



BUSH & CO

Vocational Rehabilitation Service

Resilience for a
bright future



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About our service

We have a UK-wide network of award-winning associate vocational case managers with extensive experience in vocational activities, vocational rehabilitation and working with children, young people and adults through all stages of their education and working life.

With our adult clients we focus on **returning to work**, **career redirection** and **vocational assessments**. Whilst with young people we work closely on their **transition** through education and into work so that they have the best opportunities post-injury.

We place importance on **early intervention** and ensure that vocational input is introduced at the right time within a person's rehabilitation goals; in order to achieve maximum potential for the client. Our associate clinical case managers work closely with our vocational rehabilitation team to discuss client need and we are regularly instructed from outside of Bush & Co to support clients throughout the UK.

Our work focuses on overcoming barriers for and with our clients to support them back into work, education, training or meaningful activities. We enable people to start working towards some form of routine and a sense of 'normality' following their injuries which has a positive effect on their physical, psychological and social wellbeing.

Meet the team

We're proud to have a diverse team with over 100 years of combined Vocational Rehabilitation experience and individual skillsets. Our team consist of; occupational therapists, certified disability management professionals, occupational psychologists and psychologists. All of who have a minimum of 8 years' experience within the vocational rehabilitation sector.

Our simple, easy to use online search tool can also be found at search.bushco.co.uk where you can browse all of our specialists, shortlist CV's and send an enquiry all at the touch of a button.



Lynne Atkinson
Vocational Case Manager
📍 Edinburgh
[VIEW CV](#)



Hannah Giles
Vocational Case Manager
📍 Birmingham
[VIEW CV](#)



Spencer Rathborne
Vocational Expert
📍 Buckinghamshire
[VIEW CV](#)



Fiona Rumney
Vocational Expert
📍 Devon
[VIEW CV](#)



Amanda Salter
Vocational Case Manager
📍 Buckinghamshire
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Kemi Sanusi
Vocational Case Manager
📍 London
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Jacqui Taylor
Vocational Case Manager
📍 Staffordshire
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Lis Walker
Vocational Case Manager
📍 Yorkshire
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Vocational Triage

We offer an initial triage service to determine the most effective point in which to introduce vocational input for the client.

We recommend that if there is any doubt as to whether a client is ready for vocational input, a **triage assessment** is carried out.

Our associate vocational case managers are able to set out an expected time frame for when vocational rehabilitation would be beneficial, based on the client and their circumstances and use their experience and knowledge to assess the client; highlighting areas of the client's life and/or injuries that should be addressed.

The vocational triage can be completed with the associate clinical case manager or directly with the client if there is no clinical case manager in place.

The benefits



Gain a better understanding of when the client can realistically begin vocational rehabilitation.



Gain understanding of what form this may take such as returning to the same role or career re-direction; this supports you to forecast costs.



Your client is given an insight into their rehabilitation and the triage enables them to set achievable goals for their vocational activity.

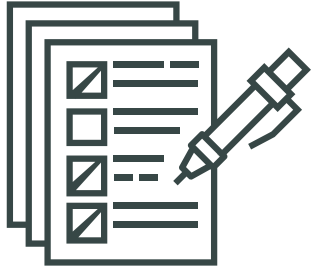


Triage also helps the client mentally as stressors of uncertainty around work are a common theme amongst clients post-injury.

Vocational Assessments and Case Management

Vocational Assessments

During our vocational assessments, our associates gather detailed information on a client's health and medical history, their current ability given their injuries and details of their work history.



The assessment also includes identifying potential transferable skills and, where appropriate, some initial vocational exploration. The assessment includes recommendations to initiate the rehabilitation process which can include study, training and voluntary work should the client be unable to return to their previous employment.

Vocational Case Management

This will be **bespoke** to each individual client and **tailored** to ensure the clients goals can be achieved.



Our associate vocational case managers will liaise with the clinical case manager and multi-disciplinary team to help establish SMART goals for the client to work towards. Only by the vocational and clinical case manager working in partnership with the client can there be complete understanding of the barriers, along with how they can overcome them within the workplace with reasonable adjustments.

Improving vocational skills

Where clients are unable to return to their role pre-injury, vocational case management is very much about helping the client improve their vocational skills which uses Bush & Co's Job Seeking Support Programme. This work involves the client working through 10 modules which enables them to become work ready (CV building, interview skills, dealing with setbacks, disclosure of disability). Voluntary roles are valuable experiences when a client is changing career paths and the associate vocational case manager will assist clients with finding suitable opportunities to aid them in their decisions when considering new occupations.

