



UC18GEN Health

V27.0

Disabilities and health conditions

The Equality Act of 2010 considers a person has a disability if they have a physical or mental impairment that 'has a substantial and long-term adverse effect on their ability to carry out normal day to day activities'.

- Disabilities can be hidden or more easily identifiable
- Many people with disabilities are able to work
- Most people will experience a health condition
- Some health conditions last longer than others
- Many people with health conditions are able to work

Did you know?

In England,

1 in 6

people report experiencing a common mental health condition such as depression in any given week


In the UK,

1 in 4

people will experience a mental health condition each year



For case manager learners, select the icon to move on to the correct slide.



**When to involve the
disability employment
adviser (DEA) or work
psychologist**

The 5 challenges to work

The five challenges to work are:

- basic belief
 - “I can get a job” or “I can work.”
- realistic job (work) goal
 - “This job is within my capabilities.”
- jobsearch (worksearch) skills
 - “I can look and apply for work independently.”
- demonstrating capability to an employer
 - “I can show you I have the experience, knowledge and skills needed to do the job.”
- keeping the job
 - “I can stay in work. I might need help and support to do this. If I do, I need...”



Claimant Touchpoint 1: Declaring a Health Condition



For case manager learners, select the icon to move on to the correct slide.

Claimant touchpoint 1 objectives

In this touchpoint, you will cover:

- declaring a health condition
- the self-certified health condition to-do
- providing medical evidence
- using the training service to complete the claimant profile
- Health and Work Conversation techniques (work coaches only)
- tailoring a commitment (work coaches only)

Pinned notes

Recent history

26 Sep 2018 at 12:29pm

Profile note

by [Agent 1084](#)

Mental health - this claimant takes regular medication in a morning to manage their condition, please ensure contact takes place in the afternoon

[Pin note](#)

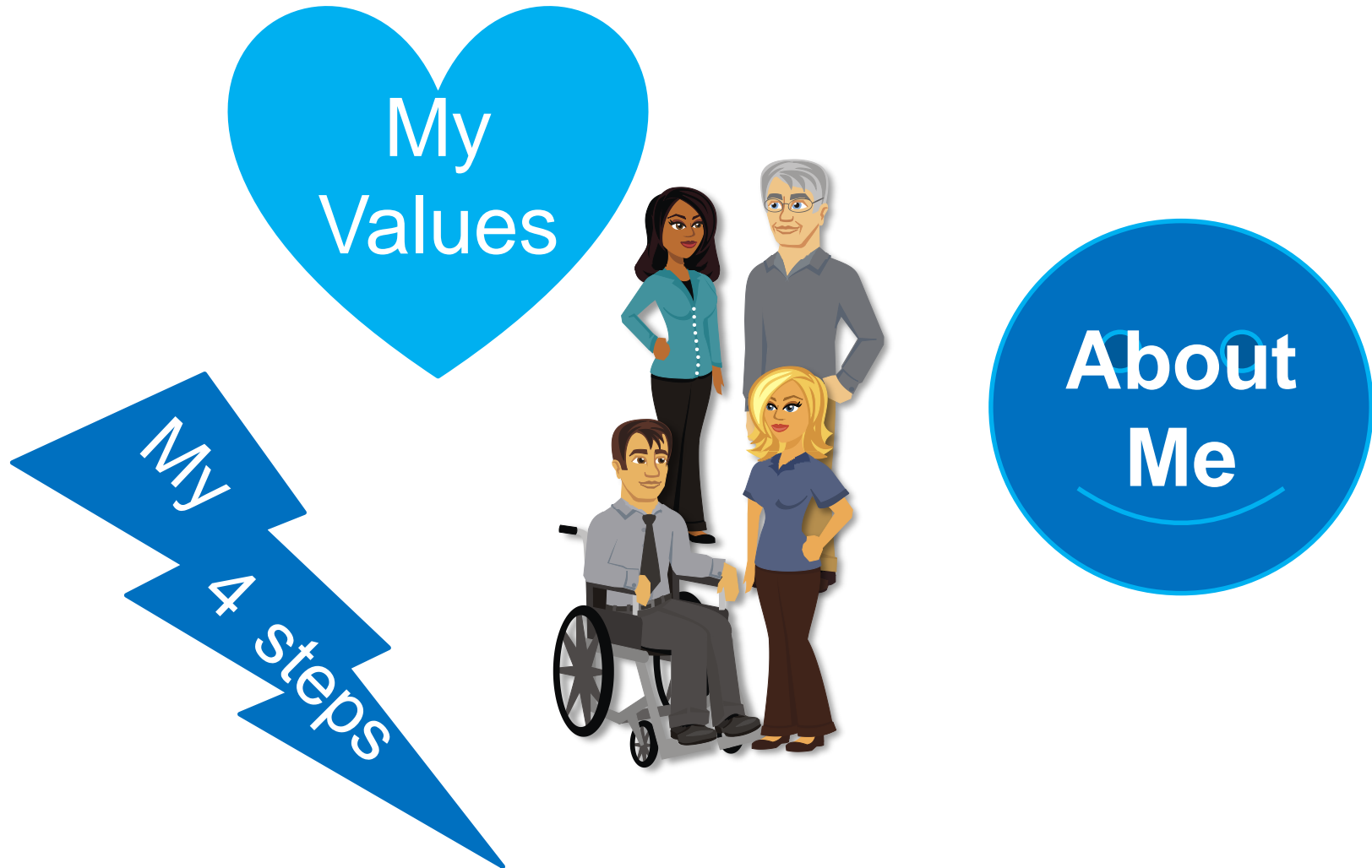
[Delete](#)

- Be clear, concise and free of jargon
- Use opening words to make it easy to identify
- Give a summary of the claimant's needs and additional support
- Reflect any adjustments a claimant may need, e.g. longer time to complete to-dos
- Be FRANC (Factual, Relevant, Accurate, Not Excessive and Current)
- Meet the GDPR requirements and not contain any sensitive data



For case manager and assisted service coach learners, select the icon to move on to the correct slide.

Health & Work Conversation techniques



Labour Market Policy - Jenny



Jenny has reported she is ill using her online account.

She adds a journal entry.

Journal

Add a note

I have an appointment today but I have tonsillitis.

I don't think I will be well enough to come in for a week.

[Attach a file](#)

☐ Notify claimant by text or email

Save note

Labour Market Policy - Craig

Craig has reported his third period of sickness in a rolling 12 month period.

