The Access to Work Mental Health Support Service

Presented by:

Chris Kingsbury | Partnership Manager | Remploy
Rabia Lemahieu | Disability and Skills Manager | Disability Rights UK

MESSAGE TO ALL PARTICIPANTS:

Please ensure the speakers on your pc, laptop or smartphone are unmuted and the sound is increased to a satisfactory level.
You will not hear audio until the session commences at 12:30pm.
Disability Rights UK

• National charity

• We are disabled people leading change

• working for equal participation for all

• Majority of trustees, staff and volunteers have lived experience of disability or health conditions

Strategic priorities:

• Independent living - getting a life

• Career opportunities – getting work, education and skills

• Influencing public attitudes and behaviours
Guides

Disability Rights UK

Into Further Education 2017
For anyone with learning, health or disability issues

Into Apprenticeships
The guide for disabled people

Disability Rights UK

Disability Rights Handbook
Edition 41
April 2016 - April 2017

Into Higher Education 2017
For anyone with learning, health or disability issues
Chloe O’Toole

Chloe O’Toole: Agency Sales Apprentice

Chloe O’Toole

I’m 20 years old and in October 2016 I gained a place with Channel 4 as an Agency Sales Apprentice.

I have severe hearing loss in my right ear and I’m deaf to high pitched frequencies in my left, this means although I can hear sounds and people talking I can’t understand what people say. I communicate through lip reading and speech. Sometimes it takes me a while to figure out what people say, making a lot of my responses very delayed.

I found out about Channel 4 apprenticeships through a brilliant website called “GoThinkBig”. GoThinkBig.co.uk is an online digital hub from

Laurence Griffin

Intern Deutsche Bank

Laurence Griffin - Intern Deutsche Bank

After a successful recruitment process onto the Deutsche Bank scheme (through a series of assessment questions, phone interview and face-to-face interview), I started my original 3-month internship in September 2016.

I found the recruitment process very friendly, far more so than any other scheme. The process involved a series of questions (both fun and also challenging), a phone interview with HR and then a face-to-face interview in the City of London which, whilst of course daunting, turned out to be the best and most relaxed interview I had by far (and I have had many interviews in my time!).

The induction was a good introduction to what we were expect to do during the 3-month internship. We were gently introduced to the some of the different functions within the bank, how to use the online system day-to-day and to find out about our point of contacts.

I received fantastic support from my line manager. He really helped
• https://www.disabilityrightsuk.org

• DR UK Disabled Students helpline 0800 328 5050

• www.disabilityskillsunit.org

• rabia.lemahieu@disabilityrightsuk.org
Workplace Support

• Government has pledged to create 3 million apprenticeships by 2020 and halving the disability employment gap

• What support is available for employees and apprentices with health conditions?

• Chris Kingsbury, Partnership Manager, Remploy: Access to Work, Workplace Mental Health Support Service (MHSS) for employees and apprentices
Aim and Objectives

AIM

Provide a detailed overview of the Access to Work, Workplace Mental Health Support Service (MHSS) for employees and apprentices.

OBJECTIVES

1. Discover the facts and stats around mental health
2. Define the purpose and aim of MHSS
3. Describe the eligibility and referral process for MHSS
4. Learn about the service structure, potential support and interventions
1 in 6 adults are experiencing challenges with mental health at any one time.

Mental health is the leading cause of sickness absence in the UK with 91 million days lost each year due to mental health problems.

The cost to employers is estimated to be £33 billion-£42 billion each year.

41% of employers have seen an increase in mental health related issues.

The cost of poor mental health to the economy is estimated at between £74 billion and £99 billion a year.

Data provided by Thriving at Work Report 2017
Introducing M.H.S.S

- Workplace Mental Health Support Service (MHSS) launched in Dec 2011 and is delivered on behalf of Access to Work.

- Confidential and vocational support for employees with mental illness to retain/regain their ability to participate at work.

- Helped over 10,000 people since launch with a range of mental health conditions. 93% retention rate.

- Delivered by Vocational Rehabilitation Consultants (VRCs) - experts in supporting people with mental health conditions.

- No financial contribution required from employer or employee.
Eligibility Criteria

To access support, the individual must meet the following criteria:

1. **Be in paid employment.**
   - Any hours
   - Permanent or temporary
   - Self employed
   - Attending or signed off sick

2. **Have a mental health condition or have symptoms**
   - Diagnosed or un-diagnosed
   - Mental illness may not be the primary health condition
   - Triggers may not be linked to the workplace
Referral Process

Confidential Helpline: 0300 456 8114

vocationalrehabilitation@remploy.co.uk
Assessment of Circumstances

A brief description of the individual's job role, duties and responsibilities.

Description of the mental health condition and/or the symptoms the individual is experiencing.

How the condition or symptoms are affecting the individual at work.

Details of responsibilities or targets that aren’t being met.

Is the employer aware of the difficulties the individual is experiencing?

What adjustments has the employer already made for the individual?

Does the individual have a clear idea of any help they need?

National insurance number or ILR number in terms of the apprentice.
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<tr>
<th>Month 1</th>
<th>Month 2</th>
<th>Month 3</th>
<th>Month 4</th>
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<td>ATW Eligibility Check</td>
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<td>Telephone assessment with VRC to develop an individual support plan (ISP).</td>
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<td>Telephone review to check on clients wellbeing and review actions set in ISP.</td>
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<td>Second face to face appointment with VRC ISP review and further actions set.</td>
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<td>Telephone review to check on clients wellbeing and review actions set in ISP.</td>
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<td>Exit Report Completed, sent to ATW. Ext to 6 month period if required.</td>
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Supporting and Interventions

**Interventions**
- Wellness Recovery Action Plan (WRAP)
- Psychological Wellbeing / Self Esteem Assessments
- Mindfulness
- Smartphone apps
- Online CBT
- Self-help
- Resilience
- Employer guidance for reasonable adjustments
- Apply interventions recommended by Occupational Health

**Access to Work Funding**
- Workplace Assessment
- Holistic Assessment
- Job Coaching
- Support Workers
- Travel Support
- Training Courses related to mental health.

**Signposting**
- Employee Assistance Programs
- GP Support
- Mental Health Charitable Organisations (Mind/Cruse Bereavement)
Coping Strategies

DEALING WITH CHANGE

COMMUNICATION & WORKING WITH OTHERS

TIME MANAGEMENT

ORGANISATION PLANNING & PRIORITISATION

TAKING INSTRUCTIONS

RELAXATION & FATIGUE MANAGEMENT

MEMORY AIDES & STRATEGIES

MANAGEMENT OF TREATMENT & MEDICATION

MOOD & BEHAVIOUR MANAGEMENT

ANXIETY & STRESS MANAGEMENT
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Thank you

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