



Occupational Health & Wellbeing

October 2017

Aimee Cain

OH & Wellbeing Manager

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- **Current position**
- OH&W manager for TW currently responsible for managing the OH clinical team and a set of corporate health and wellbeing objectives reporting directly to the head of health, safety, security & wellbeing. I will discuss my key objectives later but they include:
- Mental Health; Physical resilience; Health screening
- **Professional History**
- 2004 – Qualified as a nurse
- 2004-2007 – A&E St Mary's Hospital, Paddington
- 2007-2015 – Occupational Health, Ministry of Defence
- 2015-present – Occupational Health, Thames Water



What is Occupational Health

OH is about the effect work has on your health, making sure you are fit to do your job .

OH Advisors are Specialists - employed to advise and support managers on how to successfully manage employees with health problems.

GP's are community physicians who can support OH.

Most OHAs have the **Specialist Community Public Health Nursing (SCPHN)** qualification is comparable to NEBOSH diploma - it allows nurses to work autonomously outside of a medical setting.

OH provision for large organisations is usually in one of 3 formats:

- HR
- H&S
- Contracted provider



Occupational Health at Thames Water

At TW, OH sits alongside H&S, I believe this is the correct format for a business like TW and has allowed me to embed health and wellbeing into the H&S role.

Mid 2015

OH focused solely on clinical OH casework, health surveillance and pre-employment screening. The wellbeing aspect of the role was limited and there was only formal interaction with the local H&S teams.

- OH for Wholesale Water
- Developed close working relationships with H&S and embedded into the H&S team.
- Helped identify health and wellbeing initiatives which could not only support wellbeing but also H&S in their incident management process.



Incident Management



- Active involvement of work related injuries
- OH Notified of all incidents
- Health **triage** of the injuries – phone call on day 1
- Able to offer **advice and guidance** to the employee on injury management
- Facilitate early referral to **physiotherapy**
- Also able to support the manager as well as the H&S investigation
- Proved invaluable in a number of cases supporting individuals to remain in work with adjustments and avoiding further complications of the injuries.
- This also helped to further develop my role within the H&S team and found the team could bring ideas and cases to OH earlier to develop new initiatives

Health & Wellbeing Corporate Objectives 2017/18

Aim 3 – Improving health and wellbeing

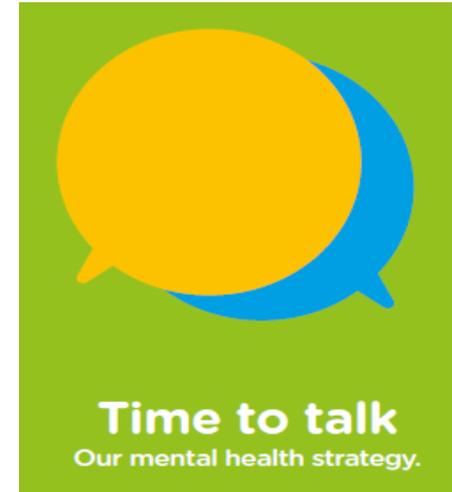
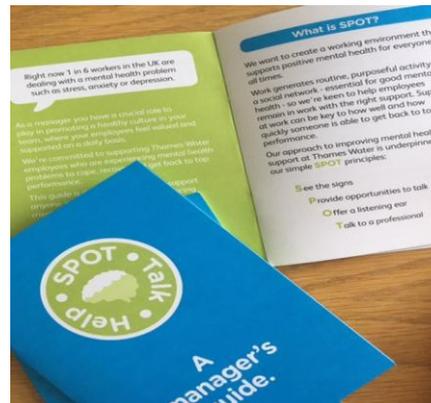
Objective	Task
1. Continued commitment to changing perspectives in mental health by developing an innovative metal health programme.	To include: SPOT Mental Health Campaign; Mental Health First Aid Training; Mind Fit Course with VR components (mental health awareness ½ training), Wellbeing Champions; Health Actions Plans (via wellness tool), mental health yammer forum of lived experiences.
2. Develop a programme to enhance physical resilience against injury.	Utilising the key components of training used by the elite sports injury prevention alongside physiotherapy. To include; Physio led physical resilience training sessions, regular posture support assessments for DSE users, functional assessments for high risk cases, first Urban Gym onsite.
3. Enhance the heath screening and surveillance programmes to not only recognise potential problems but support and coach and facilitate behavioural change .	To include; re launch of slimming world, wellbeing week, PMAs, Coaching Sessions, focussed wellbeing promotion events, Dr Briffa Positive Energy Webinars

Commitment to Mental Health



Time to Talk – TW Mental Health Strategy underpinned by the SPOT principles.