Statement of Fitness for Work - For social security or Statutory Sick Pay

Patient's name: Mr, Mrs, Miss, Ms

I assessed your case on:
and, because of the following condition(s):

I advise you that:

☐ you are not fit for work.
☐ you may be fit for work taking account of the following advice:

If available, and with your employer's agreement, you may benefit from:

☐ amended duties
☐ workplace adaptations

☐ a phased return to work
☐ altered hours

Comments, including functional effects of your condition(s):

This will be the case for to
or from to

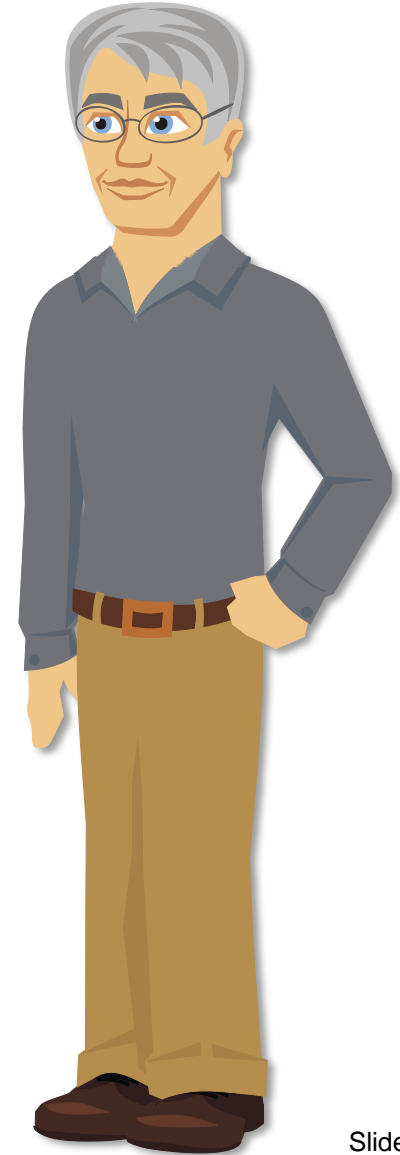
I will/will not need to assess your fitness for work again at the end of this period.
(Please delete as applicable)

Doctor's signature:

Date of statement:

Doctor's address:

Sample



Labour Market Policy - Arnold

It has been 3 weeks since Arnold provided a 4 week fit note due to a back injury.



Statement of Fitness for Work - For social security or Statutory Sick Pay

Patient's name: Mr, Mrs, Miss, Ms

I assessed your case on: / /

and, because of the following condition(s):

I advise you that:

☐ If available, and with your employer's agreement, you may benefit from:

☐ a phased return to work

☐ altered hours

☐ you are not fit for work.

☐ you may be fit for work taking account of the following advice:

☐ amended duties

☐ workplace adaptations

Comments, including functional effects of your condition(s):

This will be the case for: / /

or from: / /

I will not need to assess your fitness for work again at the end of this period.

Date of statement: / /

Doctor's signature: /

Doctor's address: /

Sample

Labour Market Policy - Harriet

It has been 2 weeks since Harriet first reported she has the flu. She has her first appointment today since she updated her journal to let us know she is feeling better.

Journal

Add a note

Hi, just letting you know I have recovered from the flu.

When will my next appointment be?

[Attach a file](#)

☐ Notify claimant by text or email

Save note



Required and Voluntary Commitments

Required commitments could include...

I will attend my National Careers Service appointment. This is to give me additional support with creating a good quality CV to be able to apply for suitable vacancies. If I am unable to do this I will contact my work coach via my journal to explain why.

I will use the internet and/or local newspapers to make a list of disability friendly employers within my travel to work area for discussion with my work coach. If I am unable to do this I will contact my work coach via my journal to explain why.

Voluntary commitments could include...

I will research online information available about the skills and experiences required for the job type I want to apply for.

I will use the information on the NHS website to help me to manage my health condition.

What are the benefits of work for us all?

A sense of
personal
worth

Increases
social
networks

Increased
financial
security

A sense of
achievement

Provides
stability
and routine

Work improves health & wellbeing

Claimant touchpoint 1 summary

In this touchpoint, you have covered:

- declaring a health condition
- the self-certified health condition to-do
- providing medical evidence
- using the training service to complete the claimant profile
- Health and Work Conversation techniques (work coaches only)
- tailoring a commitment (work coaches only)



Claimant touchpoint 2: Terminal illness

Claimant touchpoint 2 objectives

In this touchpoint, you will cover:

- a terminal illness call
- discussing the call and the techniques/behaviours used
- Skills practice in making an outbound call to a claimant using the techniques covered in the bitesize (Case Managers only)
- recording the terminal illness Information

Claimant touchpoint 2 summary

In this touchpoint, you have covered:

- a terminal illness call
- discussing the call and the techniques/behaviours used
- Skills practice in making an outbound call to a claimant using the techniques covered in the bitesize (Case Managers only)
- recording the terminal illness Information



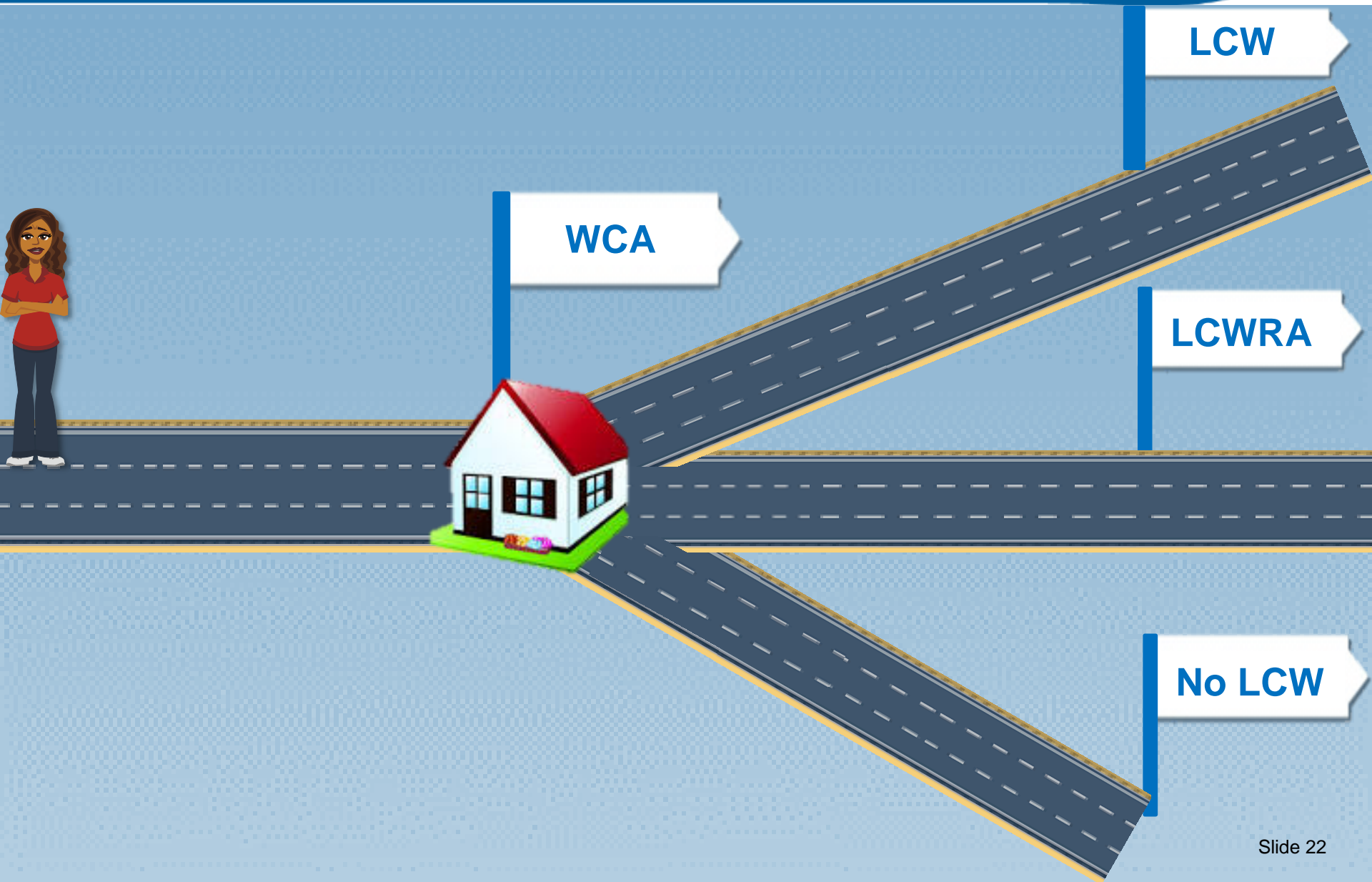
Claimant touchpoint 3: The Work Capability Assessment (WCA)

