

A man with dark hair and a slight smile is holding a white Polaroid photo. The photo has a black background with white text. The text on the photo reads: 'WORKING HEALTH SERVICES SCOTLAND' and 'A NATIONAL FIT FOR WORK SERVICE'. At the bottom of the photo, there is a small line of text: 'Supporting healthy working lives'.

WORKING
HEALTH
SERVICES
SCOTLAND

A NATIONAL FIT
FOR WORK
SERVICE

Supporting healthy working lives

Mark Kennedy
Programme Director
Salus – NHS Lanarkshire

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Working Health Services Scotland (National Fit for Work Service)

- DWP funded – (DCB report)
- 11 pilots
- 2 in Scotland
- Rapid return to work service (absentees or those at risk of absenteeism)
- Commence march 2010 – completes march 2011

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Operational Summary

- Programme supports both in work illness and sickness absence
- Model engages a Biopsychosocial approach in that it deals with all “life circumstance” and not just disease/medical model
- Provision of free rehabilitation services (Case Management, Physio, Counselling etc..)
- Referrals from Self, GPs & healthcare professionals
- Single referral gateway – SCHWL
- Telephone Case Management Model (Bio-psychosocial)

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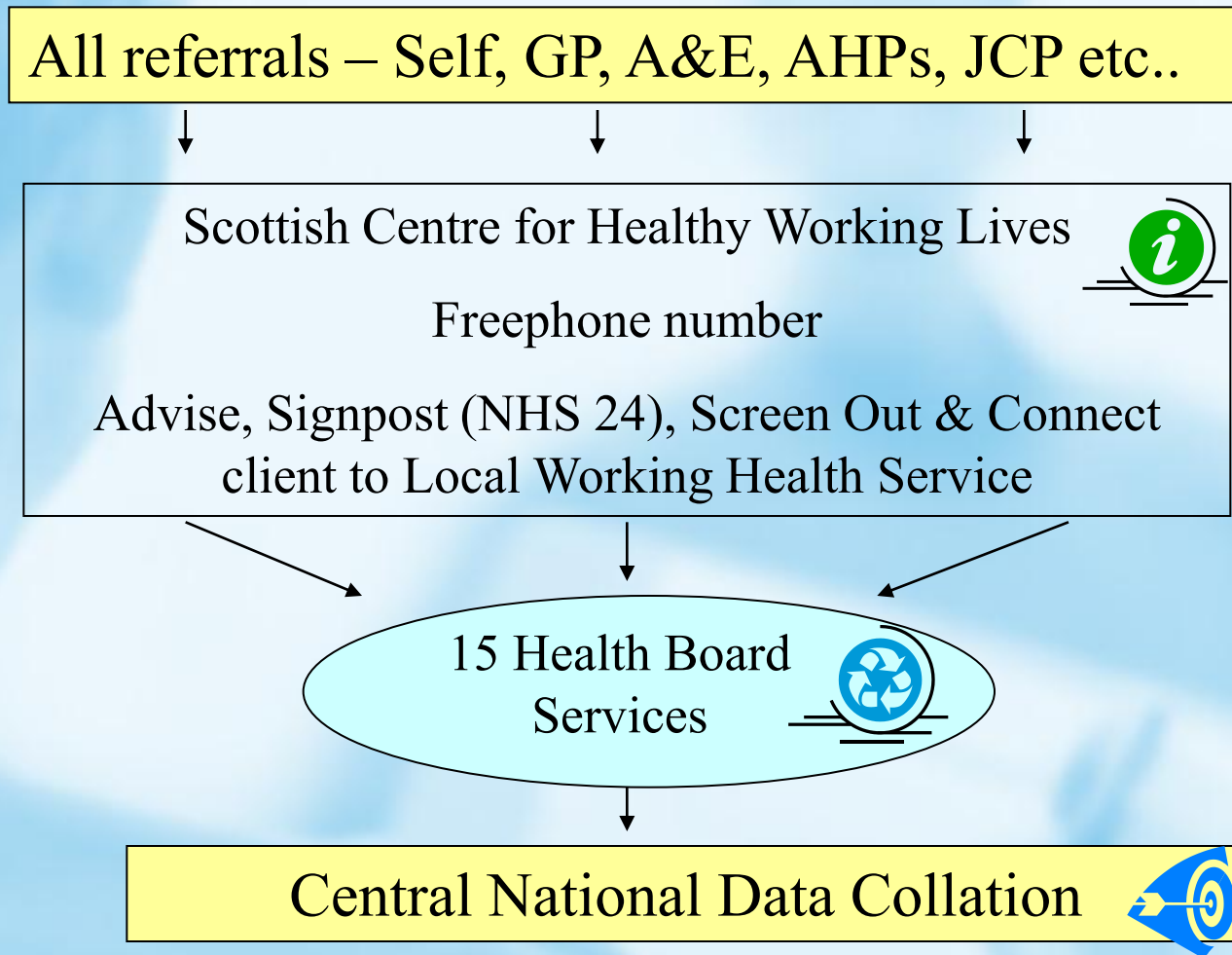
Operational Summary

- Available across all of Scotland via single freephone number
- National Data including pre & post measures (COPM, GHQ12, EQ5D)
- Focused on Return to Work
- Engages existing services, Public & 3rd Sector (Case Manager co-ordinates relevant services)
- Target to support over 3,500 employees per annum

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National Overview



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Case Management

- An accountable process where clients are managed through complex problems to maximum recovery.
- Key Principles
 - De-medicalise problems
 - Accept wider determinants of health
 - Re-Build Resilience
- Key Factors
 - People management skills
 - Non dependant relationships
 - Knowledge of local existing services
 - Fast tracking therapies

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Case Study

Client: Female, 48 years **History:** Mental Health/Depression & Anxiety

Primary Presenting Problems: Pain in right ankle & leg, self employed....unable to deliver business

Assessment Identified:

- Husband expressing suicidal thoughts/alcohol dependency
- Client highly anxious & depressed
- Dyslexia (client, husband and 2 children)
- Self Employed with business finance difficulties.

Action Plan:

- Referred for Physiotherapy therapy to address physical pain.
(Client already engaged in a psychotherapy group)
- Assessment arranged for husband and subsequent engagement into clinical psychology.
- Discussed business advisory support available for client when ready to address.
- Regular telephone support to from Case Manager to assist/support/motivate.
(16 calls)

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Further Action

- Need for 1-2-1 counselling (relationship) rather than group support
- Introduction to Al-Anon
- Engagement with named advisor at Small Business Gateway to source business grants and support.

Supporting Evidence of Success:

HADS (Hospital Anxiety and Depression Scale) utilised

- Anxiety reduced from 15 down to 7
- Depression reduced from 16 down to 6
- Pain and Anxiety/Depression initially reported as extreme reduced to mild
- Client's perception was that her health had improved by 40%
- Obtained business grant, Lottery support for website development, returned to active work in 5 weeks.

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Making a Referral

Working Health Services Scotland Criteria

- Client must be working within an SME (<250 employees).
- Employer organisation has no Occ Health or EAP support.
- Client is Absent or at risk of Absence.

- Referral By:
 - Self
 - GP & Health Professionals
 - Health Partners (Social Work, Housing etc..)

- All referrals via freephone SCHWLS existing Adviceline

0800 0192211

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Core Belief within NHS Practitioners ?

Employment is arguably the most important public health issue in the UK, and the largest determinant of ill health within the workless population.

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