

Employer advice and guidance

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We can offer you advice and guidance on all of your occupational health needs. We can help you to assess your needs, develop the appropriate service tailored to your requirements and your budget, and work out how best to deliver the service, whether on our site, via our mobile clinic or on your own site. In addition to advising you how to develop your service we can offer case management to help you with individual cases and we can also offer support for your on-site arrangements, including emergency response and walk-in treatment centres.

Our advice includes, but is not limited to:

- Disability advice (including assessment of staff, liaison with external sources of help, awareness training for managers and individual technology advice, implementation and training).
- Policy development and advice (for example sickness absence, drug and alcohol, emergency planning, reviewing current policies)
- Risk assessments (for example, pregnancy and DSE)
- Mental health awareness – tailored support
- Health requirements gathering and writing – if you are going out to tender and need to confirm your health requirements we can offer a requirements gathering and writing service to enable you to assess exactly what you need. We would normally do this via a workshop or series of workshops. Should you choose to use us as a provider following this process, we can refund the cost of these workshops.

If the service you require is not listed please contact us as we may still be able to help.

Case management

As an employer you may have any number of individual cases where sickness or health issues are affecting an employee's ability to either be at work or to do their job effectively. A staff member may go on long-term sickness absence; they may be frequently off-sick for short periods; or they may have a planned absence for something such as surgery or treatment. Alternatively, they may not be absent but their health may be impacting upon their ability to perform their job.



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When staff are unable to work due to long-term sickness, getting to the root of the problem may not always be easy. It is important to deal with the issues early and not allow the situation to remain unmanaged, as this may often result in frustration – both for you as the employer and your staff member. We review all cases from a holistic point of view, not only dealing with each individual's health issues but also looking at the causes of ill-health and whether any reasonable adjustments can be made in the workplace to aid the individual to return to work.

In any of these situations we can assess the individual, including identifying underlying causes for absence, we can liaise with other health professionals in both the private and public sector, provide advice and guidance and make recommendations for specific rehabilitation programmes and we can provide the relevant support to benefit both the employee and yourself as the employer. We can also help you to comply with the Equality Act 2010 which covers specific disability requirements that need to be met.

We take a robust approach to dealing with sickness absence and cases where the individual's health may be impacting on their performance, ensuring that employees are taking responsibility for managing their own health issues. For example, when dealing with work-related stress, this may involve having probing conversations with the employee to ascertain whether their symptoms are a result of their perception of work-related issues. If this is the case, this is clearly a management issue, not an underlying health issue and the employee is unlikely to return to work until these issues are addressed.

We seek to reduce the impact of health problems on work, and strongly advise getting in touch with us early if you suspect you have a problem.

We can provide this service from your own site, at our offices, via our mobile clinic or at another location, whichever is most appropriate.

Tailored work-setting services

We can support your existing or new on-site arrangements by providing a tailored occupational health service to suit your needs. We are experienced in providing on-site emergency response services as well as walk-in treatment centres based on customer sites. We can also provide vaccination programmes and any combination of our other services, such as health assessments, health surveillance, training and health and wellbeing programmes.