Claimant touchpoint 3 objectives

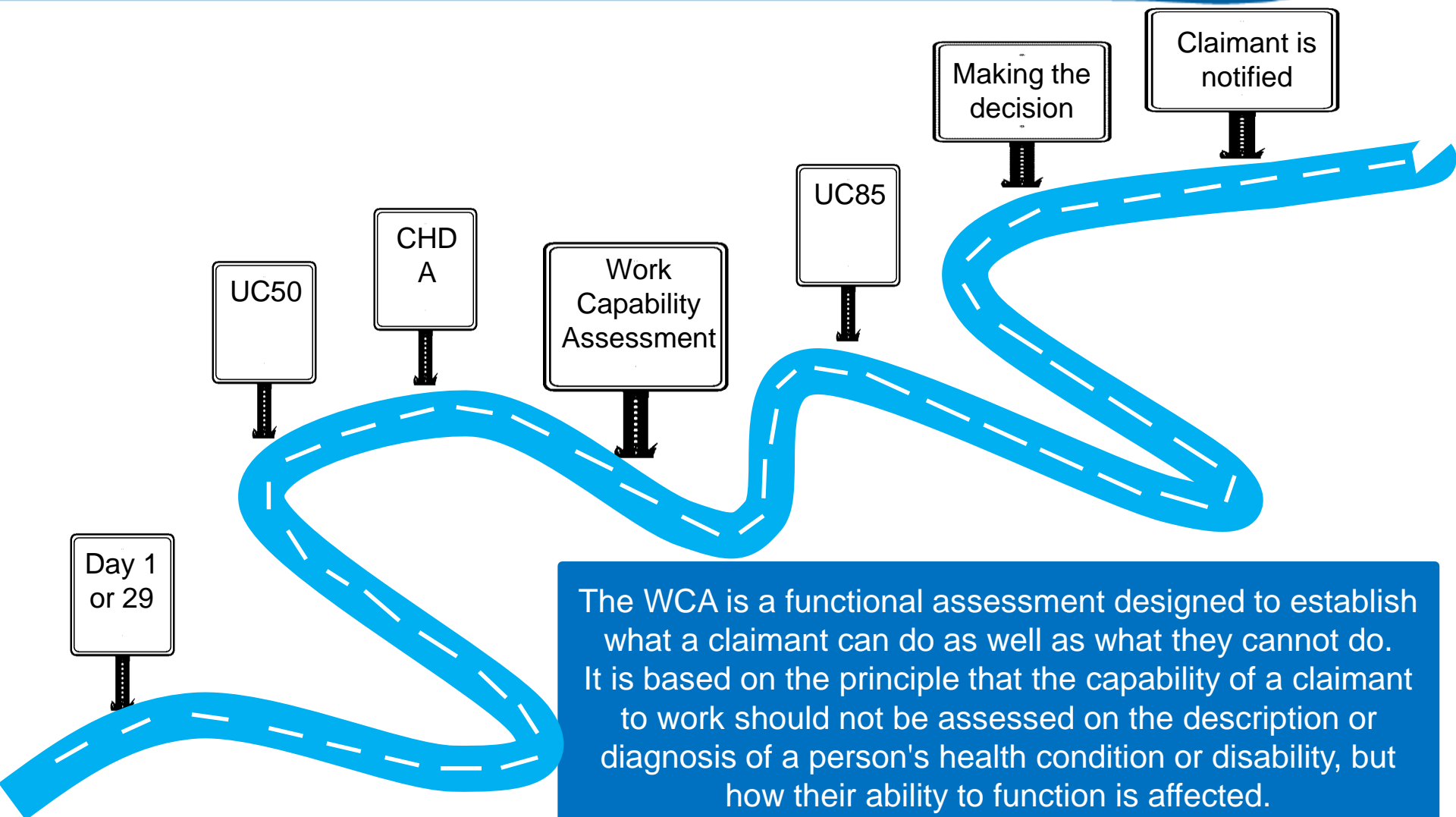
In this touchpoint, you will cover:

- what the WCA is
- the WCA process
- when the WCA process starts
- how to make a referral for a WCA on the service
- how to make a referral on the Medical Services Referral System (MSRS) (case manager only)
- the role of CHDA and the HCP

What is the WCA?





WCA overview




The WCA is a functional assessment designed to establish what a claimant can do as well as what they cannot do. It is based on the principle that the capability of a claimant to work should not be assessed on the description or diagnosis of a person's health condition or disability, but how their ability to function is affected.

This can vary between individuals with the same condition.

The Centre for Health and Disability Assessments (CHDA)




