



EMPLOYER JOURNEY

Workplace Adjustments Service

JULY 2022



Workplace & Workstation Assessments

This information sheet details how a Workplace Needs Assessment works and what to expect.

What happens prior to my assessment?

- Once your referral has been triaged, our admin team will be in contact with the employee to book the assessment.
- This referral may be shared with our 3rd party depending on assessment type and location.
- You will receive email confirmation of the employee's appointment date and time (this will include the meeting link).
- If a virtual Workstation assessment, your employee will be asked for photos of their workstation set up. Please ensure your employee returns these to wpateam@healthpartners.uk.com at least 48 hours prior to the assessment. This allows your assessor to have a brief understanding prior to the assessment.

Virtual Assessment Check List

As our assessments are currently being conducted remotely you will need the following:

- ✓ Access to a computer or smart phone device (camera and audio required);
- ✓ Access to video conferencing (Whereby, Microsoft Teams);
- ✓ Access to a comfortable, private space (away from noise and distractions).



What happens during the assessment?

The employee will have their assessment which usually lasts no longer than 60 minutes. The employee will also be provided with an FAQ document prior to their assessment, detailing what to expect from the assessor.

What happens after the assessment?

- Following the assessment, the assessor will generate a report. This will outline the recommended adjustments and provide a rationale for the adjustments. These recommendations are for guidance purposes only and it is for management to decide if the recommendations are deemed reasonable and operationally viable.
- The report will be released in line with the employee's consent via Gateway. If this is released to the employee to review first, we will require their written consent before we can share this with you.
- Once you receive the report, take some time to review it properly.
- If you would like to discuss the content of the report with the assessor or make amendments to it, please get in touch via wpateam@healthpartners.uk.com. Any requests for amendments need to be made in writing.
- We recommend arranging a time with your employee to discuss the content of the report and to agree on how you will move forward.

Frequently Asked Questions



What if the employee needs to change their appointment?

If the appointment needs to be cancelled, please contact us on 01273 013771 or via wpateam@healthpartners.uk.com.

How will the assessment be conducted?

- Assessments will be conducted either virtually using video conferencing via Whereby or Microsoft Teams OR face to face at the employee's work location. Confirmation of the location will be sent to you and your employee at the time the appointment is made.
- If the assessment is remote, the employee will receive a link in their booking confirmation to access their assessment.

What type of questions will be asked?

- The assessment is informal and will explore the impact of the employees' health condition or disability upon their life generally and whilst at work. Questions asked will arise as a result of this conversation.
- If you have any specific questions you would like answering, please include these in your referral to us.

What type of recommendations will be made?

- Each assessment is individual therefore recommendations can vary widely however, recommendations that frequently occur involve specific strategies, assistive software, and short-term human intervention such as coaching.
- Recommendations may also include advice for you regarding ways to support your employee directly.

We would like to proceed with the recommendations. How does this happen?

- A quote for the cost of the recommendation(s) will be supplied after the assessment or upon request.
- If you would like to go ahead and order these recommendations through us, please send authorisation to proceed to wpateam@healthpartners.uk.com.
- We will then organise the implementation of recommendations through our third parties.
- Our third-party supplier will be in touch with you to provide details of delivery of equipment, installation of software or to arrange coaching/training.
- We recommend arranging time with your employee to review the recommendations once implemented to ensure they are happy with the adjustments.



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