupational health doctor who will not have previously seen the employee and who will provide independent advice based on an evaluation of their current health prognosis.

Physiotherapy

The employee may be referred to the physiotherapy service for an initial or long term sickness assessment if they have a musculoskeletal disorder. The outcome of this will be an Occupational Health Report which will be sent to you and Human Resources.

The physiotherapists are specialists in occupational health and ergonomics, they assess and treat musculoskeletal disorders (injuries and disorders that affect movement or musculoskeletal system



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- Ergonomic workplace assessments i.e. design of a workstation i.e. reception area
- Functional capacity evaluations for job demands such as walking and lifting etc
- Rehabilitation programmes for example following surgery or injury
- Injection therapy-articular and soft tissue injection for frozen shoulder for example
- Musculoskeletal ultrasound scanning- for diagnosis of peripheral musculoskeletal disorders such as carpal tunnel syndrome
- Ultrasound guided injections and procedures

Counselling

Counselling provides support to those who are affected by a mental health condition or find themselves unable to cope with either work or personal issues. A Counsellor can help you to look at your issues, past or present, that are impacting on your wellbeing. The Counsellor is an impartial professional who is able to listen non-judgementally and help you to find solutions through tried and tested methods and approaches.

People come to counselling for a variety of reasons such as anxiety, stress, relationship issues, lack of self esteem, depression, bereavement, medical conditions or work place issues.

N.B. Employees can self refer for counselling.

Manager / Supervisor Responsibilities

(i.e. muscles, tendons, ligaments, nerves, discs, blood vessels, etc.) and also advise on improvements in work design making work tasks comfortable and safe.

They offer the following services:

- Physiotherapy treatment and rehabilitation of work relevant injuries such as acupuncture for bad necks, wrists etc
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Consultative Supervision

Consultative supervision is a supportive and confidential service offered to staff at all levels, these include Social Workers and the Domestic Violence Team. The aim of consultative supervision is to provide a safe space to offload, a time to reflect and explore work related issues in a constructive and revitalising way. Supervision is offered either on a one to one basis or in a small group.

Trauma Support

Trauma can result from a one-time incident, being involved in or witnessed a serious, traumatic event or from ongoing instances. Trauma examples include witnessing or being involved in serious road accident, finding a client who has passed away or the loss of client or colleague. Early support is crucial in managing trauma and accessing specific support can make a huge difference in the effects long term. If you have been involved in a traumatic incident your manager should refer you to the OHWBU for Trauma Support within 48 hours of the event.

Health surveillance

The Council has a legal responsibility to undertake regular health surveillance for employees in certain roles where their health may be particularly adversely impacted due to the nature of their role or the environment in which they work. Your manager will have identified, as part of the risk assessment process, if your job falls within the criteria for Health Surveillance as outlined by Health and Safety Legislation.

Manager / Supervisor Responsibilities

People come to counselling for a variety of reasons such as anxiety, stress, relationship issues, and lack of self esteem, depression, bereavement, medical conditions or work place issues.

N.B. Employees can self refer for counselling.

Consultative Supervision

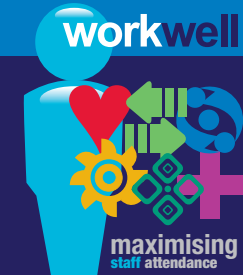
Consultative supervision is a supportive and confidential service offered to staff at all levels, these include Social Workers and the Domestic Violence Team. The aim of consultative supervision is to provide a safe space to offload, a time to reflect and explore work related issues in a constructive and revitalising way. Supervision is offered either on a one to one basis or in a small group.

Trauma Support

Trauma can result from a one-time incident, being involved in or witnessed a serious, traumatic event or from ongoing instances. Trauma examples include witnessing or being involved in serious road accident, finding a client who has passed away or the loss of client or colleague. Early support is crucial in managing trauma and accessing specific support can make a huge difference in the effects long term. If an employee has been involved in a traumatic incident you should refer them to the OHWBU for Trauma Support within 48 hours of the event.

