

# Access to Work Mental Health Support Service

## Employer toolkit



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# Introduction

Welcome to our Employer toolkit. We've created this step-by-step guide to help you get acquainted with the service including materials to help you promote the service to colleagues.

Throughout, there are links to download the materials. You'll find an overview of the services offered, leaflets and posters to print, a presentation to view, examples of case studies plus details of our mental health training courses and webinars and many more...

We hope you find this toolkit useful. Please share it with line managers, HR and Diversity and Inclusion teams in your organisation.

If you have any queries, please contact Remploy's Marketing and Communications team via [communications@remploy.co.uk](mailto:communications@remploy.co.uk)


The Access to Work Mental Health Support Service delivered by Remploy is funded by the Department for Work and Pensions.

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# Overview

A brief overview of the mental health services we offer to support your staff and apprentices. Click [here](#) to download.



**Access to Work Mental Health Support Service**

Here's an overview of the mental health services we offer to support your staff and apprentices:

**For your employees**

Juggling too many things at once, as well as busy modern lives, can sometimes cause your staff to have a bit of a wobble. It can be difficult to focus on work, sleep is affected and low mood can set in. Before you know it, things can become a bit too much and they don't know how to get back on track. However, no one should face this alone.

The Access to Work Mental Health Support Service delivered by Remploy, funded by the Department for Work and Pensions, provides confidential mental health support for stress, anxiety, depression, low mood and much more, in the workplace, at no cost.

**This service helps anyone:**

- In permanent or temporary employment (working or signed off sick)
- With a mental health condition that has resulted in workplace absence or making it difficult to remain in work.

With dedicated support for up to nine months, we cover all the key things like coping strategies, workplace adjustments, practical advice and guidance, as well as a plan to return to work.

Working with employers like you, organisations and teams, we've already helped thousands of people to remain in, or return to work, so our expertise speaks for itself.

**Just talk to us and we'll do the rest:**

- ☎ **0300 456 8114**
- ✉ [a2wmhss@remploy.co.uk](mailto:a2wmhss@remploy.co.uk)
- 🌐 [www.remploy.co.uk/mentalhealth](http://www.remploy.co.uk/mentalhealth)

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...MAXIMUS

# Key differences between services

## Access to Work Mental Health Support Service

This service offers non-clinical work-focused mental health support to allow employees to perform well in their role whilst managing the symptoms of their mental health condition.

Here's how it differs to EAP and OH services that many employers provide to staff.

- **Confidential support** From a Vocational Rehabilitation Consultant for nine months, including face-to-face meetings at the one, six and nine month stages, as well as fortnightly phone calls
- **Coping strategies** To allow employees to effectively undertake their duties and responsibilities and to manage the symptoms of their mental health condition at work
- **Eligibility** No formal diagnosis is required to access the support
- **Recommendations for employers** Effective workplace adjustments with employee consent; this could include meeting employers face-to-face
- **Other support** Available to friends and family of employees who are in employment or an apprenticeship.

## Employee Assistance Programme (EAP)

- **Workplace personality conflicts** Advice and suggestions on how to work with a difficult manager or co-workers
- **Drug addiction** Advice on how to deal with an employee or a family member's addiction, including teen drug use prevention
- **Mental health issues** Depression, anxiety, anger management or other needs an employee or their family members may be dealing with
- **Health and caregiving issues** How best to manage a return to work after illness, a disability or medical issue at work, or how to obtain help for an ill or elderly loved one
- **Legal and family advice** Marriage counselling, divorce, or child custody issues
- **Financial counselling** How to avoid bankruptcy, pay down a credit card debt, or create a budget
- **Grief assistance** Support for employees who have lost a loved one, a co-worker or dealing with a significant event.

The above support is often offered via a 24/7 helpline or face-to-face counselling.

## Occupational Health (OH)

- **Specialist clinical support** Focus on the physical and mental wellbeing of employees in the workplace
- **Safety at work** Encourage safe working practices
- **Ergonomics** Study how employees work and how they could work better
- **Employee health** Monitor the health of the workforce
- **Sickness absence** Support the management of sickness absence
- **Health and Safety policies** Work with employers to implement policies to ensure Health and Safety compliance
- **Assessments** Conduct pre-employment health assessments
- **Health programmes** Provide support for health promotion and education programmes
- **Employee advice** Provide advice and counselling to employees around non-health-related problems
- **Employer advice** Provide employers with advice and guidance around making reasonable adjustments to working conditions.

