

*Working together for a healthier world*

*InterHealth* 

# Boost the performance of your organisation by reducing health risks at work

A guide to InterHealth's Occupational Health service.

Committed to the health and wellbeing of those making the world a better, fairer and healthier place.

[www.interhealth.org.uk](http://www.interhealth.org.uk)  
020 7902 9016



# Welcome

Occupational Health (OH) is essential to helping UK charities fulfil their aims and deliver services more effectively.

By investing in your staff early on, you can save money in the long-term, reduce health risks at work and increase the productivity of your staff.

We are proud to work alongside organisations such as Livability (NASH College), Family Mosaic, Marie Curie and The British Red Cross, helping them to form strong policies that work to manage staff health and safety.

We have an established network of excellent OH associates throughout the UK. If we cannot meet your OH service needs at our London offices we manage your referral through our UK team of OH associates.

We have put this guide together to explain the benefits of using our multidisciplinary service, how to control costs and fulfil your legislative obligations.

By taking some proactive steps you can make a real difference.

We hope that you find this useful.

**Annette Chorley**  
**Occupational Health Manager**

**Taking you back through our last 20 years!**

Learn about InterHealth through our Interactive Timeline.

<http://www.interhealth.org.uk/timeline.html>

# Contents

Solution focused.....	4
Using the best approach.....	4
Learn how we helped Livability (NASH College) reduce sickness absence by 50%.....	5
Learn how Family Mosaic help their staff return to work.....	6
How we can help you to control costs and fulfil your legislative obligations.....	7
How we can work for you.....	8
Our services.....	9
Workshops / training / further resources.....	10
Service descriptions.....	11



## Why use us?

- Personal support & advice
- Multidisciplinary approach
- Expert team of OH specialists
- UK wide team of InterHealth Associates
- Standardised client reporting
- Quick response times
- Strong links with UK based OH practitioners
- Flexible & cost-effective solutions
- Independent & objective

# Solution focused

We pride ourselves on having a team of professional Occupational Health (OH) practitioners, all of whom have a wealth of experience working within the charitable sector, e-commerce, private industry, healthcare settings and civil government.

They come with a variety of expertise in professional, clinical, ergonomic and legal aspects of OH.

**Visit our website to meet the team**

<http://www.interhealth.org.uk/about-us-our-team.html>



## Using the best approach

### Step 1

Make the first step to manage your risk(s) by making a referral to InterHealth:

Assess new employees, manage sickness absence, support your frequent travellers, assess your workplace risks, manage poor performance...

### Step 2

The OH team consult with other specialists at InterHealth if required:

#### **A. OH Physician**

Short consultation, pre-employment medical referral...

#### **B. Psychological Health Team**

Stress management, work-life balance, counselling...

#### **C. Travel Health**

Immunisations, medicals...

### Step 3

Your case will be assessed by the OH team who will provide advice to your organisation & your employee.

OH assessments, consultations & reviews...

### Step 4

Outcome

#### ***Not fit for work***

Employee advised not fit to work following assessment by the OH team.

or

#### ***Fit to work***

Issue is solved. Employee declared fit to work with recommendations.

# Proactive intervention...

## Learn how Livability (NASH College) has reduced sickness absence by 50%

*"Since working with Occupational Health our sickness absence has reduced by over a half."* **Mo Obadare, HR Manager.**



The 200 Nash College staff put such energy into ensuring that their 64 disabled students have a great experience at college, it's a wonder they have time to look after themselves. But they manage, with the efforts of their HR department and InterHealth Occupational Health. Based on the outskirts of the London Borough of Bromley, Nash is a further education college for young people with severe learning difficulties. An educational hub during the day, Nash also has residential students and a lively social life.

Mo was full of praise for InterHealth, speaking gratefully of times when HR had needed to contact InterHealth at less than a day's notice, and had always found InterHealth to be responsive and willing to help. She made special mention of the informative OH reports - promptly delivered within 24 hours.

In August 2008, Nash referred several employees with musculoskeletal problems to InterHealth. Annette Chorley (OH Manager), curious about why a cluster of these referrals had been received, discussed these with Mo Obadare and visited Nash to assess. Upon arrival, it became apparent that Nash College was a large site based on a steep hill. The College staff undertake a great deal of manual handling as many of the students are wheelchair bound and require daily assistance with mobility and personal care.