Health Assessment Advisory Service

[Careers](#) [Contact](#)  0800 288 8777

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About Us

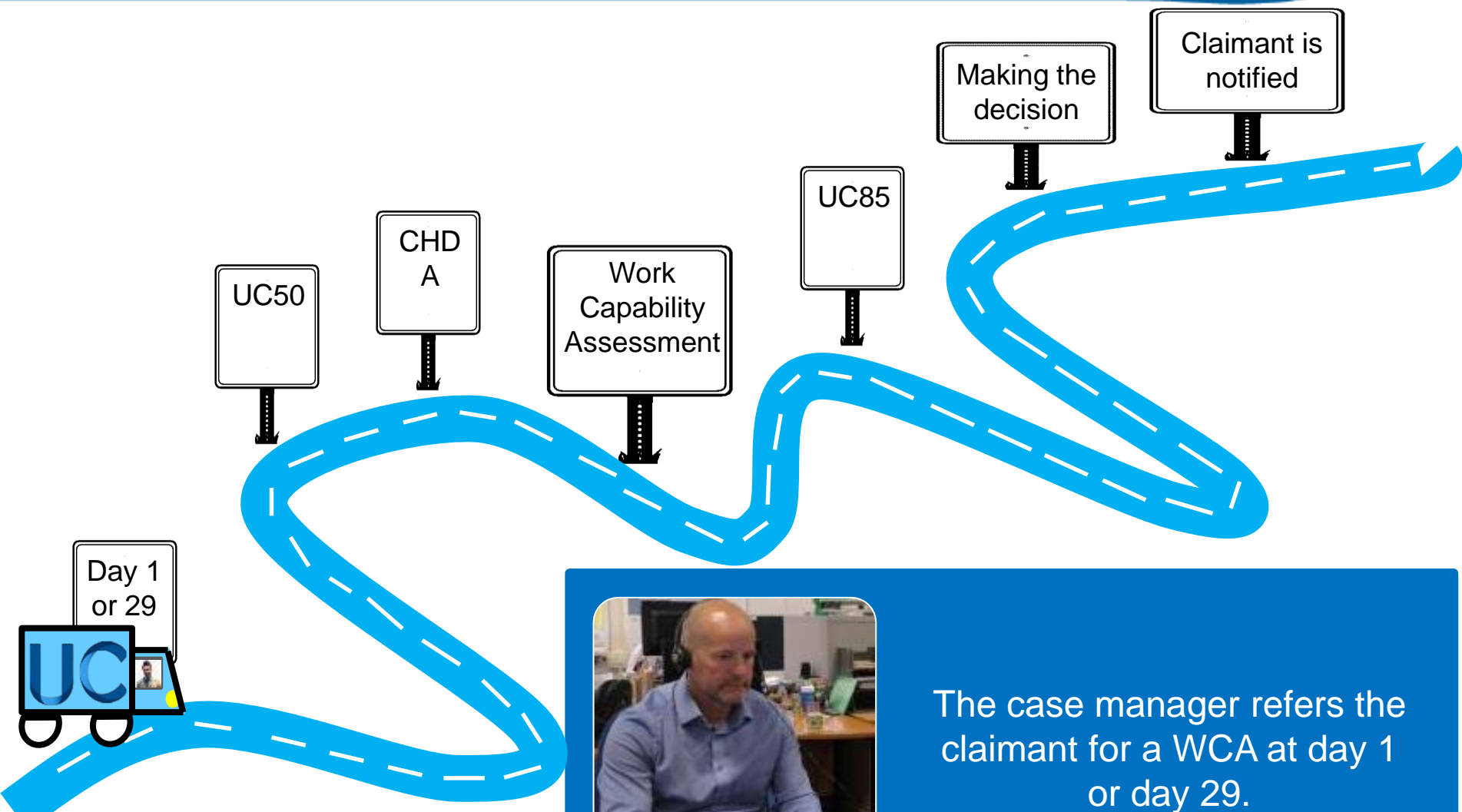
 / [About Us](#) /

In Partnership with DWP

The Government provides certain benefits for people who are out of work due to long-term illness or as a result of a disability or health condition. The Government has decided that the best way to assess eligibility is through an independent health assessment under the Health Assessment Advisory Service.

Centre for Health and Disability Assessments provides the service on behalf of the Department for Work and Pensions (DWP). The contract between DWP and Centre for Health and Disability Assessments started 1 March 2015.

Day 1 or 29



The case manager refers the claimant for a WCA at day 1 or day 29.

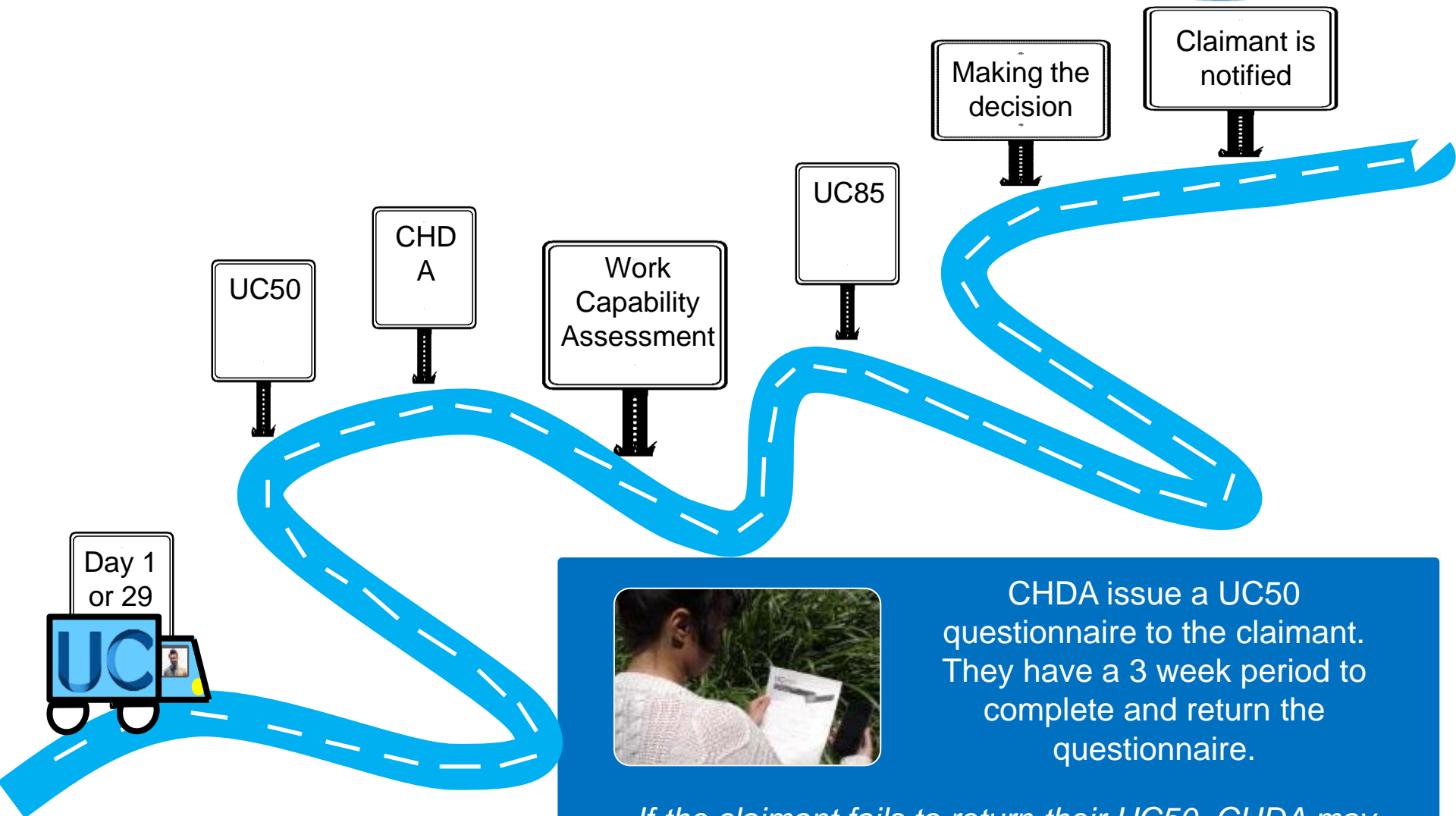


For work coach learners, select the icon to move on to the correct slide.

