







## We have 30 years Occupational Health experience and have been in business for 10 years.

We know which occupational health solutions are effective and how to help companies get the best out of their occupational health service. We make it easy for you to make a referral and we support you through the process we have a reputation for making sure you get great value for your money.

We understand workers' problems and how they can impact on work and we can offer interventions to help them.

We understand absence behaviour and how not all absence is related to sickness and what strategies are most effective at reducing absenteeism.

We understand organisational wellbeing and how to optimise wellbeing in all industries.

We are at the forefront in understanding mental health and what interventions prevent or reduce emotional problems within the workplace.



We have a proven track record in helping organisations to manage absence and conducting effective health surveillance. We achieve this by providing you with regular routine clinics conducted by Occupational Health Nurses.

Consultations can take place on referral in dedicated rooms within your organisation. Alternatively if you do not require a regular on-site service and you do not have the facilities on your sites we will provide consulting rooms at convenient locations. Where you have remote locations and you only have ad hoc referrals we will provide a telephone consultation service which has been proven to be just as effective. Our nurses will provide written reports detailing the options for rehabilitation, recommendations for reasonable adjustments to work methods, equipment or environment and advice on resettlement and redeployment on employees return to work.

We will provide suitably qualified and competent Occupational Practitioners who can conduct workplace medicals and screen workers for health and safety risks by conducting an array of screening methods which can include lung function, eyesight, and hearing tests. Your screening and health surveillance will be carried out using empirically validated methods.

From time to time you may require an Occupational Health Doctor to offer additional advice on the interpretation of results or on specific occupational risks and fitness to work.

The model we propose for you is highly effective. We use it because we understand the difficulty for you in obtaining excellent quality occupational health services that adhere to best practice and are always striving hard to add value to your business.

Fundamental to the success of our model is our ability to gain proper overview and engagement with the cases that the clinical team are seeing on your behalf. For this reason our clinical team is subject to regular independent clinical audit which is an extremely important way of validating and optimising standards of occupational health work. We use our audit tool on selected clinical or operational topics, to review standards, practice and performance and to assist the process of achieving continual improvement in service delivery and focus, on your company.

Our extensive data collection provides a clear summary of your appointments with us and how we have performed against the agreed service levels but we can also provide detailed statistics on the activity undertaken by our administrators, nurses and doctors including timelines for appointments from initial request to case discharge and clinical analysis including the characteristics determining absence. We can also provide you with anonymous data to undertake your own analysis.

Of course we do all the other things you would expect us to do such as Physiotherapy, flu vaccinations, first aid training, eye care vouchers, workplace assessments, health promotion campaigns, senior manager medicals and travel vaccinations and If your organisation has a specific requirement such as fire fighter medicals, drivers medicals, health care worker screening you can be sure we have the expertise to meet your requirements.





## Our company is at the cutting edge of services that provide evidenced based treatment solutions.

Cognitive Behaviour Therapy is an active-directive approach to psychotherapy which sets out to accomplish a number of things: It aims to teach people that emotional disturbance is not caused by events, but are based on the self-defeating beliefs that people hold about these events. It sets out to teach people to identify, evaluate and change these self-defeating beliefs to those that are healthier for both the individuals and the organisations in which these people work. It encourages people to act in ways that support these healthy beliefs. It helps people to identify the obstacles to change that will help both them and the organisations in which they work.

We can provide a regular CBT therapy service in dedicated clinics on-site which is the proven most effective method of providing support in the workplace.

We were involved in the development of an on-site CBT service for another client and we developed and piloted a ground-breaking delivery of on-site Cognitive Behaviour Therapy (CBT), initially in 4 business centres. The results were very encouraging with the therapy leading to the resolution of a number of long term absence cases.

A strategic review of the business case for on-site CBT has shown an 80% reduction in sickness absence and a cost saving of approx £17K over a 6 month period following the intervention. Feedback from the line managers also demonstrated a positive impact on employee experience.