Since then, Annette has been visiting Nash whenever a consultation is needed. This means that employees do not have to travel into central London, saving Nash time and money. Previously Nash had to relieve staff from duty for a day and arrange bank staff cover. Proactive manual handling training together with risk assessments and prompt OH reviews have helped to reduce sickness absence.

[www.livability.org.uk](http://www.livability.org.uk)

livability  
Choices for disabled people

# Helping people back to work

## Learn how Family Mosaic help their staff return to work

*"For over a decade InterHealth's Occupational Health service has been a constant support to us. The team respond quickly and are always there to help us to reach the best solution independently and objectively."* **Simon Gates, HR Manager**

Starting as a small housing co-operative with only six houses, Family Mosaic now provide over 21,000 good quality, affordable homes to over 45,000 people across London and Essex.

Family Mosaic takes the health and welfare of its staff seriously, allowing a substantial budget for OH. They believe that this investment saves money and increases the productivity of their 1,300 staff.

Ten years ago, Simon Gates, HR Manager at Family Mosaic recognised a need to invest in health and welfare to:

- Assess if new employees were fit for work.
- Effectively manage sickness absence.
- Manage unusual occurrences such as aggressive behaviour.
- Manage trauma and depression in care workers.

Severe back pain meant that HQ office worker, Emily, was coming to work less and less. Emily's line manager discussed the case with Simon, who decided to refer her to InterHealth's OH team for a confidential OH Consultation.

Emily's line manager asked her to come in to take part in an **on-site Display Screen Assessment (DSA)** and brought in SitSmart to carry out a full ergonomic assessment of Emily's workstation. SitSmart concluded that Emily should alternate between standing and sitting when she was working. A bar table was installed for her lap top, her chair was adjusted with lumbar support, and the lighting levels were adjusted.

As a result of consulting with our team, another serious issue affecting Emily's work was uncovered. Our OH team was in constant contact with Emily and Family Mosaic and, as a result, recommended that she wasn't currently fit for work.

After ongoing support with our team (via phone and face-to-face), Emily started to feel better and was able to face the journey back to full time work. A phased return to work plan was implemented over 4-6 weeks.

Emily returned to work successfully. For a short while after, our team monitored Emily's progress with the changes to her work environment.

Details in the following case study have been changed for confidentiality.

[www.familymosaic.org.uk](http://www.familymosaic.org.uk)



# Reduce your cost burdens

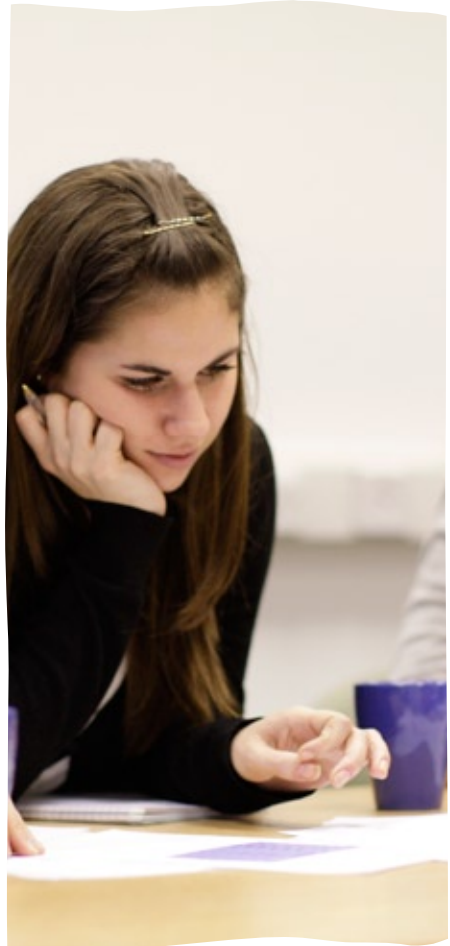
## Control costs and fulfil your legislative obligations

Work-related ill health and sickness absence place an increasing cost burden on organisations. More organisations are starting to utilise Occupational Health services to help them proactively drive down these costs.

All employers have responsibilities under health and safety and employment legislation. Our support can help you ensure that individuals are fit and safe to do the jobs they are employed for, that their work is not likely to adversely affect their health and that you meet your legal responsibilities.