**Access the Medical Services
Referral System e-Learning
product.**

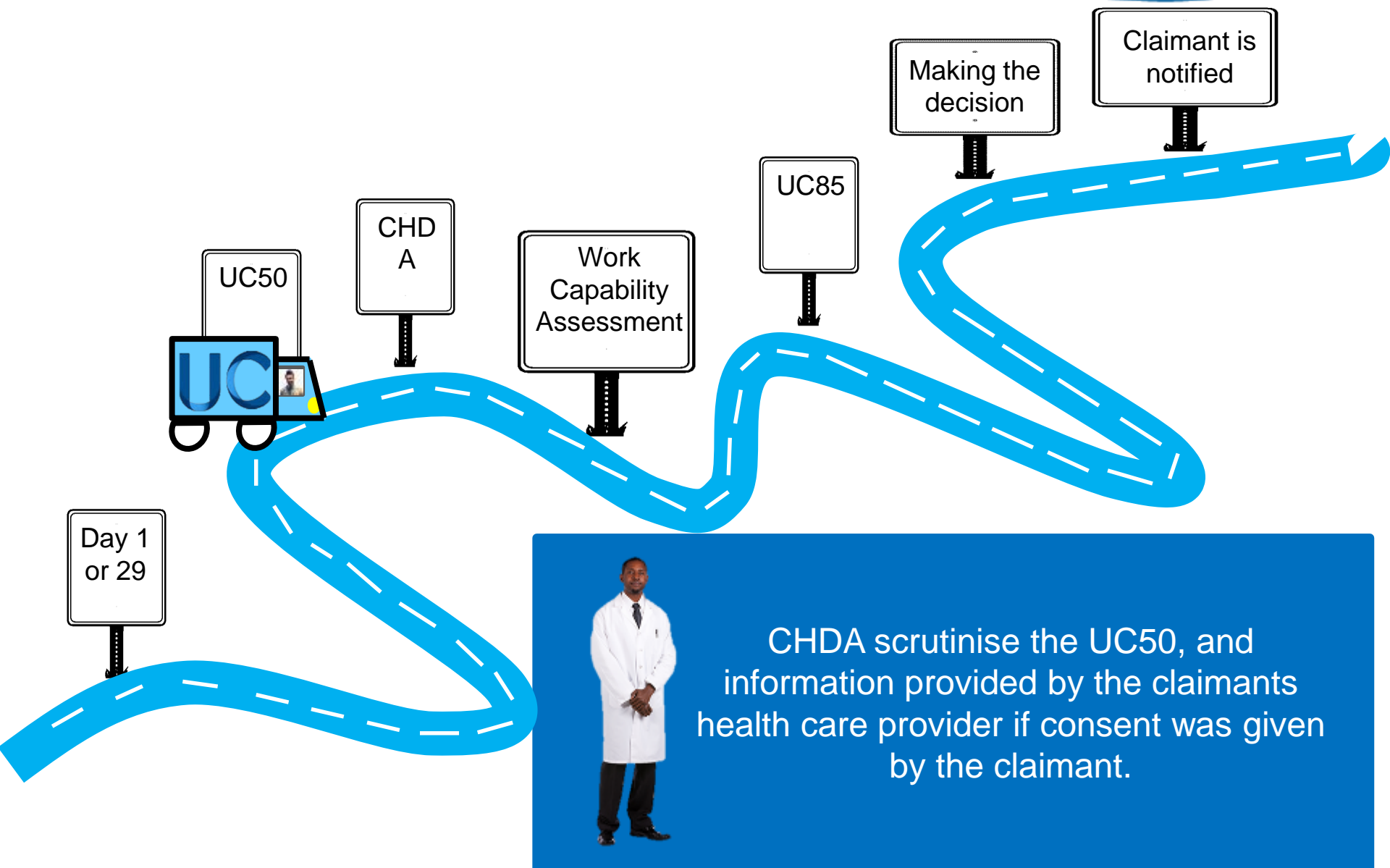
**Social Intranet Home >
Organisation > Universal Credit >
Universal Learning > Health > My
Learning > Refresher Learning**

[Refresher Learning](#)

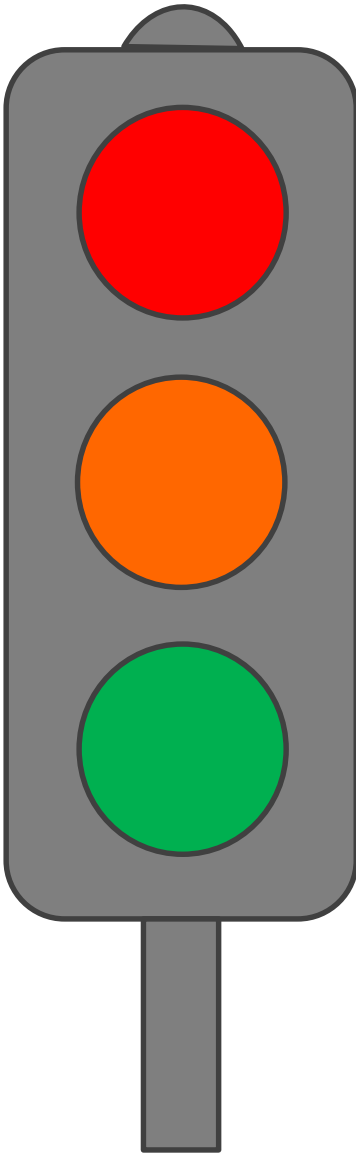


CHDA issue a UC50 questionnaire to the claimant. They have a 3 week period to complete and return the questionnaire.

If the claimant fails to return their UC50, CHDA may close their case, depending on their health condition.



Stop! Reflect! Plan!



Stop!

Are you confident with what we have covered so far?

Reflect!

What have we covered so far?

Think of three new things you have learnt during the health journey so far.

Plan!

Update your ILNA and your action plan with anything you feel you are going to revisit, or speak to your manager about it, after you have left the classroom.

Claimant touchpoint 3 summary

In this touchpoint, you have covered:

- what the WCA is
- the WCA process
- when the WCA process starts
- how to make a referral for a WCA on the service
- how to make a referral on the Medical Services Referral System (MSRS) (case manager only)
- the role of CHDA and the HCP



Claimant touchpoint 4: Continuing Support

Claimant touchpoint 4 objectives

In this touchpoint, you will cover:

- how we provide continuing support for the claimant to undertake relevant and purposeful work related activities to increase their likelihood of finding work.

Engaging with our claimants

What could happen if we don't continue to engage with Felix?



I haven't been getting out of the house and I'm feeling really low...

I feel totally demotivated and without a purpose...



For case manager learners, select the icon to move on to the correct slide.

Activity

How will you tailor your claimants requirements to develop their confidence?

How will you maintain regular contact with your claimant?

Suggest some activities that your claimant could undertake.



Examples of tailoring for Bella

Communication

- Bella says some days she doesn't want to face people. Her first appointment could be booked over the telephone. The effect of her medication will need to be considered
- ask open questions about how she felt to develop rapport and reduce anxiety. The initial evidence interview could be used as a starting point.

Tailoring

- could Bella be offered a private room?
- could her appointments be at quieter times of day?
- think about a working pattern that fits around her medication

Activities

- discussing transferable skills, updating her CV
- focusing on what she can offer a new employer rather than the past
- consider updating/improving her skills. The DPT could be used for this and also contacting the supplier to make sure class sizes are small
- activities to develop her confidence

Examples of tailoring for Felix

Communication

- when Felix's back pain is affecting his ability to come in face to face, remind Felix to keep in communication via the journal
- arrange telephone appointments with Felix if he is unable to come in face to face

Tailoring

- identifying what he may be capable of doing
- arranging appointments on days when he does not need to attend physiotherapy
- exploring different occupations if it seems unlikely he can return to his previous type of job
- arranging meetings/training courses for him to attend to prepare him for searching for work. For example: developing CV workshop and attending Careers service fairs to understand what different job roles might involve and identify where his skills might fit with a different job role

Activities

- researching possible occupations
- developing his CV with help from the CV workshop

Examples of tailoring for Dexter

Communication

- by telephone, email and journal
- where possible ask the claimant to come in for face to face meeting for best engagement

Tailoring

- identifying what he may be capable of doing
- arranging meetings and/or training courses for him prepare for searching for work.

