



 Health Partners

# WORKPLACE ADJUSTMENTS SERVICE





# Advancing workplace healthcare at Health Partners

**At Health Partners, we are exceptionally proud of our years of designing bespoke, clinician-led services for clients, delivering impactful health programmes that improve people's wellbeing and performance since 2002. Our services have grown through the years, alongside our ever-evolving IT systems to support our clients every step of the way.**

Our new Workplace Adjustments Service is an innovative, holistic offering which we are pleased to now extend to our clients. The modern, fast-changing workplace highlights the need to support everyone to ensure they can thrive.

Through our extensive service provision, we offer expert advice and clinical services aimed at significantly improving people's wellbeing, productivity and inclusion within the workplace. With a focus on developing an understanding and appreciation of diversity and equality in the workplace, we break down any existing barriers and create an environment in which each individual is celebrated and supported. This end-to-end service ensures people can access the most appropriate technologies and specialist equipment so they can 'be their best'.



# The Benefits of a Workplace Adjustment

Workplace adjustments can make your organisation a more attractive place to work and can contribute to creating a more inclusive and supportive culture.

## IDENTIFICATION

Screenener  
Diagnostic  
assessment

*\*Step 3 is not always required, so may jump directly to step 4*

## REFERRALS

Management  
Internal referral

## TRIAGE

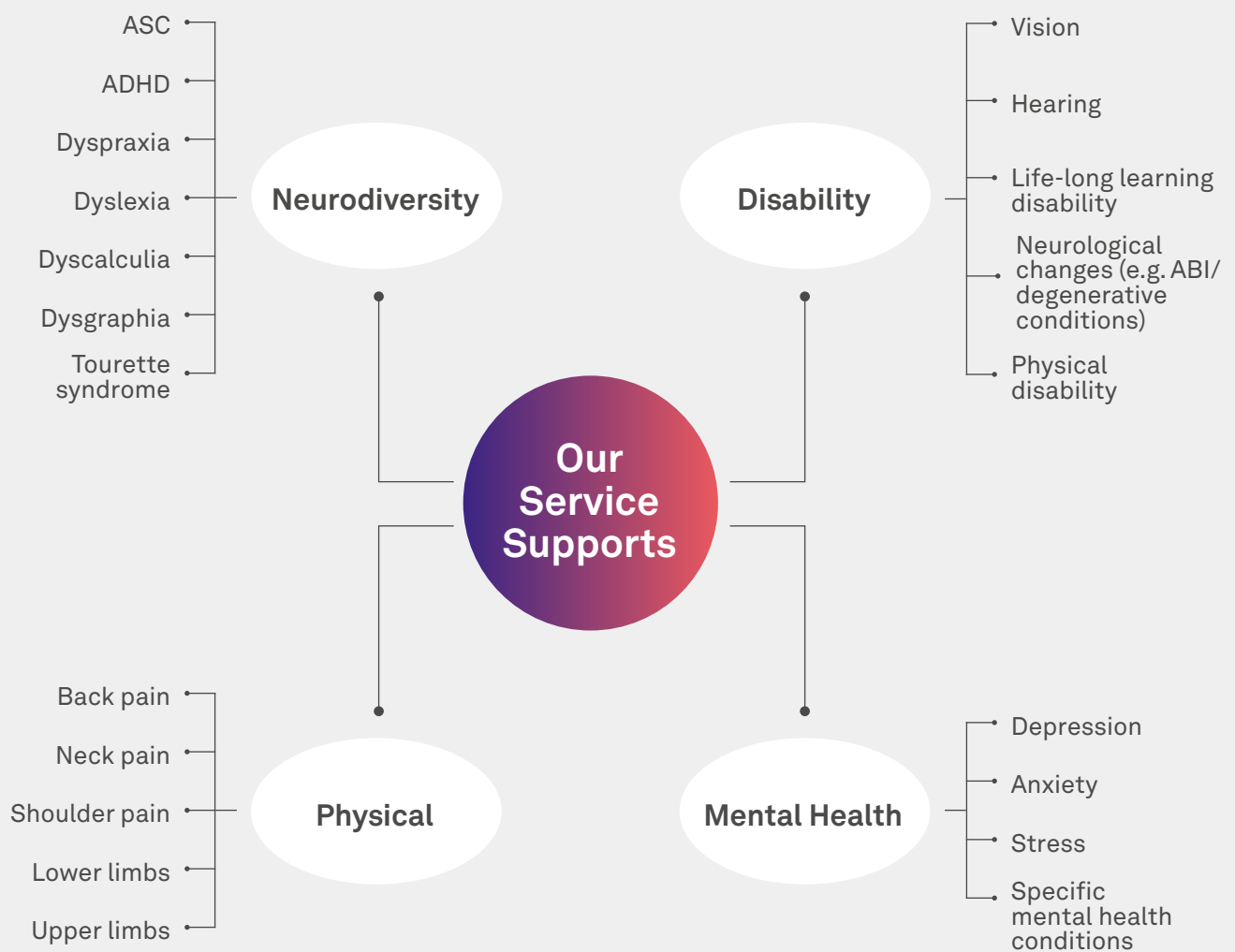
Area of need  
identified  
Neurodiversity  
Mental health  
Disability  
Physical