We can assist your organisation to achieve good health and attendance management that helps to prevent and reduce the following:

- Sickness absence
- Poor performance
- Covering absent employees (overtime, agency staff...)
- Retraining and replacement costs
- Risk of litigation
- Ill health retirement



# How we can work for you

## Flexible services to support your staff

InterHealth offers a comprehensive range of Occupational Health (OH) services which can be adopted individually or built into a package to meet your needs. All OH services are developed according to best professional practice and in accordance with relevant health and safety and employment legislation.

### Pay-per-use

We operate a pay-per-use service for our clients. Being able to purchase the level of service you require when you need it makes this a cost-effective solution, especially when balanced against the potential costs resulting from work-related ill health and sickness absence.

After analysing your needs our team will be able to recommend the most cost-effective approach for your organisation.

### WorkWell Plan

Charitable organisations are entitled to subscribe to InterHealth's **WorkWell Plan** and benefit from substantial savings and on-going email and phone support. Please see the **WorkWell Plan** leaflet for more details.



## Keeping you informed of best practice

We aim to keep our clients informed on current good practice with regards to their duty of care towards UK based employees and volunteers.

To develop effective and realistic OH solutions, InterHealth is committed to working together with key personnel (Human Resources, health and safety professionals and management) to understand your organisation, its specific health risks, current policies and management strategy.

Review meetings are undertaken regularly to help ensure client satisfaction and effective service delivery.

## Independent & confidential advice

The key to positive, effective OH service delivery is the provision of professional, independent and confidential advice. InterHealth OH practitioners maintain the highest standards of protecting employee health information as required by their professional bodies, whilst at the same time aiming to provide information to the organisation that will assist them in managing employee health issues effectively.

To request an information pack please email [workwell@interhealth.org.uk](mailto:workwell@interhealth.org.uk)

# Our Services

Find out how we can help you to minimise your risks

Support your new employees.....Go to leaflet **A**

Supporting staff at work / returning to work.....Go to leaflet **B**

Risk assessments.....Go to leaflet **C**

Retirement due to ill health.....Go to leaflet **D**

Wellbeing in the workplace.....Go to leaflet **E**



Create the right conditions for your people to help them to work effectively

# Workshops & Training

## Small Changes, Big Rewards

Our workshops are designed to provide employers with tools to manage health risks at work.

Topics include work station assessments, absence management, rehabilitation and stress management.

Bespoke training can be developed for your teams on request.

OH advisory leaflets can be provided on a wide range of topics including handling stress, back care and managing depression.

Our website is regularly updated with new events!

[www.interhealth.org.uk/workshops.html](http://www.interhealth.org.uk/workshops.html)

Please take a look or sign up to our mailing list by emailing us at [workwell@interhealth.org.uk](mailto:workwell@interhealth.org.uk)



## How to book

Speak to one of our OH specialists who will be delighted to help you:

T. 020 7902 9016  
E. [occhealth@interhealth.org.uk](mailto:occhealth@interhealth.org.uk)  
111 Westminster Bridge Road  
London  
SE1 7HR

## About InterHealth

InterHealth is a specialist medical charity, providing Occupational Health to many major charities.

We are committed to the health and wellbeing of those making the world a better, fairer and healthier place.

**We look forward to meeting you.**



# All of these pose a different set of long-term threats to your organisation's productivity:

## **Mental Health Problems**

Workplace stress e.g. deadlines, work pressures, bullying...  
Workplace accidents or assaults....  
Workplace trauma...

## **Musculoskeletal Problems**

Back and knee pain...  
Work-related upper limb disorder (formerly RSI)...

## **Exposure to Hazardous Substances**

Skin problems relating to work...  
Work-related allergies e.g. latex...

## **Pre-Existing Health Problems...**

## **Long-Term Sickness Absence**

Chronic health conditions - Disability Discrimination Act 1995 (amended 2005).

Sickness absence caused by mental health problems is likely to last longer than that caused by physical illness, and accounts for 47% of long-term absence from work.

*A report by The Royal College of Psychiatrists (RCP),  
March 2008.*

Around 175 million working days were lost due to illness in 2006.

*Working for a Healthier Tomorrow, C Black.*