Examples include:

- developing CV workshop
- working on covering letters
- attending careers service fair

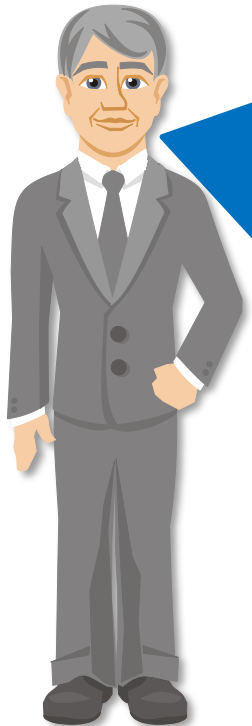
Activities

- researching possible occupations and complete suitable job applications
- developing his CV and cover letters with help from the different workshops

Trevor and Mo

My name is
Trevor.

I have
Osteoarthritis



I was diagnosed
Osteoarthritis in my 30s.

I have been struggling
more managing my
condition since my partner
passed away.

I live alone now and I don't
have any family to support
me.

I haven't worked for years
as I haven't been feeling
well enough, I can't see
myself ever feeling well
enough to work again.

I was diagnosed with
Osteoarthritis 3 years ago.

I manage my condition well
and I am aware of how it
affects me.

My partner and family keep
me motivated.

Due to my health condition
affecting my hands, I had
to leave my job as a
welder. However, I am
positive I will find
employment again in the
future.

My name is
Mo.

I have
Osteoarthritis



Claimant touchpoint 4 summary

In this touchpoint, you have covered:

- how we provide continuing support for the claimant to undertake relevant and purposeful work related activities to increase their likelihood of finding work.