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# Resources

## Service marketing materials

We have created a range of materials including A5 leaflets and A4 posters that can be shared digitally with your employees and managers, hosted on your intranet, or printed and displayed in your workplace.

You can download them [here](#).

“Visit our webpages on [mental health](#) and [apprentices](#) for more information.”




**The Access to Work Mental Health Support Service**

**Do your staff need help with their mental health?**

Depressed? Not eating? Stressed?  
Not coping? Feeling low?  
Not sleeping? Anxious?

**If your employees are experiencing mental health difficulties at work, we can provide support at no cost to you.**



**Department for Work & Pensions**  
In partnership with

**Remploy** in partnership with MAXIMUS

**If you have apprentices who are experiencing mental health difficulties at work, we can help.**

**Anxious?**

**Do your apprentices need help with their mental health?**

Depressed? Stressed?

**They're not alone. We can help.**



**The Access to Work Mental Health Support Service for Apprentices**  
**0300 456 8210**  
www.remploy.co.uk/mentalhealthforapprentices

**Department for Work & Pensions**  
In partnership with

**Remploy** in partnership with MAXIMUS

[Click here to download](#)

**The Access to Work Mental Health Support Service**

Depressed? Not eating? Stressed?  
Not coping? Feeling low?

**Are you juggling work and your mental health?**

Not sleeping? Anxious?

**You're not alone.**  
If you are experiencing mental health difficulties at work, we can help.



In partnership with Department for Work & Pensions

Remploy in partnership with MAXIMUS

**The Access to Work Mental Health Support Service for Apprentices, delivered by Remploy, is**

Anxious?

**Are you an apprentice juggling work and your mental health?**

Depressed? Stressed?

**You're not alone.**  
**We can help.**



**The Access to Work Mental Health Support Service for Apprentices**  
**0300 456 8210**  
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[Click here to download](#)

**Mental health support in work**

Depressed? Not eating? Stressed?  
 Not coping? Feeling low?

**Are you having more bad days than good at work?**

Anxious? Not sleeping?

**You're not alone.  
 If you are experiencing mental health difficulties at work, we can help.**

There is no charge to access the service and applications are subject to a decision by Access to Work advisers.

**0300 456 8114**  
 @ a2wmhss@remploy.co.uk  
 www.remploy.co.uk/mentalhealth

Ref. R223-Aug18

The Access to Work Mental Health Support Service delivered by Remploy is funded by the Department for Work and Pensions.

 Department for Work & Pensions

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**Anxious?**

**Are you an apprentice juggling work and your mental health?**

Depressed? Stressed?

**You're not alone.  
 We can help.**

There is no charge for this service.

**The Access to Work Mental Health Support Service for Apprentices**  
**0300 456 8210**  
 www.remploy.co.uk/mentalhealthforapprentices

The Access to Work Mental Health Support Service for Apprentices, delivered by Remploy, is funded by the Department for Work and Pensions.

 Department for Work & Pensions

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Ref.R273-Oct18

[Click here to download](#)




# Presentation slides

Click [here](#) for our presentation slides promoting the service.

Access to Work Mental Health Support Service

## The Access to Work Mental Health Support Service

Presented by:  
Date:



Department for Work & Pensions  
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Access to Work Mental Health Support Service


## The Access to Work Mental Health Support Service

- Confidential and vocational support for employees with mental illness to retain/regain their ability to participate at work.
- Delivered by Vocational Rehabilitation Consultants (VRCs) – experts in supporting people with mental health conditions.
- Helped thousands of people since launch with a range of mental health conditions. 93 per cent retention rate.
- No financial contribution required from employer or employee.

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Access to Work Mental Health Support Service

## Standard client journey



Month 1: Telephone assessment with VRC to develop an Individual Support Plan (ISP).

Month 2: First face-to-face appointment and six months support begins.

Month 3: Fortnightly telephone reviews to check on wellbeing and to review coping strategies listed in action plan.

Month 4: Additional appointment based on needs of employee/apprentice.

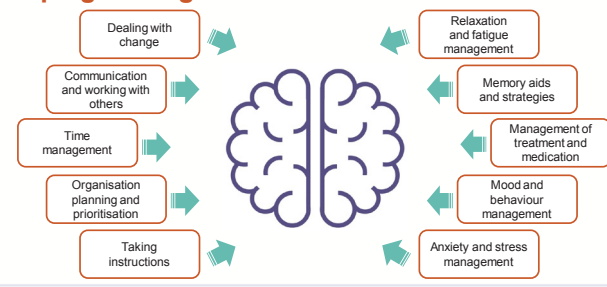
Month 5: Three month monitoring begins. Final appointment with VRC at month nine.