- Mental Health video <https://play.buto.tv/X3YjM>
- Mental Health training
- Manager SPOT Guide
- Time to Change Pledge
- Mental Health yammer group
- [Online resource page](#)



Time to Talk – Mental Health Strategy

Mental Health Training



MIND FIT

½ day course - popular introductory course. Suitable for all – employers and individuals with an interest in mental health. It aims to increase and improve your understanding and awareness of mental health generally, both in and out of the workplace. The course is designed to:

Mental Health First Aid

2 day recognised qualification. Many people are unsure how to respond to someone who appears to be experiencing a mental health problem. This course gives people the knowledge and confidence to recognise mental health problems, to respond helpfully and support the person's recovery. It will be valuable for many groups including people who work with vulnerable adults and for employers who have concerns about the wellbeing of their staff.



Mental Health – open engagement forums

Time to Talk – TW Mental Health Strategy underpinned by the SPOT principles.

- MH yammer group

SPOT the signs

See the signs

Provide the opportunities to discuss

Offer a listening ear

Talk to a professional



My Mental Health issue

I suffered mental health issues for years; nothing originally 'started them off' as people ask! I just woke really low and in self-hate mode! It's a horrible feeling of being shut in a dark square box inside your body shouting to get out but staying locked up and nothing you can do about it!

I used to be an outgoing person, always having a laugh and joke around always making people laugh, I used to think that is what I was put on this earth for, making people happy, then life took an extremely bumpy turn for the worse, all hell broke loose in my personal life and BOOM I sunk back into an extremely dark dark place.

Your head battles with every choice you make, what to wear, if you can even be bothered to get out of your pj's, shall you wash your hair or stay in bed and just tie it up (no one will notice the grease if you tie it tight enough) shall you have a bath or just stay asleep in your bed with the curtains drawn and the world shut out, shall you take the dogs for a walk and get some fresh air or just stay in your pj's around the house hating everything you see and feel.

It's NOT a NICE place, it's NOT a place you CHOOSE to be in and it's NOT a place you can SNAP OUT OF. You CANNOT pull yourself together, and you don't get it because it's trendy to say you have depression. It's a place so dark, you think no one cares, no one loves you, no one likes having you around them, and you are paranoid about everything you do or say, in case you are showing how low you have become, SO you laugh and joke around on the outside so no one knows you feel like dying on the inside. You don't care if you wake up each day, even though I have gorgeous kids and grandkids to live for, at my lowest I REALLY DIDN'T CARE if I woke each morning.

I am fighting my way back to the light at the end of the tunnel; it's now a pin prick of light, whereas before there was NO light. With the help of counselling, friends and family, who haven't given up on me yet, then hopefully in time the light will get bigger and I can start liking myself more. **I look forward to that day.**

Physical Resilience against Injury



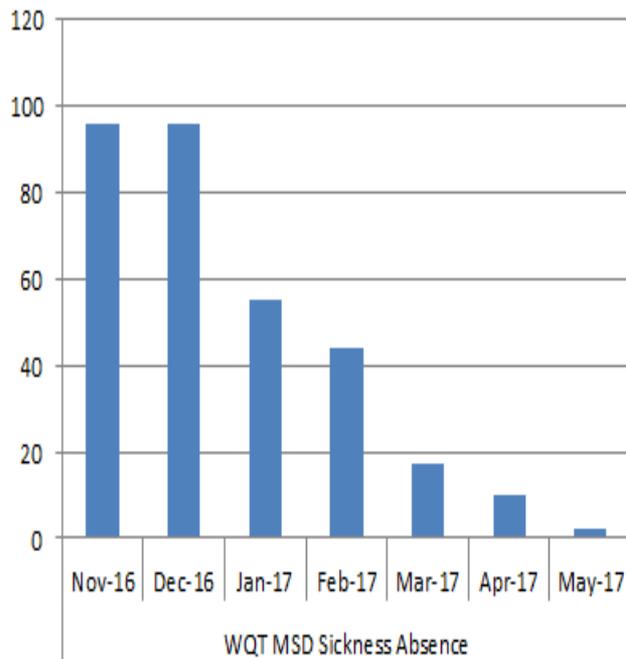
- Increasing numbers of work-related MSD incidents amongst operational groups. Increasing numbers of long-term MSD sickness cases and OH/Physio referrals for those in operational roles.
- Frequent DSE related MSD complaints
- Aim is for employees to gain an understanding of MSD conditions, how to manage these conditions and how to reduce the risk of musculoskeletal pain via any of the interventions below:
 - **Physical resilience sessions for operational roles**
 - **Monthly posture checking sessions in main office sites**
 - **Functional physiotherapy assessments for those who undertake high risk roles but where the role doesn't have a set fitness criteria**



