



Health & Wellness at Work


Workplace Adjustments & Health Passports

Introduction

UHBW has a responsibility to support all colleagues to achieve their potential. We recognise that sometimes additional support may be needed. Workplace adjustments can help by providing temporary or long-term changes in the workplace. As an employer we have a duty under the Equality Act 2010 to make reasonable adjustments for disabled members of staff (or job applicants) to remove substantial disadvantage. Our approach to reasonable adjustment goes beyond the definitions in the Act and therefore we use the more inclusive term workplace adjustment.

Health Passports

The NHS Health Passport has been designed for NHS employees with a long term health condition, disability, learning disability or learning difficulty to easily record information about their condition. It helps to ensure there is a clear record of what you need to carry out your role and any workplace adjustments you may have in place.

The  is editable, you can type straight into the boxes, save it and share with your manager. You can use the passport to tell your manager about your health and anything you may need to support you to carry out your role.

It's important that the passport is used positively, and that it is clear that its purpose is to support you at work. It can also be used as a tool to have ongoing conversations around support in the workplace. Your Health Passport is a live document and can be revisited and updated if your role or your health condition changes. Any changes should be recorded, signed and dated by you and your line manager.

You should record the outcome of any discussions with your manager, including agreed adjustments and implementation dates in the Additional Information section.

Any information provided by an individual, either online or in paper form, is sensitive data and must be kept securely and remain confidential. The information in your Health Passport will not be shared with others by your line manager without your consent.

Workplace Adjustments

Sometimes it may be necessary to make changes - adjustments - to the work environment to support people in their role.

There are many types of workplace adjustments and sometimes a combination of adjustments will be needed. In many cases workplace adjustments are simple and inexpensive but can make a big difference and enable people to remain in work and live healthy and productive lives. The following list provides some examples of common workplace adjustments.

- Providing equipment such as an adapted keyboard or specialist chair
- Physical changes to the working environment such as installing a disability ramp for wheelchair users
- Regular breaks for self-management exercises
- Different start and finish times
- Adjusting attendance to recognise an underlying condition
- A specific desk rather than hot-desking
- Attending regular appointments you need to stay well at work

There are more examples on the [NHS Employers website](#), including videos of colleagues who have received workplace support that has enabled them to thrive in their roles. The Equality and Human Rights Commission website also has information about adjustments in practice [here](#).

What is reasonable will be different for everyone. We will explore and work positively with you to try to remove any disadvantages and support you with any adjustments we are able to make to support you.

Agreeing Adjustments

The first step is to talk to your manager about what support and adjustments you may need. This conversation can happen any time e.g. during induction, in a wellbeing conversation, a 1:1, your appraisal, a return-to-work conversation, or at any other appropriate time. Completing your Health Passport before you talk to your manager can help clarify things.

It is your line manager's responsibility to explore and implement any adjustments you need as fully as possible. You are the expert in your own condition and therefore we will be guided by you as a first step. We know that your needs are individual to you, and more than one adjustment may be required. Evidence of your disability or condition through a formal diagnosis will not normally be required.

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graph TD; A[Have a conversation with your manager  
let them know what support you need  
using your Health Passport as a guide.] --> B[Take advice as appropriate.  
Agree any adjustments and the date for  
implementation with your manager.  
Record in your Health Passport.]; B --> C[If you can't agree appropriate  
adjustments or there is a significant  
delay in implementation, your manager  
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If new equipment is required managers will need to fund this through their team budgets. Managers are advised to seek support and escalate any issues which may risk delaying adjustments being implemented.

If you and your manager can agree on the adjustments between you there is no need for further approval. Support is available, if needed, from the following

- Manual Handling Advisors can complete a workplace assessment. They are able to visit you whilst you are working to observe the environment, activities, and tasks, and advise on any adjustments or equipment that may support you.
- Occupational Health can support in making recommendations about working environment and practices. Your manager with your agreement can refer you to Occupational Health or you could make a self-referral if you wish.
- HR Services
- Able+ Staff network
- Estates department
- IM&T
- Your union representative

Adjustments not agreed

If your manager is unable to agree the adjustment requested, they will discuss alternatives with you, and seek to reach a supportive compromise. You both may wish to involve others for support in reaching an agreement, for example your trade union representative, HR Services or an Able+ representative.

We will endeavour to make adjustments to accommodate and support you. However, there may be occasions where, after careful consideration, a requested adjustment cannot be agreed by your manager.

In such circumstances a case review will be carried out by a multidisciplinary group including appropriate colleagues such as

- HR Services
- Divisional finance
- Manual Handling
- Estates
- IM&T



The group will make a recommendation to the Chief People Officer for authorisation. The final decision will be confirmed in writing to you by your manager and it will include what adjustments were requested, agreed or declined and if so why your request was declined.