Month 6+: Third face-to-face appointment with VRC.

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## Coping strategies



Dealing with change

Communication and working with others

Time management

Organisation planning and prioritisation

Taking instructions

Relaxation and fatigue management

Memory aids and strategies

Management of treatment and medication

Mood and behaviour management

Anxiety and stress management

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# Case studies

We have a selection of case studies for you to [download](#) and print. Please also share them with your employees and apprentices.

You might also like to visit our [News and media](#) webpages for other case studies, press releases and blogs.

## Case study: Access to Work Mental Health Support Service



### Stephen manages his anxiety following a health scare

Stephen Pieniazek from Bradford, knew something was wrong when he suffered a panic attack while walking his dog. At the time, the 59 year old was dealing with a serious health scare causing him extreme stress and anxiety that eventually kept him off work for six months.

After seeking support from Remploy, the disability, employment and skills specialist, to get back to work, Stephen is managing his health issues and has his life back on-track after his health scare turned out to be a false alarm.

Stephen said: "Anxiety can be quite debilitating because the mind plays tricks and I get anxious about silly things, this illness is very frightening at times which is why this support is vital in helping you to deal with it. [When I felt able to come back to work, my manager suggested getting in touch with Remploy which is when things started to improve.](#)"

He was supported through the Access to Work Mental Health Support Service, a confidential service delivered by Remploy funded by the Department for Work and Pensions.

Stephen said: "My Remploy Vocational Rehabilitation Coach Susan seemed to understand exactly what I was going through, at a time when I felt quite isolated and like

no-one else really understood how I was feeling. It was brilliant having her support and it made me feel like someone knew what I was going through and was concerned about me. The guidance I received from Susan during this difficult time was invaluable."

Stephen works as a Parking Services Officer for the City of Bradford Metropolitan District Council, where he has worked for the last 40 years.

He added: "Susan has always been available via texts or phone calls and always kept in contact with me to check how I was progressing. She gave me breathing techniques to help me relax and gave me details of other organisations that could help me as well. I can't thank her and Remploy enough for their support – they've been wonderful."

The Access to Work Workplace Mental Health Support Service provides confidential, personalised mental health support to any employees with depression, anxiety, stress, or any other mental health conditions affecting their work.

Susan Spence, Remploy Vocational Rehabilitation Coach, said: "Stephen was a pleasure to work with and fully engaged with all aspects of the Access to Work Mental Health Support Service. Stephen has progressed so well and is determined to maintain his presence at work, which he is aware is beneficial to his mental wellbeing. I am looking forward to continuing to support Stephen on his continuing journey towards positive mental wellbeing."

Individuals looking for support can contact Remploy on:

- 0300 456 8114
- [a2wmhss@remploy.co.uk](mailto:a2wmhss@remploy.co.uk)
- [www.rempoy.co.uk/mentalhealth](http://www.rempoy.co.uk/mentalhealth)



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## Case study: Access to Work Mental Health Support Service



### Apprentice Mark gets the mental health support he needs

Since the age of 14, Mark Woolman has struggled to cope with anxiety and depression, leading him to avoid social situations and isolate himself from people.

Mark, who is now 23 years old and lives with his mum in Leicester, is taking steps forward on a Customer Service Advisor apprenticeship. He's also managing his mental health with help from the Access to Work Mental Health Support Service for Apprentices.

Mark said: "I started to feel quite depressed while at school. I withdrew from my friends and avoided social situations because of my anxiety, and felt very frustrated as a result. I went through Cognitive Behavioural Therapy (CBT) for social anxiety but when that finished I felt like I still needed some support. That's when my manager suggested the service."

The Access to Work Mental Health Support Service for Apprentices is funded by the Department for Work and Pensions and delivered by Remploy. It provides work focused mental health support that is tailored to an individual's needs, helping with coping strategies to enable each person to remain on their apprenticeship.

Mark said: "I was very anxious at first but my Vocational Rehabilitation Coach Kiran has been very supportive. We worked together to decide what I needed to do to manage my depression and anxiety going forward. This included keeping a mood diary which I have been doing and establishing methods of coping when I feel overwhelmed."