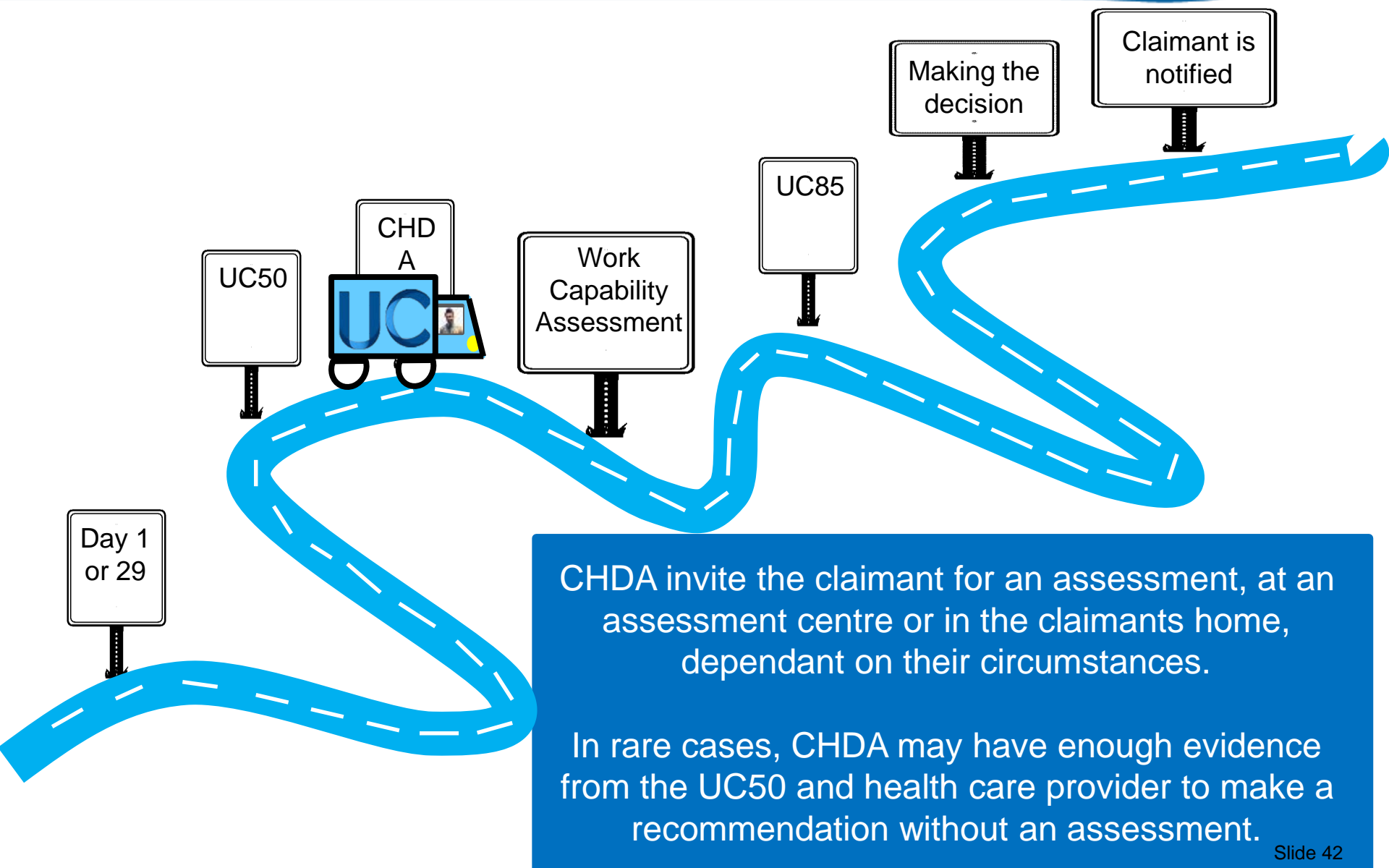
Claimant touchpoint 5: WCA Outcomes

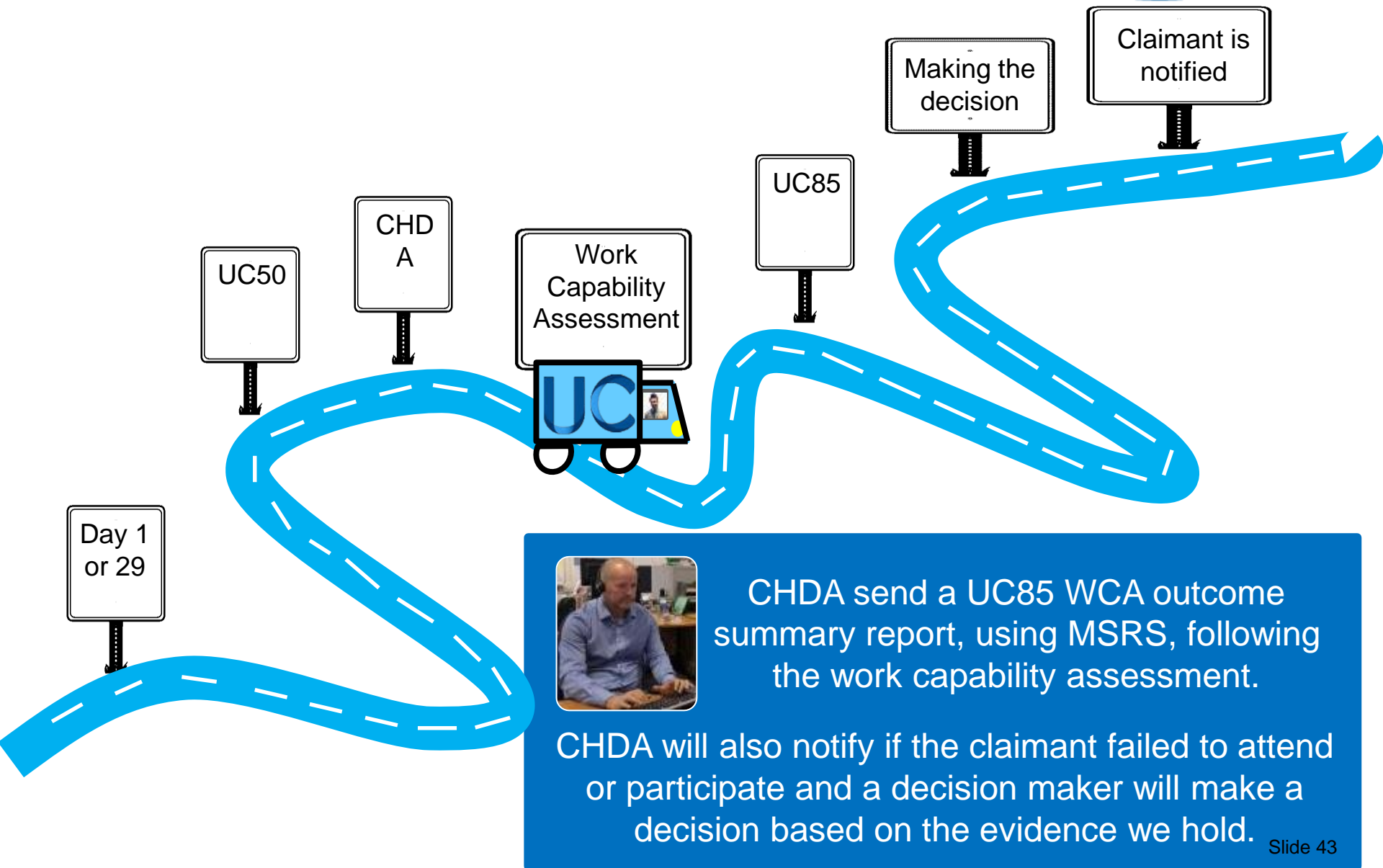
Claimant touchpoint 5 objectives

In this touchpoint, you will cover:

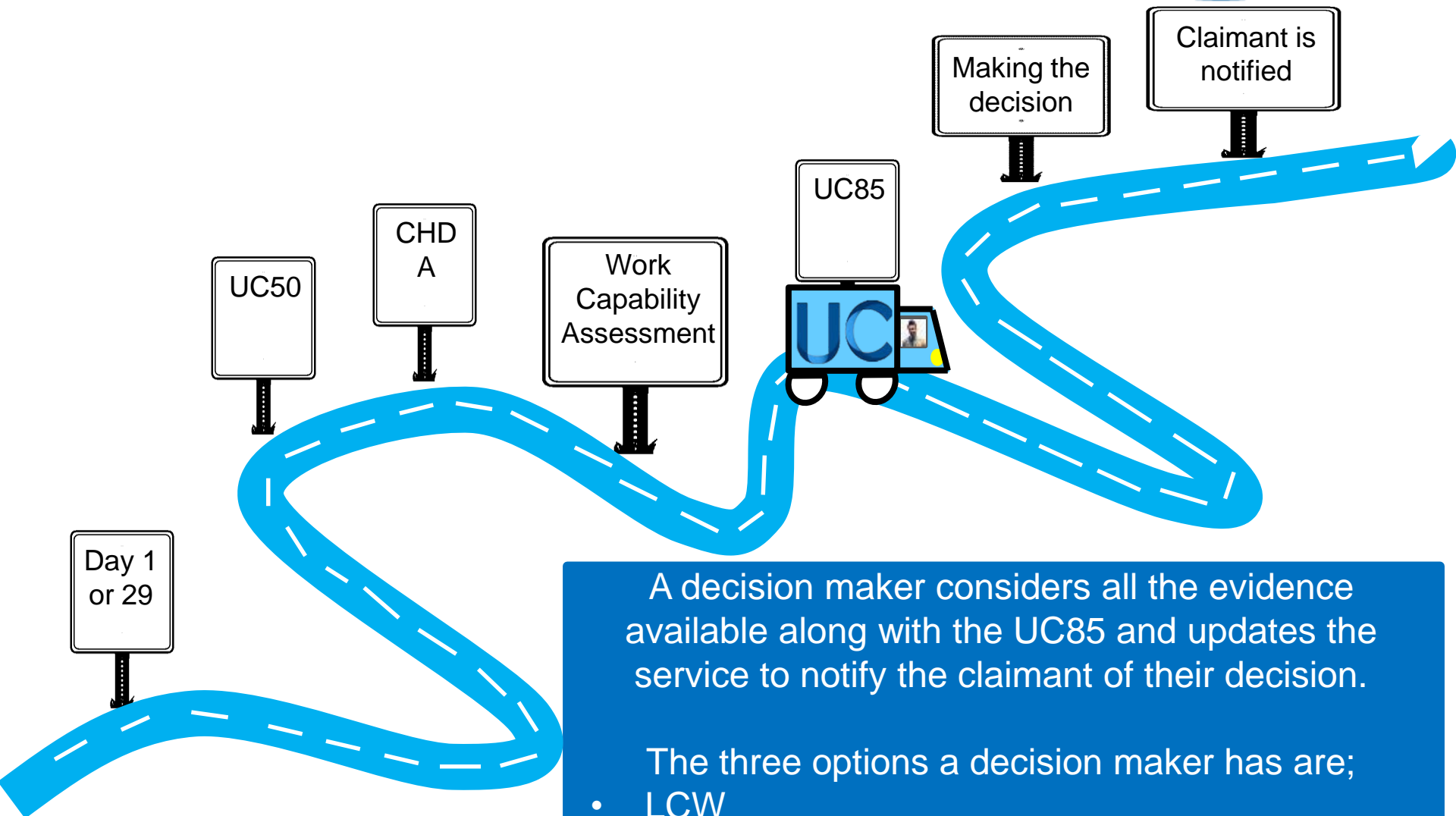
- outcome of WCA and how this is communicated
- correct mandatory reconsideration and appeals process
- labour market regime
- the 3 claimants and their individual outcomes
- emotions of claimants
- continuing to tailor support to progress claimant's into work