Mental Health management clinics

Managers are invited to arrange a telephone appointment or a face to face discussion with the Unit's Counsellor to discuss any concerns they may have about an individual's mental wellbeing.



OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

Ongoing Health Surveillance

You will have had a fit for work assessment prior to your employment commencing if you are employed in a role that is subject to Health surveillance. On-going health surveillance is the process of ensuring the early detection of work related ill-health through risk-based routine medical checks.

Health Surveillance can include, for example:

- Lung function tests
- Hearing tests
- Tests for Hand Arm Vibration
- Night worker assessments
- Driver Medicals

You will be recalled through the OHWBU at regular intervals for Health Surveillance.

Health Programmes

The Unit offers several health programmes that are aimed at helping manage or improve your mental or musculoskeletal health. You can be referred in to these programmes by your line manager, a member of the OHWBU or through self referral.

Manager / Supervisor Responsibilities

Health surveillance

The Council has a legal responsibility to undertake regular health surveillance for employees in certain roles where their health may be particularly adversely impacted due to the nature of their role or the environment in which they work. You will have identified, as part of the risk assessment process, if any of the roles under your purview fall within the criteria for Health Surveillance as outlined by Health and Safety Legislation.

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OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

Managing My Life

A flexible support programme of ½ day workshops, designed to be informative, provide practical tools and techniques that can assist with different aspects of an employee's life.

The workshops are:

- Managing My Stress
- Positive and Confident
- Worry in a Hurry
- Improving My Resilience & Self Esteem
- Sleepless in RCT

You can self refer for this programme.

Mind and Body Balance

An hour and a half weekly session delivered over 6 weeks, aimed at those affected by stress, anxiety and depression. The programme aims to reduce the signs and symptoms of poor mental health through evidence based physiotherapy interventions including education, exercise and acupuncture.

Back in Action

A physiotherapy led group intervention for those with back pain. The main components of the programme are exercise and education on topics such as posture, exercise, anatomy and ergonomics. Participants are monitored and progressed safely throughout the 6-week programme.

Manager / Supervisor Responsibilities

Health Programmes

The Unit offers several health programmes that are aimed at helping manage or improve mental or musculoskeletal health. You can refer an individual into these programmes or they can be referred by an OHWBU clinician or through self referral.

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OCCUPATIONAL HEALTH AND WELLBEING

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Manager / Supervisor Responsibilities

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Employee Responsibilities

2. What does the OHBWU do with regards to Health Promotion?

Health Promotion

The Unit provides advice and guidance to all staff, about their personal health and fitness. This includes help and information for people wishing to stop smoking, maintain their general health, eat healthily, drink sensibly and increase their level of activity and general fitness.

Likewise the Unit proactively promotes national health campaigns to raise awareness and promote the health benefits to all staff. This includes events such as:

- No Smoking Day
- Men's and Women's Health Weeks
- "Know your Numbers" blood pressure awareness
- National Walking Month highlighting the importance of regular exercise activities
- Cancer Awareness

More health information is available on the RCT Source.

Manager / Supervisor Responsibilities

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OCCUPATIONAL HEALTH AND WELLBEING