Recording Adjustments

When an adjustment has been agreed, you should record it in your Health Passport in the Additional Information section. This ensures both you and your manager have an accurate record of the adjustments which have been agreed. It also means that if you have a change of manager, you will not have to explain and agree everything again.

If you agree that adjustments are not needed currently but may be in the future, you should record this in your Health Passport.

Reviewing Adjustments

Your manager should review your adjustments with you at an appropriate interval. A review is an opportunity to discuss any changes to your situation, to check if your existing adjustments are effective, or if any changes need to be made.

The frequency of reviews will vary depending on your circumstances. For a short-term health condition, reviewing every 3-6 months may be appropriate. For a lifelong condition such as diabetes or epilepsy reviewing every 3 years may be more appropriate. You should agree the frequency of reviews with your manager.

If your job role or your condition changes, it may be appropriate to have a review to ensure that your adjustments are still appropriate and working for you. Adjustments should not be reviewed more frequently than necessary.

Any review or change of your agreed adjustments should be recorded in your Health Passport.

Moving role or new manager

Following a change in role or manager, your adjustments should continue as previously agreed. You should share the adjustments recorded on your Health Passport with your new manager. Your new manager should ensure that your adjustments continue to be implemented and are still relevant and appropriate to support you.

Any equipment which has been supplied to support you remains yours to use at work and should transfer with you if it is still required and relevant in your new job role.

Access to Work

Access to Work is a Department for Work and Pensions service which offers support with adjustments. In some circumstances they can provide funding too. Please note that the Access to Work scheme does not cover reasonable adjustments which are the employer's legal responsibility to make. You can find more information [here](#).



Maximus

██████ is the Access to Work Mental Health Support Service, delivered on behalf of the Department for Work and Pensions. It provides 9 months of tailored mental health support to employees who are experiencing depression, anxiety or stress to help them stay in, or return to, the workplace, at no cost to the individual or employer.

Definitions

Disability

Disability is defined as a physical or mental impairment which has a substantial and long-term adverse effect on an individual's ability to carry out normal day-to-day activities. This legal definition of disability is much broader than most people realise. It covers people with mobility difficulties, sight or hearing impairments, learning disabilities, long-term conditions such as depression, diabetes, or sickle-cell anaemia, and people with certain illnesses such as cancer

Equality vs. Equity

The difference between equality and equity should be emphasised. Although both promote fairness, equality achieves this through treating everyone the same regardless of needs, while equity achieves this through treating people differently dependent on their needs. However, this different treatment may be the key to reaching equality. Equity recognises that different people and groups have different circumstances resulting in unequal access to opportunities / resources. It seeks to give more support to those who need it, which is proportionate to their circumstances, in order to ensure that everyone has the same opportunities; so they can reach their full potential. We are committed to supporting individuals with differing needs, working collaboratively to find positive and sustainable solutions



Top tips for managers

- Be supportive and positive. Focus on what people can do, rather than what they cannot
- Empower your colleague to talk and be open about the problems they are experiencing.
- Remember that people are often the expert in managing their health condition and identifying the support or adjustments they need.
- Ensure confidentiality and provide an appropriate place for confidential conversations.
- Listen, be respectful and do not make assumptions.
- Work together and involve other colleagues in co-creating the solutions as much as possible.
- Prompt and support your colleagues to identify strategies to manage workload, maintain a healthy work life balance and manage/adapt working hours.
- Encourage colleagues to seek further advice and support and seek advice and support yourself.
- Be aware that your colleague may be coming to terms with recently identified long-term condition or disability and what this means to them, their life and their employment.
- Workplace adjustments must be agreed with the person, expressing their own personal choice, reflecting their voice and their personal experience and needs.
- Creativity and flexibility will likely be required by the service when agreeing workplace adjustments.



Sources of Support

Able+ Staff Network - for colleagues with visible and non-visible health conditions more information [redacted] or email [redacted]

[ACAS: Reasonable adjustments at work](#)

[Citizens Advice](#)

[Equality and Human Rights Commission Workplace Adjustments](#)

Health Assured – Free, confidential counselling and advice is available 24/7

Call: [redacted]

Website: [redacted]

[redacted]

[redacted] enter the unique code: [redacted]

[redacted]

[redacted]

HR Services – [redacted]

Unions - [redacted]

Occupational Health - [redacted]

Manual Handling - [redacted] or email [redacted]

Flexible working [redacted]

[redacted]

[redacted] the Access to Work Mental Health Support Service



Requesting Workplace Adjustments Flowchart