Mark, who is completing his apprenticeship with the Employer Services team at Remploy added: "There's no reason people shouldn't be given opportunities, I'm capable of working and the only reason I would have struggled is because I find job applications and interviews really difficult. [Having a mental health condition doesn't mean you can't be a really good employee.](#) I appreciate working in an environment where people understand that and encourage me to progress; I hope I can repay their faith in me."

Deborah Lane, Mark's manager, said: "Having an apprentice is a great opportunity to bring in new talent and ideas but it can also be a daunting time for individuals entering a business. It's essential therefore that support is available, particularly around mental health which we know can affect one in four in the workplace. Taking time to understand Mark's mental health challenges has proved invaluable and helped him to feel comfortable accessing support. Through a personalised support plan provided by his coach, Mark is building his confidence and personal resilience and is flourishing in his role, confident that he can continue to access mental health support should he need to."

For more information about the Access to Work Mental Health Support Service for Apprentices contact:

- 0300 456 8210
- [apprentices@remploy.co.uk](mailto:apprentices@remploy.co.uk)
- [www.rempoy.co.uk/mentalhealthforapprentices](http://www.rempoy.co.uk/mentalhealthforapprentices)



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## YouTube videos

We have two videos showcasing how we and the service supported Nic and Chris.

Visit [www.youtube.com/Remploytv](http://www.youtube.com/Remploytv)



[Nic Griffiths - Access to Work Mental Health Support Service](#)



[Chris Reed - Access to Work Mental Health Support Service](#)

# Mental health webinars

These short webinars will help you learn more about mental health and increase your disability confidence. Simply [click here](#) to register and you will receive a link to download them.

Do [sign up](#) to our mailing list to hear about future webinars and workshops or visit our [employer events](#) page for dates and times of when to join our live webinars or attend our workshops.

A PDF of our flyer is available to be shared with your staff - download [here](#).



**Free webinars about mental health**

As part of our commitment to support people with mental health conditions in the workplace, we are running a series of free 30 minute webinars throughout 2019. These will help employers like you to gain valuable knowledge around mental health conditions and how to support your employees.

The first of these webinars will be taking place this month. We have a selection of dates and times available - to book your place click on one of the links below:

**Introduction to the Access to Work Mental Health Support Service**  
10am Tuesday 16 April and 14 May  
3pm Thursday 4 April and 2 May

We will provide a quick overview of the service, delivered by Remploy and funded by the Department for Work and Pensions including facts and statistics around mental health; the aims of the service; details of the eligibility criteria and referral process; and what support and interventions are available for you and your employees. Click [here](#) to find out more.

**Anxiety and depression: spotting the signs and early interventions**  
10am Monday 13 May

We will develop your awareness on how to spot the early signs and symptoms of the two most common mental health conditions - anxiety and depression and what actions you could take to offer help and support to colleagues or employees experiencing those conditions. Click [here](#) to find out more.

**Future webinars will cover:**

- An introduction to mental health
- Mental health conditions
- Mental health and wellbeing in the workplace.

[Sign up](#) to our mailing list to hear about future webinars and workshops.

**Contact us:**  
t: 0300 456 8113  
e: [employers@remploy.co.uk](mailto:employers@remploy.co.uk)  
w: [www.remploy.co.uk/employers/employer-events](http://www.remploy.co.uk/employers/employer-events)

Ref.R403-Mar19

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# Other mental health training courses

Remploy specialise in helping employers like you and your staff, to develop the knowledge, confidence and capacity to support colleagues with their mental health, and to manage their own wellbeing. All of our training is delivered by a team of experienced consultants who have extensive knowledge and a practical understanding of workplace issues.

Visit our [training courses](#) webpage for a list of our courses and more information.

[Download](#) a PDF of our flyer to share with your staff.



Remploy specialise in helping both employers and employees to develop the knowledge, confidence and capacity to support colleagues with their mental health, and to manage their own wellbeing.

All of our training is delivered by a team of experienced consultants who have extensive knowledge and a practical understanding of workplace issues.

**Below is a selection of the courses we offer:**

 **Mental wellbeing in the workplace**  
One in six adults of working age are affected by mental health in any one year. Mental health is now responsible for 91 million lost working days each year, costing UK employers a massive £32.42 billion. Developing your awareness of mental health can significantly reduce the impact of mental health conditions on your business. This full or half day workshop will give you the confidence and tools to effectively approach, support and manage your staff's mental wellbeing. Click [here](#) to find out more.

