



Occupational Therapy Services in Royal Mail

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UK Government Initiatives/Changes in Occupational Health



- » Faculty of Occupational Medicine 1978 – OP
- » Disability Discrimination Act 1995 (revised in 2005)
- » Disability Rights Commission 2000– Statutory Enforcement Agency
- » Commercial Occupational Health Providers Association 2004
- » Statutory Guidance for Employers 2006 – Code of Practices
- » Health and Safety Executive recognition of OT in the workplace 2007
- » Vocational Rehabilitation Association Standards of Practice 2007 (based on COT standards)
- » Department of Health 2007 Press Release of Publication 'Work Matters; Vocational Navigation for Occupational Therapy Staff
- » Dame Carol Black's Paper 2008 – 'Working for a healthier tomorrow'




My Role – Corporate Occupational Therapist



- » Consultancy
- » Assessor
- » Rehabilitation Advisor
- » Opinion Giver
- » Employee Supporter
- » Employer Supporter
- » Case Resolution





Occupational Therapy Clinical Structure



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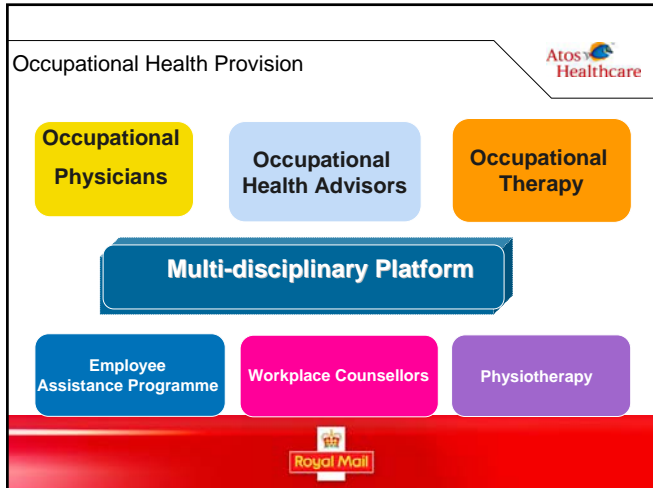
    graph TD
      A["Clinical Governance  
Service Development"] --- B["Therapy Manager"]
      C["Competency Audits  
Training Development"] --- B
      B --> D["Clinical Lead"]
      D --> E["7 Regional  
Corporate  
Occupational Therapists"]
      E --- F["Associates"]
    
```









Royal Mail – The context

- » 27 million addresses
- » 14,300 retail outlets
- » 30,000 sites
- » 84 million items a day
- » 2.4 million km a day
- » 35,000 vehicles
- » 195,000 employees

A photograph of a Royal Mail delivery person from behind, wearing a red uniform and carrying large red mailbags on their back, walking up a set of stairs.





Managers!

Atos Healthcare

Royal Mail



Referral Criteria Conditions

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YES	NO
<ul style="list-style-type: none"> Musculoskeletal Cardio/respiratory Neurological Psychological Cognitive Sensory Learning Disability Fatigue/Pain Syndrome 	<ul style="list-style-type: none"> Recent Surgical interventions Acute medical issues preventing return to work

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Referral Criteria Impairment/Disability Level:

YES	NO
Complex	Standard DSE
Productivity Issues	Standard equipment provision
Capability Issues	Standard workplace assessment
Not resolved in the first line	

Bio-psycho-social model of illness behaviour

Social	Culture Social Interactions Sick Role	Environment Participation
Psychological	Illness behaviour Beliefs, coping Emotions, distress	Activity limits Personal factors
Biological	Neurophysiology Physiological dysfunction	Impairments Body structures & functions

Occupational Therapy


INDIVIDUAL

- Functional Capacity Evaluation
- Job Site Analysis
- Rehabilitation Programmes



Functional Capacity Evaluation:

- » Standardised and systematic assessment of functional capability and endurance for work tasks
- » Emphasis on safe function, not pain



Effort Testing
Manual Dexterity

Work Endurance
Cardio vascular
Metabolic
Endurance
Testing

Distraction Based Assessments (Postural Tolerances)

Job Site Analysis:

- » Always conducted at worksite
- » Addressing:
 - working environment
 - job tasks
 - work habits
 - equipment



Resources

- » Clinic sites / FCE rooms / Work site – first aid room / meeting rooms/ staff rooms
- » Privacy
- » Confidentiality
- » Distraction free
- » Security



Rehabilitation programmes

Face to face

Telephone

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Outcomes from OT Intervention

1. Employee is able to return to work full duties/hours
2. Employee will be able to return to work full duties/hours
3. Employee will be able to return to modified duties/hours
4. Employee will not be able to return to any suitable duty

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ORGANISATIONAL Work Design and Ergonomics

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Benefits of Occupational Therapy

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Healthcare

- » **For Case Resolution:**
 - » detailed assessments for complex cases
 - » timely resolution for complex cases
 - » multi-disciplinary working support
- » **For Royal Mail:**
 - » decreased cost for ill health retirement
 - » rationale for reasonable adjustments
 - » robust assessment for litigious or compensation cases

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Still a lot to be done...

Atos
Healthcare

- » Work Injury Prevention Programmes
- » Group work for common areas (stress, LBP)
- » Promotion of Occupational Therapy in other businesses
- » Wider recognition of value of OT in OH at Government levels

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Healthcare



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