## WORKPLACE

Ergonomic  
workstation  
assessments  
Workplace  
assessments  
Vehicle  
assessments

## SUPPORT

Therapy  
Training  
Specialist  
equipment  
Coaching



Employers in the UK and Europe must make reasonable adjustments to ensure their people are not disadvantaged when doing their jobs. This applies to all workers, including trainees, apprentices, contract workers and business partners.

Health Partners' Workplace Adjustments Service can create a tailored roadmap for your business to help audit what services might be needed and will work with you to design and develop the best solutions for your business and people. That may include adjustments such as changes to the office space, assistive technology and specialist equipment, flexible working processes and return-to-work plans, as well as training.



# Services



# Neurodiversity Screeners & Diagnostic Assessments

Identifying 'alternative thinking' patterns and specific challenges is the first step to implementing genuine and personalised workplace change.

It is quite common for people to have gone through life without a diagnosis, feeling that, somehow, they don't quite fit in. Often, they will establish strategies to cope with life in their own ways.

Many individuals find a diagnosis helpful because they can:

- ✔ Develop a greater sense of self;
- ✔ Understand specific challenges and what they can do about them;
- ✔ Help address other conditions through a different lens (e.g., mental health);
- ✔ Access appropriate services and benefits.

We offer a range of formal diagnostic assessments to confirm whether the individual has a specific neurodiverse condition, as well as explore the strengths and challenges they may experience.

Our specialist team can complete assessments for the following conditions:

- Autism Spectrum Condition;
- ADHD;
- Dyslexia;
- Dyscalculia;
- Dysgraphia;
- DCD/Dyspraxia.

Others may feel they have tendencies that may align with neurodiverse characteristics. These employees may benefit from a specific condition screener which identifies traits and how they impact performance at work in our professional opinion. This assessment is shorter and includes a range of evidence-based screening tools. We also provide screeners for mental health conditions.

# Workplace Assessments

A workplace assessment is a face-to-face evaluation of each task that is completed by an individual as part of their working duties. The clinician will evaluate each task the individual must complete to look for areas where adjustments can be made if there is a particular concern (e. g. manual handling and musculoskeletal concerns).

Our expert clinicians can give advice on the best way for tasks to be completed and if there are adjustments (e.g. specialist equipment) recommended to support the colleague in fulfilling their duties.

Following the assessment, recommendations for adjustments, modifications or equipment will be provided in a detailed report by the clinician conducting the assessment.

## Neurodiversity Workplace Assessments

A workplace needs assessment is an objective, comprehensive assessment that looks holistically at the employee's strengths and needs within their specific role. It identifies practical solutions to challenges experienced by the employee. The assessments are conducted virtually or face to face.

Our neurodiversity assessment includes:

- Exploring strengths and challenges within the workplace;
- Understanding the employee's job role and responsibilities;
- Examining the work environment and job tasks, leading to a series of recommendations;
- Providing realistic recommendations that may include adjustments, such as specialist equipment, ergonomics, e-learning, group training, assistive technology or specific strategies that can be implemented at little or no cost.