Upon request we can refer employees to our network of CBT therapists for telephone or face to face treatment. The CBT practitioner will collaborate with our nurse in the management of their treatment and rehabilitation. This multidisciplinary approach is tried and tested and recommended in all leading reviews of innovations in preventing and promoting workplace mental wellbeing.

We accept that this is a premium service which is why it is designed to deliver optimum intervention for those with mental health needs targeting absenteeism and poor performance related to mental ill health. Specifically it is designed to help people stay in work by supporting workers prior to potential long term absence or return to work as soon as they can.

Our CBT service is underpinned by best practice NICE guidelines for common mental health problems such as anxiety and depression. This service would be available to those off sick and those still at work by referral from managers and HR or by self referral.



## We have developed our own Training Academy where our nurses are inducted, trained and supervised into delivering a CBT inspired bio-psychosocial model to our clients.

Investing over £20,000 in its development and making a financial commitment every year into its future. We take our on-site nurses out of clinical work every 10 weeks to provide them with peer group clinical supervision so they can share best practice, case examples and ameliorate ideas and innovations in both these areas. This means we know what is happening in your organisation against the strategic workplace health and wellbeing aims of the government and business community.

We offer cost effective training in Report Writing, Courtroom Skills and Occupational Health Law. Specifically we will help you understand case law in relation to mental health problems and how to prepare for an employment tribunal. We also offer CBT skills training taught by our accredited CBT trainer.

### OH Professional

- Absence Behaviour
- OH and the Law
- Excellence in Report Writing
- Courtroom Skills

CBT training consists of a series of 4 days which aim to help practitioners identify and manage common mental health issues that they might encounter as part of your OH role. During these 4 days you will focus on recognising and understanding depression, anxiety and work related stress. We will show you Cognitive Behaviour Therapy techniques that you can use as quick and effective interventions to help clients within your role.

### CBT Skills

- Understanding Depression Day 1
- Understanding Depression Day 2
- Understanding Stress and Anxiety Day 1
- Understanding Stress and Anxiety Day 2



A large, stylized teal quotation mark opening on the left side of the page.

Occupational Health really  
does matter...

How do we know?

Because our clients tell us so!

A large, stylized teal quotation mark closing on the right side of the page.



## Our company is proud to offer coaching and training workshops using Cognitive Behaviour Therapy as an approach to helping workers develop resilience.

Scientific studies have shown that resilient people show lower levels of depression and are more likely to develop personally as a result of adversity than people with low levels of resilience. Our short workshops are designed to be delivered independently or as part of a modular management programme. Our workshops are facilitated by highly qualified and experienced trainers and individuals will expect to gain a foundation of knowledge on each topic, identify problems in their current circumstances and gain tools and techniques in order to problem solve and develop in each specific area. All of our training packages can be delivered as part of your company learning and development strategy or in individual management modules. Alternatively we can provide these workshops in groups for workers who have been referred as part of a pathway to rehabilitation.

### **Management Masterclass©**

Uniquely we have developed an absence Management Masterclass which was devised to create an expert level of understanding for managers in understanding their role in managing attendance. This interactive day is split into; absence behaviour, understanding how psychosocial factors influence sickness, absence policy and process, getting the best out of occupational health, the return to work interview and effective communication, (active listening skills, body language and dealing with conflict).

### **Insight©**

To demonstrate that your business is committed to an environment which promotes good mental wellbeing which is stimulating, challenging and enriching and where there is a balance between personal and organisational needs. We have developed a training programme introducing the concept of self-awareness, managing pressure and preventing stress related ill health. Aimed at individuals at all levels, it is a constructive and positive approach to the life + work + health = balance model.

### **Hindsight©**

A training programme for managers, an organisational approach to managing pressure. Candidates learn to develop individual coping strategies and identify sources of organisational pressure using a risk assessment tool. The aim of the course is to discuss and debate the various issues which relate to stress and for candidates to identify individual and organisational coping strategies to avoid or reduce sources of pressure.