Physical Resilience against Injury



- Sickness absence results are staggering and really highlights the impact on MSD related sickness absence (neck pain, back pain, whiplash, fracture/break, strain/sprain, trapped nerve, arthritis/joint).
- Sessions now arranged for strategic NSTs, Lab workers, waste treatment



Health Screening



- Health screening isn't a statutory requirement for any employer or organisation, it is usually only offered as part of health insurance packages. Businesses do have a responsibility to support the health and wellbeing of its employees.
- For the last 4 years, TW have offered every employee a free personal medical assessment - with over 15 medical checks including BP, blood sugar, cholesterol, body fat, cardiac risk, fitness, prostate hormone and thyroid testing
- Every year over 20% of those who undergo health screening are referred to their GP due to an abnormal reading.
- 10 cases of early prostate cancer
- technology advances in prostate screening – 17 positive cases in June out of 300 tests.
- Influential in identifying employees who are unwell as well as our commitment to health and wellbeing.



3. Health Screening



55% of employee took up this offer in 2016

In June 2017:

- 1341 Medicals
- 166 referred due to high BP
- 75 referred due to high cholesterol
- 18 referred due to potential diabetes
- 2 individuals referral for all 3
- **17 (out of 293) positive PSA tests**
- 30 (out of 300) positive thyroid tests
- 2 positive bowel screens



Impact of Health Screening

“I just wanted to share some of my success with you. I had PMA in November last year through TW and was diagnosed with High blood pressure. This was only discovered due to this medical MOT. Since then I have been on 2 blood pressure tablets at quite high doses for the past year, I’m only 32 so this was difficult to digest.

I started my weight loss journey just after Christmas and lost 10.5lbs before I started slimming world. In 3 weeks I have lost another 8.5lbs (also had slimmer of the week last week).

I also attended the Alan Carr Easy way to stop smoking on Monday this week and haven’t smoked for 4 days.

As a result of the weight loss and stopping smoking my blood pressure tablets have been dramatically reduced and I only take a small dose now (I am hoping with more weight loss these can stop all together). My heart rate has also halved from a normal reading of 105 to normal reading of 55.

I just want to say I think its really fab all of the healthy initiatives you have been running as they have made such an impact on my life for the better, so I just wanted to say thank-you and emphasise what a great company Thames is to work for.”



3. GB Health & Wellbeing Week 2017

- 23-27 October 2017.
- Positive Mental Health
- Take 20 out of your day to do something positive for mental health - roadshow of activities across the business to enhance positive mental health; how to manage triggers to mental health and how to make active steps to reduce risk.
- Halt For Health – how managers of all businesses can support and lead by example.
 - Caring for elderly relatives
 - Preparing for retirement
 - Massages
 - Cycle fitness and assessment
 - CBT
 - Circuit training
 - Healthy food preparation
 - Building relationships
 - How to manage conflict
 - Yoga
 - Pilates
 - Tia Chi
 - Mindfulness
 - Debt, budgeting, and finance management
 - Weight management
 - Fitness – getting fit at home or fitness at work
 - Kick Boxing
 - Active walking
 - Career progression planning
 - Parenting



Summary

It is really great to be in a position to enjoy your job, I love my job and believe in everything TW are doing from a health and wellbeing arena.

All of these initiatives would not work without the wider involvement of H&S and their commitment to pushing health and wellbeing initiatives across all areas of our business.





Questions?

Aimee Cain