 **Resilience training**  
Resilient employees are an asset to any company as they are better placed to overcome challenges and maintain their mental wellbeing. This half day workshop examines the relationship between stress, performance, resilience and wellbeing, and the factors that drive wellbeing at work. Click [here](#) to find out more.

 **Mental Health First Aid**  
This fully accredited two day workshop will teach you how to spot the signs and symptoms of mental health and provide help on a first aid basis. As well as developing your mental health awareness, you will learn a set of skills to allow you to offer appropriate support to someone experiencing a mental health condition. Click [here](#) to find out more.

**For more information, contact us:**

t: 0300 456 8113  
e: [training@remploy.co.uk](mailto:training@remploy.co.uk)  
w: [www.remploy.co.uk/employers/training](http://www.remploy.co.uk/employers/training)

Ref.R398-Jan19

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# Events

If you want us to promote the service at one of your events, please contact Chris Kingsbury on 07766 364155 or email [chris.kingsbury@remploy.co.uk](mailto:chris.kingsbury@remploy.co.uk)



Depressed? Not eating? Stressed?  
Not coping? Feeling low?

**Do your staff need help with their mental health?**

Anxious? Not sleeping?

**If your employees are experiencing mental health difficulties at work, we can provide support.**

There is no charge to access the service and applications are subject to a decision by Access to Work advisers.



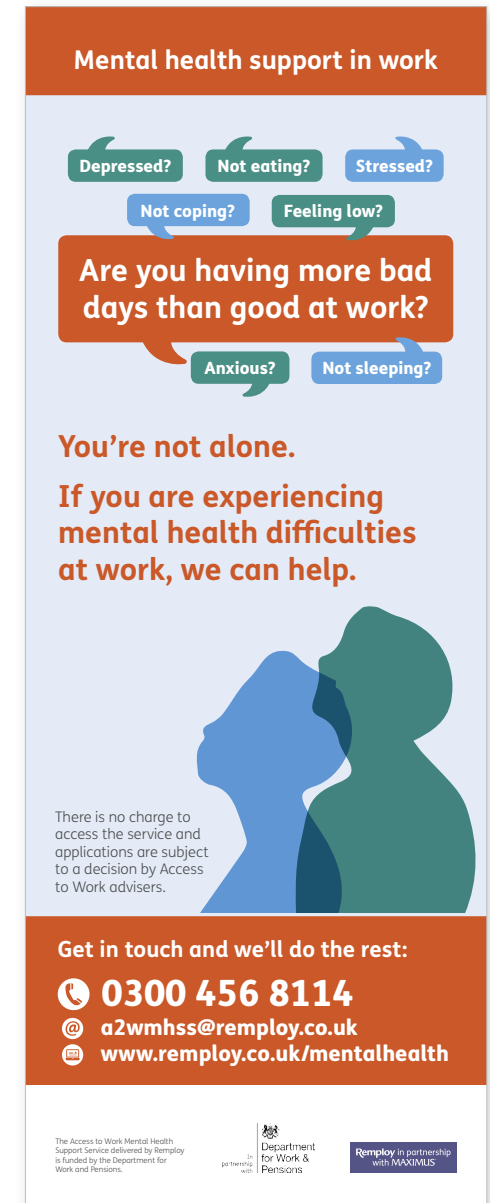
**Get in touch and we'll do the rest:**

📞 0300 456 8114  
@ a2wmhss@remploy.co.uk  
🌐 [www.remploy.co.uk/mentalhealth](http://www.remploy.co.uk/mentalhealth)

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**Mental health support in work**


Depressed? Not eating? Stressed?  
Not coping? Feeling low?

**Are you having more bad days than good at work?**

Anxious? Not sleeping?

**You're not alone.**

**If you are experiencing mental health difficulties at work, we can help.**




There is no charge to access the service and applications are subject to a decision by Access to Work advisers.

**Get in touch and we'll do the rest:**

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# Contact details for any queries

## Access to Work Mental Health Support Service

Chris Kingsbury  
Partnership Manager

 07766 364155

 [chris.kingsbury@remploy.co.uk](mailto:chris.kingsbury@remploy.co.uk)

## Other mental health training and webinars

 [employers@remploy.co.uk](mailto:employers@remploy.co.uk)

## Marketing and Communications

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Head of Marketing

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