A detailed report is generated with recommended adjustments to be made that would better enable an employee to fulfil their role to their full potential. We know that not all conditions present in isolation, so we offer support for a range of neurodivergent conditions such as dyslexia, dyscalculia, dyspraxia/DCD, attention deficit hyperactivity disorder (ADHD), autism spectrum condition (ASC), Tourette syndrome and cognitive and neurological changes.





## Hearing and Vision Assessments

A hearing and vision workplace needs assessment is completed by our specialist assessor who looks at the individual's strengths and needs within their specific role. It identifies practical solutions to challenges experienced by the employee.

The assessments are conducted virtually or face to face and seek to identify:

- Challenges an employee is facing as a result of sight or hearing loss;
- Barriers within the physical environment (e.g. lighting, signage, office layout);
- Potential health and safety issues;
- Potential specialist aids, resources and equipment needed to carry out duties effectively;
- Useful provisions, such as visual or hearing loss awareness training for colleagues;
- Potential solutions which may include assistive technology, requirements for support workers, emotional support and coping strategies.

## Workstation Assessments

A workstation assessment is an evaluation of an individual's display screen setup, which incorporates evaluation of the lighting, working environment, desk, chair, display screen, keyboard and mouse setup.

Under the Display Screen Equipment Regulations 2020, employers have a legal duty to protect employees from the health risks of working with DSE equipment. Incorrect use of DSE, or poorly designed workstations or environments, can cause neck, shoulder, back, arm, wrist or hand pain, as well as fatigue or eye strain.

Our assessors look at the working environment: desk and chair, keyboard and mouse setup and take a detailed history of any musculoskeletal issues the employee may be having because of their workstation arrangement.

Following assessment, recommendations for adjustments, modifications or equipment will be provided in a detailed report. Our assessors can conduct assessments for entire offices or individuals as required.

## Vehicle Assessments

Our vehicle assessments are designed to assist in the prevention and management of pain and discomfort while driving.

A vehicle assessment would be beneficial to anyone who drives as part of their role or has a long driving commute to get to and from their place of work. Driving can cause fatigue and vascular conditions due to the sedentary nature of the activity. Ensuring that their driving posture is as ergonomic as possible will help to prevent long-term conditions from arising.





# Support



Implementing adjustments in the workplace is important in allowing individuals a chance to thrive. At Health Partners, we offer a range of options that can make positive changes within the workplace. We devise and deliver bespoke packages to cater for the wide needs of the organisation, delivering a seamless end-to-end solution.

## Equipment

We advise and source the best equipment to help remove barriers within the workplace and facilitate improved posture, accessibility and comfort. The right equipment can help transform how someone works and can make a real difference to employees.

Examples of stationery and equipment include:

- Coloured overlays and reading rulers;
- Digital scanners and converters, such as C-Pen;
- Noise-cancelling headphones;
- Specialist software, such as Dragon NaturallySpeaking, MindView;
- Ergonomic chairs;
- Sit-to-stand desks;
- Ergonomic keyboards and mice;
- Footrests.

## Assistive Technology Training

It can be difficult to navigate and understand how technology can help you at work. Assistive technology is a tool, not just for employees with disabilities, but for all employees looking to thrive in the workplace. It can appear complicated, but with the right advice and support it is an invaluable tool.

Our staff will help ensure the employee has the knowledge to be able to utilise the technology and overcome challenges they may experience. This training enables the employee to have the confidence to integrate the software into their everyday working environment.

Examples of technology and training include:

- Visual support software: JAWS, ZoomText, SuperNova;
- Speech-to-text: Dragon NaturallySpeaking;
- Text-to-speech: Read&Write;
- Mind-mapping: Inspiration, MindView.

## E-Learning

We have worked with our partners in the fields of hearing, vision loss and neurodiversity to develop an innovative and comprehensive e-Learning package for organisations. E-Learning is a useful option that can be used to complement face-to-face training.

