

absence care



Managing people back to work

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Welcome to Absence CARE



Absence CARE - experts in accelerating employee recovery

Absence CARE is a specialist service dedicated to helping employers and employees deal with the consequences of medical absence.

Managing employees back to work during long-term absence is an investment not a cost.

Our service is independent and is used by employers – large and small – around the UK, who benefit from clear vocational pathways for the absent employee in terms of return to work, or, redeployment appropriate to expected recovery, or,

mutual and clinical agreement on non-return to work prospects.

With a team of medically qualified Case Managers around the country, supported by a dedicated team of professionals at our Hamilton office, we are one of the UK's foremost and experienced providers of this service.

We work closely with all parties, liaising with employer, employee, medical teams and employee representatives if required.



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Our Services



We listen, plan, liaise and implement. We always act independently.

Our case management expertise is crucial in successfully returning people back to work more quickly for the benefit of the employer and the employee.

Our core service is based upon a requirement for a personal INA (Initial Needs Assessment) undertaken at the employee's home or by telephone assessment.

A comprehensive CARE plan is developed by a medically-qualified Case Manager which is clear, simple and goals focused.

As part of this process, we use a vocational pathways guide to help establish targets, which are regularly reviewed and reported on.

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Our Approach



We focus on the human dimension

Our aim is to return people to their pre-absence lifestyle or as close to that as is reasonably possible. This is managed sensitively, with the wellbeing of the employee always our priority.

We assess by personal visit or by telephone to determine all the individual needs of the employee. We undertake this quickly as all results show that the earlier the intervention, the better the recovery for the employee and the more effective the outcome for all.

Our qualified Case Managers will build strong client relationships via:-

- An holistic assessment of the injury or illness impact on daily activities and vocational recovery.
- Devising a comprehensive and fully-considered CARE plan.
- Early implementation of the plan using appropriate resources and expertise.
- Setting expectations and formulating goals against which outcomes will be measured.
- Monitoring progress and keeping all parties informed.

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Keys To Success



At Absence CARE we deliver results that benefit all parties

THE EMPLOYER

For the employer, the costs of temporary staff can be high and the additional workload on others can result in further risk of absence. The legislation on Disability and Discrimination and the important role of the GP in absence management are all areas of concern for employers in managing the return to work. The employer's rights to get staff back into work are complicated by the lack of independent review, focused case management and milestones for review.

THE EMPLOYEE

For the employee, accident or illness resulting in prolonged absence can often make them feel abandoned, suspicious and frustrated. HR functions can often be remote and nervous about intervening on a regular basis. As a result, regular communication can break down and barriers can be created. The recovery period is therefore unnecessarily protracted. The employee feels despondent and maybe less inclined to consider getting back to work.

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Keys To Success (cont'd)



THE GP AND CONSULTANTS

For the GP and Consultants, an absence rehabilitation programme supports their recommendations and provides additional resources to help their patients back to as full a recovery as possible, often fast-tracking treatments for the benefit of the employee.

IN SUMMARY

Long-term absence is an area of great sensitivity for all and importantly it can be a significant business cost. An independent view based on clinically assessing each case in terms of pro-active rehabilitation and estimating the benefits of an accelerated recovery through rehabilitation management, will support decision-making for the HR Team, and significantly help the employee to rebuild their life both at home and at work.



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Medical & Vocational Support



Absence CARE provides an holistic approach

Through our network of specialist providers, we can put in place a variety of medical resources including:-

- Private treatment.
- Private surgery.
- Counselling and psychological assessment.
- Physical aids to promote healing, confidence and independence.
- Home help and carer support.

Getting clients back to work is essential to achieving a successful outcome. Our vocational approach comprises:-

- Immediate contact with the employee.
- Vocational pathway identifying suitable actions to help the employee back to work.
- Vocational appraisal.
- Preparation for a return to work.
- Early engagement with the employer to agree a successful return to work programme.

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Results



Absence CARE can prove our service is an investment

We have a comprehensive database in which we record the benefits in terms of recovery time achieved in individual cases. We provide results to customers following completion of the CARE programme, enabling them to determine immediately and also over a period of time, the benefits of investing in the Absence CARE service.

Regular customers are provided with general analysis regarding the costs and benefits derived from this analysis which is categorised by time period, absence type and lead time between absence and our appointment.

The results in terms of both tangible and intangible benefits prove beyond any doubt the effectiveness of our approach.