• Frequently Asked Questions

Employee Responsibilities	Manager / Supervisor Responsibilities
<p>This section provides the answers to the following questions: Page</p> <ol style="list-style-type: none"> 1. Do I have to be off sick to be referred to Occupational Health and Wellbeing? 24 2. What if I have been referred and I don't want to attend my Occupational Health and Wellbeing appointment? 24 3. What information goes back to my line manager and Human Resources? 25 4. Can I see my occupational health report once it has been written? . 25 5. Can I ask for amendments to be made to my report before it is sent to my manager and Human Resources? 25 6. Can I self refer to the Occupational Health and Wellbeing Unit? 25 7. Do I need to be signed off as fit by my GP before I can return to work? . 26 8. What happens if the OHWBU say I am fit to return to work before my "fit note" expires? 26 9. Does my manager have to implement all the recommendations suggested by Occupational Health? 26 10. How will my personal and medical information be stored at Occupational Health and Wellbeing? 27 11. What happens if Occupational Health and Wellbeing need a report from the employee's GP or Consultant? 27 	<p>This section provides the answers to the following questions: Page</p> <ol style="list-style-type: none"> 1. Does the employee have to be off sick to be referred to Occupational Health and Wellbeing? 24 2. What if I have been referred and I don't want to attend my Occupational Health and Wellbeing appointment? 24 3. What if the employee does not consent for me to see the information? What do I do? 25 4. Can an employee see their Occupational Health report once it has been written? 25 5. Can a report be changed by the employee? 25 6. If an employee self refers to Occupational Health and Wellbeing do I as their manager or Human Resources find out? 25 7. Does the employee need to be signed off as fit by their GP before they can return to work? 26 8. An employee has a GP fit note but Occupational Health and Wellbeing have assessed them as fit for work. What do I do? 26 9. Where can I get support in managing recommendations for employees? 26 10. How will the employee's personal and medical information be stored at Occupational Health and Wellbeing? 27 11. What happens if Occupational Health and Wellbeing need a report from the employee's GP or Consultant? 27

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OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities	Manager / Supervisor Responsibilities
<p>1. Do I have to be off sick to be referred to Occupational Health and Wellbeing?</p> <p>No you can be referred for assessment at any time whether you are in work or off sick. The Unit aims to support employees through a raft of specialist interventions.</p>	<p>1. Does the employee have to be off sick to be referred to Occupational Health and Wellbeing?</p> <p>No you can refer and employee at any point for a supportive appointment if you have any concerns about their wellbeing</p>
<p>2. What if I have been referred and I don't want to attend my Occupational Health and Wellbeing appointment?</p> <p>Under your terms and conditions of employment all employees are required to attend Occupational Health and Wellbeing appointments in relation to sickness absence. If you fail to attend appointments or if you cancel within 48 hours at the OHWBU your service area will be charged £50 for every missed appointment. Your manager may decide to pass this charge on to you.</p>	<p>2. What if I have been referred and I don't want to attend my Occupational Health and Wellbeing appointment?</p> <p>Under the terms and conditions of employment all employees are required to attend Occupational Health and Wellbeing appointments in relation to sickness absence. If an employee fails to attend appointments or if they cancel within 48 hours at the OHWBU your service area will be charged £50 for every missed appointment. You will need to determine the reasons for non-attendance and decide whether to pass this charge on the employee.</p> <p>If the employee fails to attend appointments on several occasions then you should contact your Human Resources representative for further guidance on how to progress.</p>



OCCUPATIONAL HEALTH AND WELLBEING

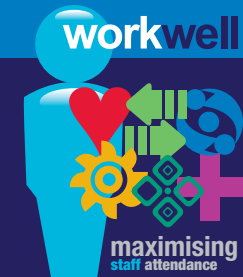
Employee Responsibilities	Manager / Supervisor Responsibilities
<p>3. What information goes back to my line manager and Human Resources?</p> <p>A report containing details of your assessment is written following your appointment. However, we only send the report to your manager and Human Resources if you have consented for us to do so. You should be mindful that if you do not consent to the report being sent to your manager, they may make decisions about your employment based on the information they have available at that time.</p>	<p>3. What if the employee does not consent for me to see the information? What do I do?</p> <p>The employee has a right to withhold consent for the information to be given to specific parties. You will need to make decisions on the next stages of managing the absence using the information that you have available to you.</p>
<p>4. Can I see my Occupational Health report once it has been written?</p> <p>Yes, you can request to see the report prior to it being sent to your manager and Human Resources provided that this is requested during your appointment.</p>	<p>4. Can an employee see their Occupational Health report once it has been written?</p> <p>An employee has the right to see the occupational health report prior to it being sent to you and Human Resources.</p>
<p>5. Can I ask for amendments to be made to my report before it is sent to my manager and Human Resources?</p> <p>A clinician may agree to amend a report if there are factual inaccuracies.</p>	<p>5. Can a report be changed by the employee?</p> <p>The employee cannot amend the report. However, they can contact Occupational Health and Wellbeing Unit if they feel the report contains inaccuracies.</p>
<p>6. Can I self refer to the Occupational Health and Wellbeing unit?</p> <p>Yes, you can self refer but ONLY for Counselling and the Managing My Life programme</p>	<p>6. If an employee self refers to Occupational Health and Wellbeing do I as their manager or Human Resources find out?</p> <p>No, the self referral is a confidential route and you will not be informed that the employee is attending.</p>

