

Working Well (part of the ICS Staff Support Hub) Referral Pathway

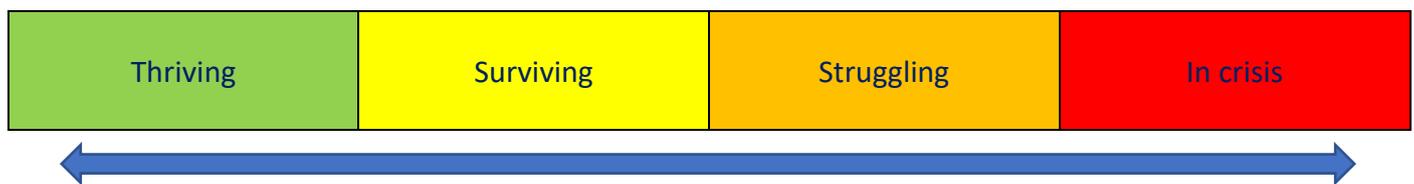
Working Well is an occupational therapy-led service, offering independent, work-related health and wellbeing support and advice for people working, volunteering or studying in care, health or associated third sector organisations in Cambridgeshire and Peterborough.

What we do and who we help:

We can help to navigate the myriad of health and wellbeing support offers and get you the right support at the right time. We work primarily with people experiencing:

- Stress
- Burnout
- Fatigue
- Post-Covid symptoms
- Sensory processing needs
- Mental health conditions

However, we understand that mental health does not exist on its own and you may see an impact on your physical health and wellbeing as well. It may help to think about health and wellbeing as a continuum from “thriving” to “in crisis”. If you are in the “surviving” or “struggling” part of this continuum, and it is affecting you at work then Working Well can help you to move back towards “thriving”. If you are in crisis you need to contact your GP, First Response Service (111 option 2 in Cambridgeshire and Peterborough) or if you are at risk of harming yourself, contact emergency services.



We are part of the ICS Staff Support Hub which also offers a phone line, counselling, webinars, support forums and team support. Our “[Hub on a Page](#)” has more details.

How to refer:

We take referrals from individual staff members, their manager, HR, occupational health and the Staff Mental Health Service. Our primary relationship is with you, the staff member but where needed and with your consent we may communicate with your GP or other health service, line manager, occupational health or HR department.

Our referral pathway, contact details and information about documentation and confidentiality is on the next page.

How to get hold of us:

Email: staffsupporthub@cpft.nhs.uk

Webpage: staffsupporthub.org

REFERRAL:

Self referral received from **staff member** via email (staffsupporthub@cpft.nhs.uk). No referral form required.
(Note: in the case of self-referral Working Well will not correspond with line manager/HR/OH/GP or other without the express consent of the staff member unless a risk issue is presented)

OR

Referral received from **manager/HR/OH** via referral form + copy of job description email to staffsupporthub@cpft.nhs.uk
Referrals may be for early intervention advice and support around managing a mental health or stress related condition in work and / or return to work support in conjunction with your OH provider / OR sensory profile assessment



INITIAL CONTACT:

Working Well team to contact employee within **3 working days** to arrange assessment appointment.

Method of appointment agreed (phone/ video / in person)

Appointment to be within **10 working days** of initial contact (unless requested otherwise).

Working Well will make 3 attempts to contact employee. If no response will either inform the staff member that their current referral is closed and they may re-refer if service still required (if self referral) OR inform referrer that contact has not been possible and close current referral (if manager/HR/OH referral).



ASSESSMENT:

Assessment of the staff member's needs relating to health and wellbeing referral. Carried out by SSH occupational therapist - may be in person/video/phone call to be agreed with the individual. Allow up to one hour for assessment. Recommendations and actions to be agreed with the individual at assessment.



REPORT AND RECOMMENDATIONS:

Working Well uses the *Allied Health Professions Health and Work Report* to document recommendations.

The report and cover letter will be sent to the staff member within **5 working days** of assessment, regardless of referral source. Working Well will advise the staff member to share the report with their line manager/HR.

Examples of recommendations include but are not limited to:

- further information or support sessions related to health and wellbeing either 1:1 or group based
- referral or navigation to other health and wellbeing services such as mental health services, physiotherapy, GP or services offered by charities
- adjustments to working pattern or duties (with timeframes)
- use of a Wellness Action Plan or similar



FOLLOW UP / ADDITIONAL SESSIONS:

Follow up or additional sessions may be offered at the discretion of the assessing occupational therapist. Where these are required, this will be documented in the "recommendations/goals" section on the AHP Health and Work Report. The timescales for these will vary depending on individual need.

Examples of when follow up or additional sessions may be offered include but are not limited to:

- meeting between Working Well/manager/employee to discuss or facilitate reasonable adjustments or recommendations in the report
 - to support the employee to develop work readiness skills
 - further assessment, such as workplace assessment, sensory profile
- where referral to specialist services (eg mental health services) has been made

Documentation and Confidentiality:

Records will be maintained in line with Staff Support Hub processes. Records are stored confidentially in an online cloud-based system. A copy of the referral, assessment notes, email correspondence and Allied Health Professions Health and Work Report (where used) will be retained in this system along with any other relevant documentation.

We take confidentiality very seriously and understand that health and social care staff members often have a concern about their records being held where there is a possibility they may be accessed by a colleague. We keep our notes separately from your medical record and these are only visible to the Hub team.

If we are concerned that you may present a risk of harm to yourself or others, we will need to contact your GP or other appropriate services. We will endeavour to discuss this with you first and seek your consent.

There may be times when sharing some information about your health with your line manager or workplace would be helpful. We do not release information to line managers without prior consent. Our preferred route is that we document any recommendations and support you to share these with your line manager.

A copy of our privacy notice is available on our website: [Staff Support Hub](#)