We offer the following e-Learning training:

- Visual Impairment Awareness for all;
- Disability Confidence and Awareness;
- Sight Loss Champion, for optical and healthcare staff and professionals;
- Seeing Beyond the Eyes;
- BSL for Beginners;
- Neurodiversity 101;
- Awareness training for managers on Autism Spectrum Conditions, Dyslexia, DCD/dyspraxia, Dyscalculia and ADHD;
- Employee skills-based modules.

Please contact us for further information on our license packages.

## Workplace Coaching

Our expert coaches help and support employees to achieve their goals no matter what the challenges may be. Coaching is highly effective because it is practical and flexible and helps employees develop new strategies to suit their profile, achieve their goals and help them thrive within the workplace. Coaching is delivered virtually, with sessions usually lasting one to two hours for a set block.

With our neurodivergent clients, we work on areas such as:

- Organisation, planning and prioritising;
- Time management;
- Working well with others;
- Attention and concentration;
- Confidence;
- Dealing with change;
- Reading and proofreading;
- Learning to take breaks to avoid burnout;
- Using strengths to address challenges in the workplace;
- Mindfulness and wellbeing.





## Training

Our wide range of training aims to provide the employee, their line manager and your organisation with an understanding and appreciation of the strengths of neurodivergent employees and disability within the workplace. We have partnered with subject matter experts who provide specialist knowledge in a diverse range of areas.

Our training can range from lunch-and-learn sessions, a half-day workshop or full-day trainings. We cover a rich range of topics and will happily personalise any training to meet your organisation's requirements.

Our training packages include:

- Neurodiversity 101;
- Awareness for a range of neurodivergent conditions;
- Recruitment practices;
- Understanding reasonable adjustments;
- Creating a neuro-inclusive workplace;
- Vision impairment awareness;
- Deaf awareness;
- Training for in-house DSE assessors.

Please contact us for further information regarding pricing.

# Consultancy



We offer a consultancy package to support organisations through their journey to becoming a neuroinclusive workplace. We work collaboratively with you to identify any gaps or issues, with subject matter experts providing you the tools to solve them.

Our services include:

- Awareness training: understanding and appreciating neurodiversity will help to build confidence across your organisation;
- Gaps analysis: identifying potential gaps through maturity frameworks and working together on solutions;
- HR advice and guidance: from inclusive policies and HR guides to recruitment processes (job descriptions, interviews, onboarding, etc);
- Change management: support through the whole process to develop thought leaders, celebrate diversity of thought and evolve a neuroinclusive culture;
- Environment: systemic change to buildings and environmental design to create a positive environment;
- Technology: providing accessible technology for all employees to minimise the potential barriers an individual may face.

With our help, organisations can feel confident about their inclusive culture through a developed understanding and acceptance of neuro-differences, and a commitment to neurodiversity at work.







# Glossary

**Autism Spectrum Condition (ASC):** a neurodevelopmental condition that affects the way a person communicates and relates to others.

