

## ENA Occupational Health Committee – Case Study

### Nuffield Health Pilot

These case studies are designed to outline the overall management of stress programmes within ENA member companies, and so identify different approaches to the management of this issue and examples of good practice.

**Company Name:**



**Company Initiative:**

To allow us to provide better support, and facilitate a quicker return to work for employees experiencing Anxiety, Depression and Stress and Musculoskeletal conditions, SSE are running a 6 month Back to Health pilot with Nuffield Health

**What did the Company do?**

The basis of the pilot is to assess if the provision of these services can assist our staff in a faster recovery. If the service is valuable to SSE, the intention will be to extend this more widely. The pilot gives employees in selected areas access to specialist Musculoskeletal care or counselling services for Anxiety, Depression and Stress through Nuffield Health. The services offered are:

**Musculoskeletal (MSK)**

- A telephone assessment by a senior physiotherapist
- A prescribed exercise programme by email (with videos and images)
- Referral for face-to-face physiotherapy if required

**Anxiety, Depression and Stress (ADS)**

- A telephone triage assessment with a mental health professional to identify appropriate support
- Subsequent treatment tailored to the employee which may include Cognitive Behaviour Therapy (CBT) or a recommendation to contact the existing Employee Assistance Programme for additional support

SSE's AskHR team identifies employees in the pilot areas who meet the relevant absence triggers for conditions relating to either MSK or ADS. Employees that meet these triggers will receive a call from AskHR who will provide them with background on the pilot scheme. If the employee is happy to be referred to Nuffield Health for additional support, an appointment will be made for a telephone assessment.

Whilst we see this as a positive intervention and are promoting the benefits of taking up the offer of medical help, employees can decline the offer of referral as the service is optional.

The triage call takes approximately 20 minutes and gives employees the opportunity to discuss the difficulties they have been experiencing with an expert who will then provide access to appropriate support to help them.

**MSK Treatment**

Following the triage assessment with a Senior Physiotherapist, employees may be given a self-management programme to follow which includes advice, prescribed exercise and online support. If the assessment outcome is the requirement for a more in-depth physical assessment, then a face to face appointment will be booked with a Nuffield Physiotherapist. If appropriate, a further course of 4 Physiotherapy treatments with this Physiotherapist will be provided.

If required, Nuffield Health will arrange an appointment with one of their registered Physiotherapists within 30 miles of the employee’s normal place of work. If the employee is based in a remote location and Nuffield Health do not have a Physiotherapist nearby, they will be given access to a self-management programme or given the option to travel further to receive face to face treatment.

**ADS Treatment**

Following the triage assessment with a mental health Therapist, the employee may be offered onsite support with an average of 7 follow up CBT sessions. The onsite Therapist will be available in the pilot locations 2 days per week and appointments will be arranged during the triage call. Alternatively, if CBT therapy is not required, employees may be advised to contact the Employee Assistance Programme provided by CareFirst for alternative support.

**Health and safety benefits:**

Health and safety benefits include free, professional and confidential advice and treatment through their employment with SSE. Employees will not have to endure the long 18-24 month waiting lists to receive the same services through the NHS. The promotion and understanding of these conditions can result in a more mentally healthy workplace where employees can feel confident discussing topics that were once seen as taboo and feel assured that help is at hand should they require it.

**Business / Cost Benefits:**

Benefits may include a reduction in long term sickness absence at SSE with employees returning to work quicker. A reduction in days lost means an increase in productivity. An increase in positivity towards SSE by its employee’s as a Great Place to Work.

**Employee involvement:**

Participants in this pilot will be encouraged to discuss with their Line Manager whether they feel the services provided are having a positive impact on them therefore providing valuable feedback on the success of the pilot. Participation levels will be tracked along with employee engagement surveys and personal testimonies.

**Management View:**

The provision of this pilot demonstrates company commitment to our values allowing SSE to provide better support for these conditions as well as facilitating a quicker return to work for employees.