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OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities	Manager / Supervisor Responsibilities
<p>7. Do I need to be signed off as fit by my GP before I can return to work?</p> <p>No, you no longer need a sign off paper from the GP. However, your GP may make recommendations to support you returning to work.</p>	<p>7. Does the employee need to be signed off as fit by their GP before they can return to work?</p> <p>No, the employee no longer needs a sign off paper from their GP. However, the GP may make recommendations to support the employee returning to work.</p>
<p>8. What happens if the OHWBU say I am fit to return to work before my “fit note” expires?</p> <p>Occupational Health may disagree with your GP either in deeming you fit for work before your fit note runs out or that you are unfit to return to work.</p> <p>As Occupational Health are specialists in the impact of health on work and work on health your manager will take advice from the OHWBU above recommendations from your GP.</p>	<p>8. An employee has a GP fit note but Occupational Health and Wellbeing have assessed them as fit for work. What do I do?</p> <p>Occupational Health clinicians are specialists on assessing the impact of health on work and work on health. Therefore they are experts on assessing fitness to the role, so you should expect the employee to return as per Occupational Health advice, therefore you should discuss the return with the employee.</p>
<p>9. Does my manager have to implement all the recommendations suggested by Occupational Health?</p> <p>No, Occupational Health reports make recommendations only. It is the line manager’s responsibility to review the recommendations and implement if reasonably practicable.</p>	<p>9. Where can I get support in managing recommendations for employees?</p> <p>Human Resources and the OHWBU can offer advice in considering adjustments or any other recommendations outlined in the Occupational Health report.</p>



OCCUPATIONAL HEALTH AND WELLBEING

Employee Responsibilities

10. How will my personal and medical information be stored at Occupational Health and Wellbeing?

All medical records are held securely in a separate computer system which is in compliance with the Data protection Act 1998. Medical information will be only given with permission (consent) from the employee.

11. What happens if Occupational Health and Wellbeing need a report from the employee's GP or Consultant?

The Occupational Health and Wellbeing Clinician may need more medical information in order to manage the case. However, under the Access to medical Reports Act 1988 consent from the employee must be obtained in order to write to the their GP or Consultant. Requests for more information can cause long delays.

Manager / Supervisor Responsibilities

10. How will the employee's personal and medical information be stored at Occupational Health and Wellbeing?

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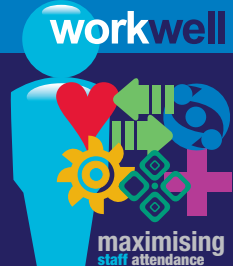
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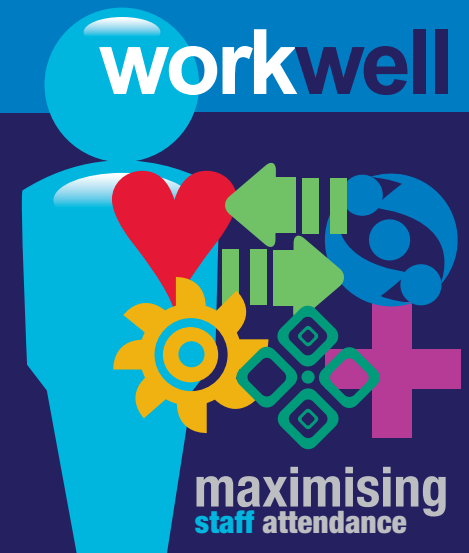
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