### **Resilience©**

**Work/Life Balance** - This workshop is designed to explore what having a work/life balance actually means, identify problems for individuals when not achieved, and develop an action plan to optimise health and wellbeing at home and at work.

**Perfectionism in the Workplace** - Designed to identify perfectionist thinking and behaviours, this workshop will also explore whether they are constructive or destructive to productivity and develop strategies to optimise performance.

**Improving Self Discipline** - Difficulty with self discipline, such as time management and procrastination can hinder efficiency in the workplace. This workshop will help identify and remove the obstacles to optimum performance.

**Women in Leadership** - This workshop is designed to specifically look at the adversities that can affect women in leadership.

**Improving Self Confidence** - Having confidence in one's performance is important in a competitive business market. A lack of confidence can be a key factor in defining a person's career path.

**Improving Assertion Skills** - This workshop is suitable for those who wish to improve their communication skills within their working environment.

**Optimising Team Interaction Skills** - The key focus of this workshop is for managers to develop skills that will aid them in motivating their team by optimising effective communication.

**Maximising Potential** - Individuals are encouraged in this workshop to explore the blocks to achieving their maximum potential.

Our Administration model is based on providing you with a centralised Client Support Centre at our HQ in Aske, Richmond, North Yorkshire and its primary function is to process clinical work conducted by our clinicians.

The service operates a tracker scheduling system for clinics and appointments booking service. An appointment can be health assessment, immunisation or flu vaccination (10-20 minutes), a Management Referral (45 minutes) a review appointment, (from a Management Referral) (30-45 minutes), or a case conference, management meeting or training session (30 minutes – 2 hours).

Clinics are generally conducted from 10am to 4pm with 5.5 hours of appointment time. We can conduct multiple appointments in face to face clinics at any one of your sites including telephone or e-consultations for remotely situated staff. Our referral process is seamless and consistent, no matter where or how the referral takes place. We can send you an email reminding you of an appointment coming up and can also send reminder text messages to you or an employee you have referred.

The Client Support Centre is led by our Client Support Manager (CSM), Stephanie Brown [stephanie@ohmatters.co.uk](mailto:stephanie@ohmatters.co.uk). Reporting to the Managing Director (MD), Stephanie will mobilise your contract and ensure that you receive dedicated administration support. Stephanie will monitor SLA's and ensure that a quality service is delivered to your organisation at all times. Stephanie will supervise the administration team and provide a regular review of your contract requirements.

Reporting to Stephanie is our Client Facilitator (CF) Lisa Leathers [lisa@ohmatters.co.uk](mailto:lisa@ohmatters.co.uk) who acts as a single point of contact in managing your contract. The CSM and CF will develop a sound knowledge of the culture and complexities of your organisation. Reporting to them is a team of Clinical Administrators (CA) liaising with each referring manager as they receive the referrals and arrange the on-site clinics, telephone and/or e-consultations as they are processed. Along with the CSM and CF you will be allocated a CA who will be there to support you and answer any questions you may have.


Our dedicated Administration Team are trained to evaluate the referrals before they are processed, advising and guiding your management teams into a quality consultation with our clinicians.

Our experience has told us that this is a seamless fully managed and end to end service, in which the clinicians are supported by our Client Support Centre and line managers are supported both by our clinicians, CSM, CF and CA's, leaving you to get on with your business!

You will be able to contact the Client Support Centre from 9am-5pm, Monday-Friday. We provide a 24/7 telephone service so that staff can contact us out of hours to cancel appointments or leave messages for the Administration Team when the office reopens in core business time.







Tel: 0800 028 0145  
[www.ohmmatters.com](http://www.ohmmatters.com)

**OHM Client Support Centre**  
Aske Stables, Aske, Richmond, North Yorkshire DL10 5HG