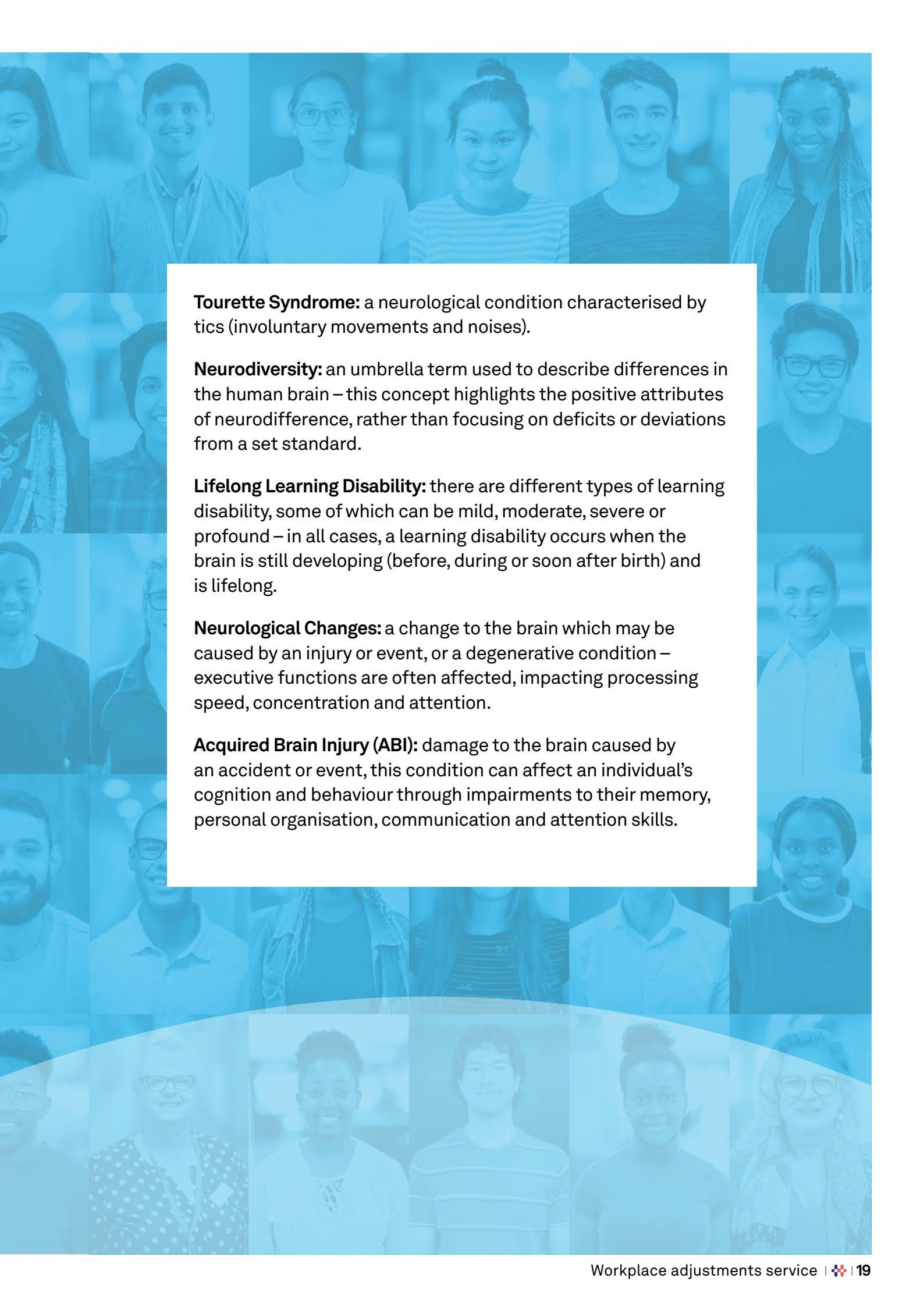
**Attention Deficit Hyperactive Disorder (ADHD):** a neurodevelopmental condition with differences that include difficulties with attention, activity levels and impulsivity.

**Developmental Coordination Disorder (DCD) or Dyspraxia:** a developmental motor coordination disorder characterised by significant delay in the acquisition fine motor skills, as well as difficulties in planning and execution.

**Dyslexia:** a developmental learning difficulty that affects the way information is processed, stored and retrieved, and which includes difficulties with memory, processing speed, reading and writing.

**Dyscalculia:** a condition associated with significant difficulty with numbers and calculation.

**Dysgraphia:** a condition associated with significant difficulty with written expression, such as spelling, grammar, punctuation, organisation and coherence of ideas in writing.



**Tourette Syndrome:** a neurological condition characterised by tics (involuntary movements and noises).

**Neurodiversity:** an umbrella term used to describe differences in the human brain – this concept highlights the positive attributes of neurodifference, rather than focusing on deficits or deviations from a set standard.

**Lifelong Learning Disability:** there are different types of learning disability, some of which can be mild, moderate, severe or profound – in all cases, a learning disability occurs when the brain is still developing (before, during or soon after birth) and is lifelong.

**Neurological Changes:** a change to the brain which may be caused by an injury or event, or a degenerative condition – executive functions are often affected, impacting processing speed, concentration and attention.

**Acquired Brain Injury (ABI):** damage to the brain caused by an accident or event, this condition can affect an individual's cognition and behaviour through impairments to their memory, personal organisation, communication and attention skills.





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