

SCHEDULE 2 – THE SERVICES

A. Service Specifications (Full Length Contract)

Service Specification No.	11J/0227
Service	Workwise
Commissioner Lead	Primary and Community Services
Provider Lead	
Period	April 2016-October 2018
Date of Review	August 2018

1. Population Needs

Working our way to better mental health: a framework for action: Is the cross - Government (Health, Work and Wellbeing) National Mental Health and Employment Strategy. This takes a ‘dual approach’ in addressing well-being at work for everyone and better employment outcomes for people with mental health conditions, both in and out of work. The document sets out the Government’s overarching ambitions for mental health and employment. It provides a practical framework and gives a series of commitments from Government on what it expects from health professionals, employers, organisations and individuals.

The framework identifies six key areas for action:

- Changing attitudes to mental health
- Improving health and wellbeing at work
- Early intervention
- Tailoring support (individualised) in and out of work
- Building resilience from early years
- Coordinating action across Government

The Sainsbury Centre for Mental Health cites strong evidence (2010) which makes the case that work is good for health, work:

- Promotes recovery and aids rehabilitation
- Leads to better health outcomes
- Minimises the harmful effects of long term sickness absence
- Improves quality of life and wellbeing
- Reduces social exclusion and poverty

The most fundamental way to promote social inclusion is through work. Everyone has a right to work and nobody should be worse off, financially or in terms of health and wellbeing, whilst following the employment pathway.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	X
Domain 2	Enhancing quality of life for people with long-term conditions	X
Domain 3	Helping people to recover from episodes of ill-health or following injury	X
Domain 4	Ensuring people have a positive experience of care	X
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	X

2.2 Local defined outcomes

The key aims of the services are to support people who experience mental health difficulties in work and into work.

3. Scope

3.1 Aims and objectives of service

Workwise is a service that supports adults who have mental health problems in employment or into employment.

The service works with people in work who are experiencing mental health difficulties
The service works with employers who employ people who experience mental health difficulties
The service works with people who are not in work who experience mental health difficulties who want to be in work.

3.2 Service description/care pathway

The service accepts referrals from IAPT and Community Mental health services.

The purpose is to ensure the strategic coordination of the mental health and employment services in order to facilitate the recovery process of:

- people in work and struggling
- people on statutory or employer sick pay
- people claiming out of work welfare benefits

Service Aims

To provide employment support and co-ordination, while working in partnership with Organisations and staff pan Dorset who provide psychological therapy services for common mental health problems.

To promote the interface between employment and mental health & well-being including the beneficial effects of work, for good mental health and recovery and improved quality of life.

To raise awareness among local employers of mental health issues and their impact in the workplace, including for carers, family and friends and what employers can do to support good mental health in the workplace.

To provide a service offering information, support and advice to talking therapies practitioners on employment issues and options, to form part of the delivery of talking therapy and primary care mental health services (PCMHS), as they develop.

To provide a service that promotes choice of occupation and employment either paid or unpaid, full-time or part-time, which is cost-effective, signposting people to a range of employment options, based on positive and recovery-oriented practice.

To build on the existing mental health skills of primary care clinicians working with common mental health problems alongside primary care mental health professionals and pilots as needed, whilst maintaining close relationships with Job Centre Plus and local employers.

To reduce the need for referrals to specialist mental health services.

In practice this provides team of Employment Support Coordinators to undertake:

- Employer engagement and training:
- One-to-one client work (job retention):
- Unemployed client signposting (phone or email)
- Client training courses:
- Provision of advice/consultancy/resources to PCPT teams:

Some of this works well, some not so well. Examples of excellent practice, but currently restricted by constraints of existing contract. Limited and restricted focus achieves limited results.

The service

- Puts the individual at the heart of a more personalised service.
- Aims of the service to be directed by the client whose motivation and incentive is recovery, achieving control and quality of life, including employment. Focused on client aspiration, not agency targets.
- Provide flexible, broad, choice based support to achieve customer defined outcomes.
- Navigation service that connects with the person and their values through personal development / learning plan / life skills / educational framework. Creating opportunities for individuals to reflect, learn and grow. Building tools, skills and resilience as part of recovery.
- Forum staff as facilitators, journey partners, coaches, with different skill sets. Lived experience perspective, walking the walk.
- Employment service workers become partners on a journey, not support workers or coordinators, enabling power shift as the client takes control of their development plan and makes choices, including accessing other things that add value to their recovery journey and enable sustainable employment, such as REC courses, advocacy, volunteer work, SLAP and other mainstream community resources.
- Forum added value getting back into life, not just back to work.
- Employment as route into becoming a person with agency and contributing member of society.
- Employers as partners in person's recovery journey.
- Shift focus in delivery from up skilling PCPT staff to up skilling individuals and groups.

Employer Engagement:

Part of work with employers is about developing belief that they can employ and benefit from people who they may otherwise have considered unemployable, or look to replace. Focus on building resilience and sustainability for employers and individuals within employment. Propose to train, place, train, equip employers and employees to build real sustainability.

Work done through Tea & Talk work with employers provided extensive feedback to inform courses for employers:

- "Introduction to mental health in the workplace course"

- Coproduced courses for employers to provide for employees: Recovery education course:
- “Managing and maintaining work course” to build sustainability
- Recovery education course for clients: “Introduction to work”

General

The navigation approach enables links with other assistance, benefits, advocacy, other agencies etc. and is built on the recognition that sustainable employment cannot be considered in isolation and often needs to be considered in context of other social and interpersonal changes.

Personal development plan identifies strengths, aspirations, skills and past achievements and enables support for the client to look at where they want to be and how can they get there; what they believe are the barriers and obstacles; developing motivation and goal setting for future.

This is a similar philosophy to IPS but more holistic and less stigmatising as it can be provided within a developmental and educational framework, moving away from a deficit and disability model.

3.3 Population Covered

The population covered in this service are adults 18 plus who experience varying degrees of poor mental health from low level anxiety/ depression to, severe enduring mental illness such as bipolar disorder or schizophrenia.

3.4 Any acceptance and exclusion criteria.

To access this service a person must be over 18, live in Dorset (including Bournemouth a Poole) have a mental health problem and want support in their paid employment or support to get into paid employment.

3.5 Interdependence with other services/providers

In the services current form there is not interdependence with other services but this may occur as the service develops.

4. Applicable Service Standards

4.1 Applicable national standards (e.g. NICE)

Not applicable

4.2 Applicable standards set out in Guidance and/or issued by a competent body (e.g. Royal Colleges)

Not applicable to the current service but may apply with any service developments

4.3 Applicable local standards

As above.

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

5.2 Applicable CQUIN goals (See Schedule 4 Part E)

6. Location of Provider Premises

The Provider's Premises are located at:

Dorset Mental Health Forum, 29–29A Durngate Street, Dorchester, Dorset DT1 1JP

Tel: 01305 257172 • Fax: 01305 261049 • Advocacy: 01305 261483 • Email:

admin@dorsetmentalhealthforum.org.uk

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7. Individual Service User Placement

Not applicable