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Our Promise



Absence CARE delivers quality and value for money

Our promise is to deliver quality people working to quality processes. We strive to be the best, and will never compromise our approach. Our five customer promises are clear:-

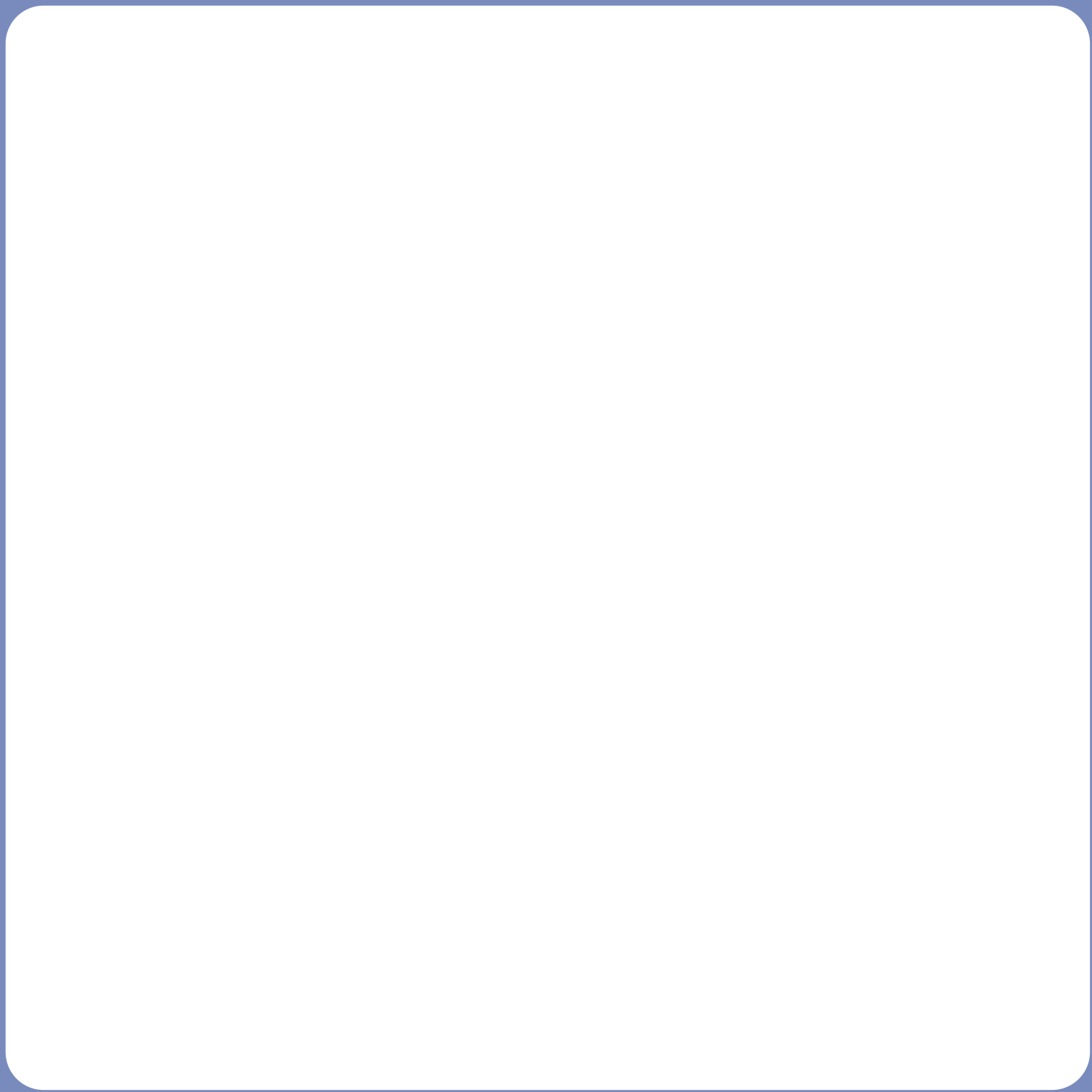
- We will always act in the best clinical interests of the employee, returning them to as full a recovery as possible.
- We will respect the need to always deliver accelerated recovery and a measurable benefit for our employer customers whilst following the highest clinical standards for their absent employee.
- We will ensure our processes, documentation, communication and results are delivered according to the wishes of our customers.
- We will work tirelessly to improve our service and set the standards in rehabilitation case management.
- As an accredited 'Investor in People' company, we will continue to invest in, support and develop our staff for the benefit of our customers.



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