Work capability assessment





Making the decision

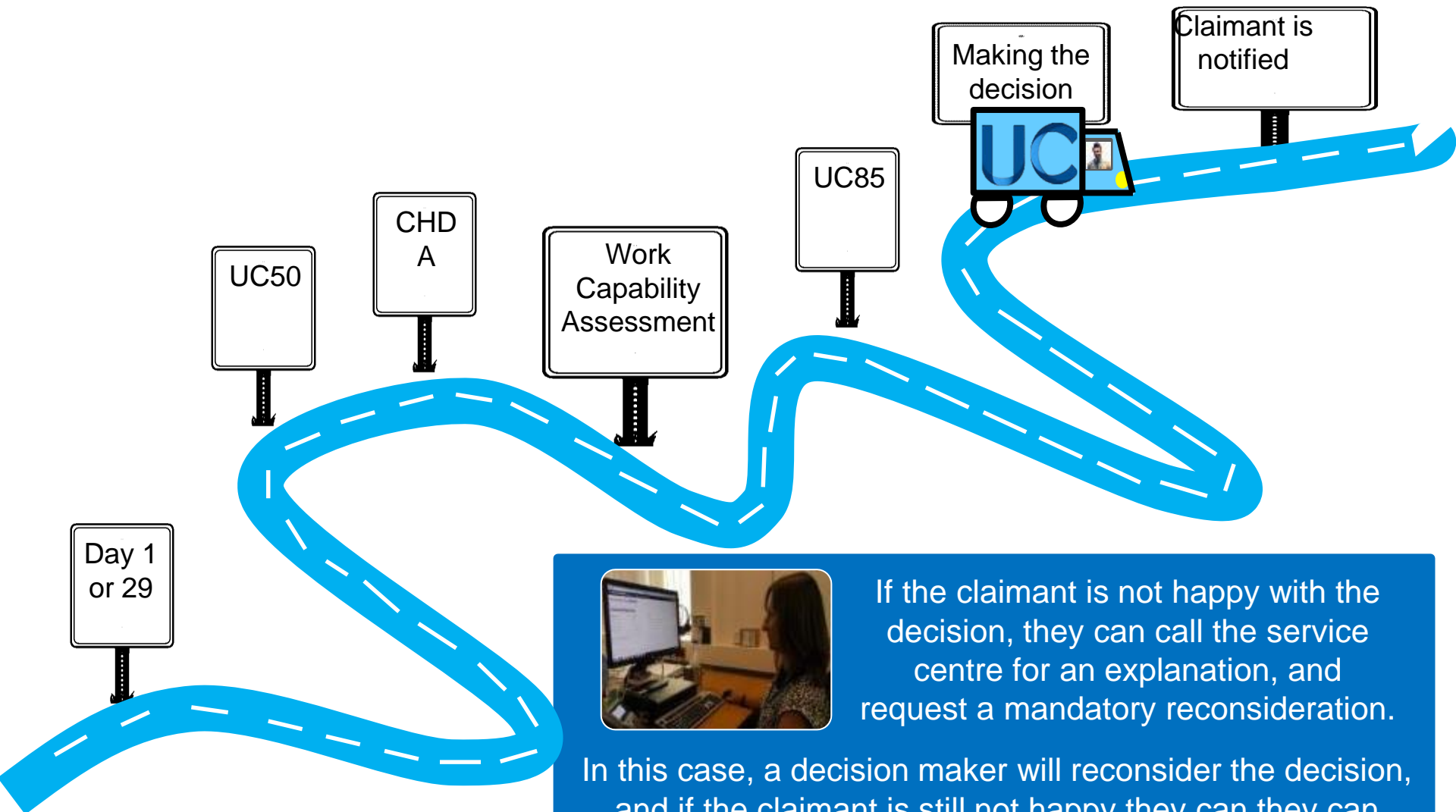


A decision maker considers all the evidence available along with the UC85 and updates the service to notify the claimant of their decision.

The three options a decision maker has are;

- LCW
- LCWRA
- Capable to work

Claimant is notified



If the claimant is not happy with the decision, they can call the service centre for an explanation, and request a mandatory reconsideration.

In this case, a decision maker will reconsider the decision, and if the claimant is still not happy they can lodge an appeal with Her Majesty's Courts and Tribunal Service (HMCTS).

Work Capability Assessment Outcomes

Bella has been found to have LCW

Bella



My decis

The decis
Lim

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Limit

My decision has come through on my journal...

The decision maker has decided I have Limited
Capability for Work and Related Activity

Felix



Dexter



has been found to have LCWRA

Labour market regimes

Bella is in
the
**Work
Preparation**
regime



Felix is in
the
**Intensive
Work Search**
regime

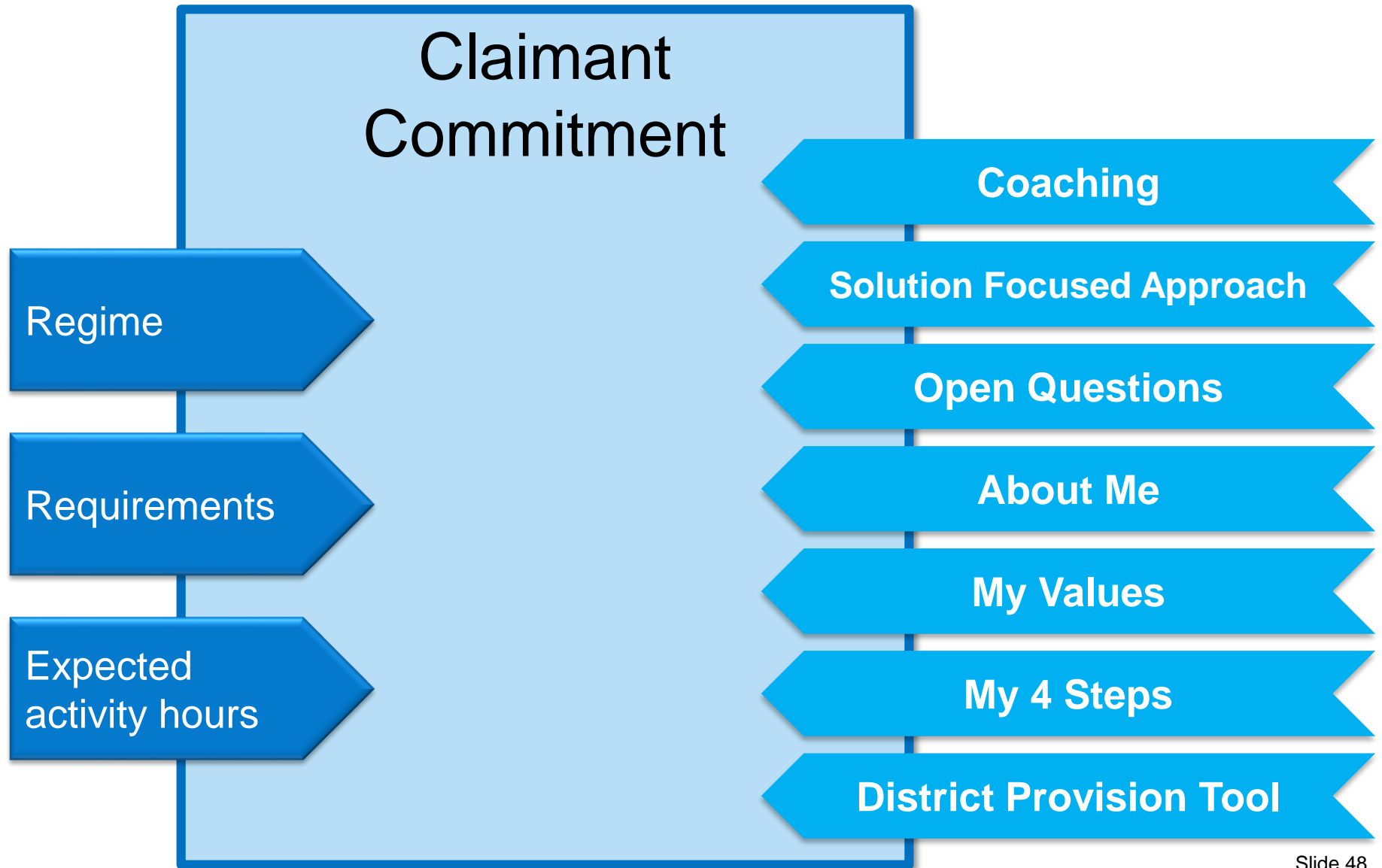


Dexter is in the
**No Work
Related
Requirements**
regime



For case manager learners, select the icon to move on to the correct slide.

Tailoring a commitment



Claimant touchpoint 5 summary

In this touchpoint, you have covered:

- outcome of WCA and how this is communicated
- correct mandatory reconsideration and appeals process
- labour market regime
- the 3 claimants and their individual outcomes
- emotions of claimants
- continuing to tailor support to progress claimant's into work

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Claimant touchpoint 6: Review