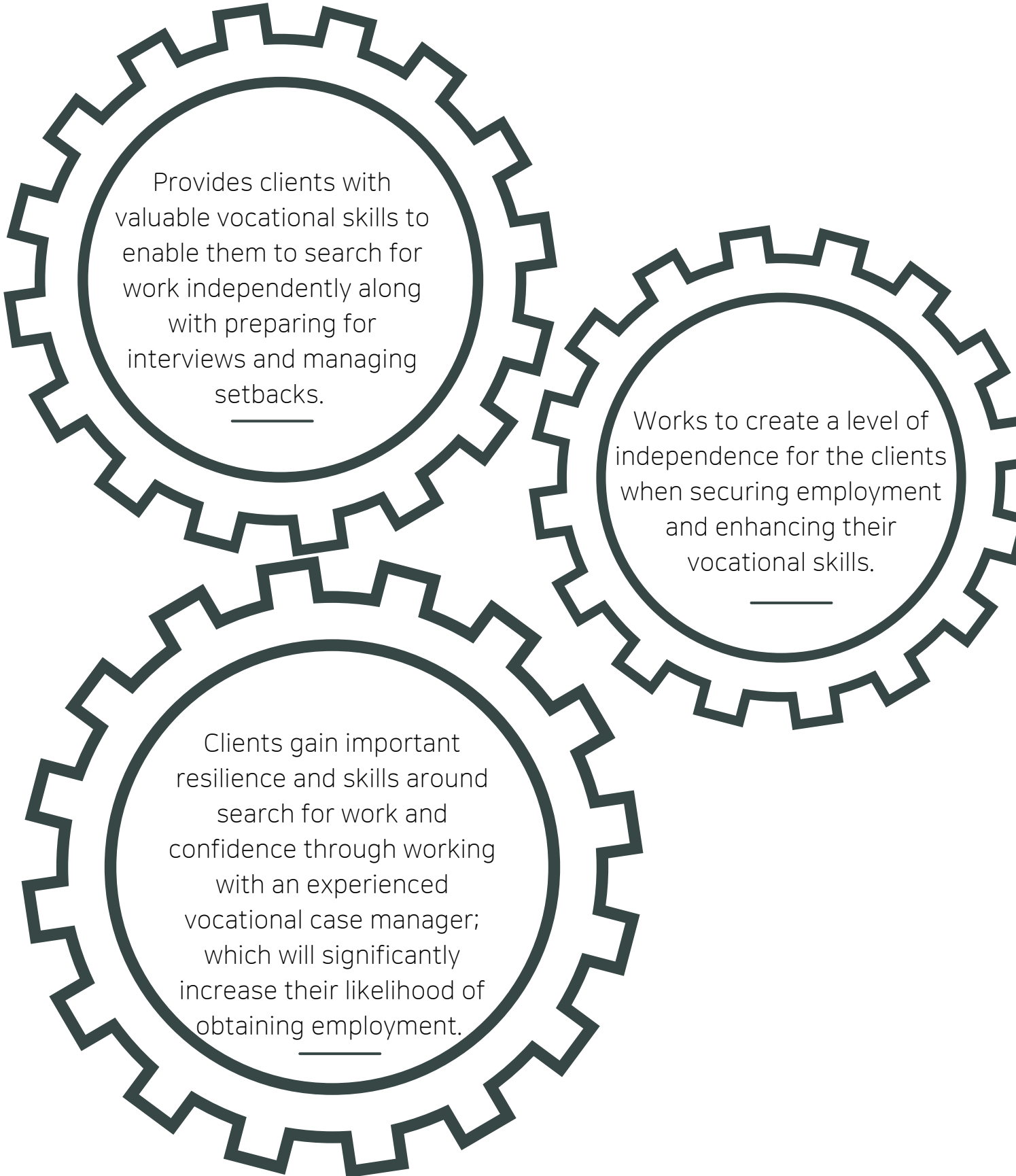
A new role

Our associate vocational case managers will ensure that any new role a client pursues will be thoroughly analysed prior to the commencement of employment. This will ensure that the individual will have access to relevant reasonable adjustments where required along with building up their working capabilities in line with their injuries.



Job Seeking Support Programme

Our modular based Job Seeking Support Programme assists clients with preparing for vocational activity post-injury ranging from CV support to interview techniques and finding suitable roles.



Provides clients with valuable vocational skills to enable them to search for work independently along with preparing for interviews and managing setbacks.

Works to create a level of independence for the clients when securing employment and enhancing their vocational skills.

Clients gain important resilience and skills around search for work and confidence through working with an experienced vocational case manager; which will significantly increase their likelihood of obtaining employment.

Young Persons' Transition Assessment

The period of transition between educational levels and into the working world for a young person can be a confusing and unsettling time, especially post-injury.

Our **Young Persons' Transition Assessment** looks to ascertain the clients vocational situation and how the individuals impairments may affect their future vocation. The assessment will outline how an associate vocational case manager can assist with these transitions with the client, education providers and potential employer's (including apprenticeships etc).

The associate vocational case manager works with the client to review potential options moving forward; whether this is further education, apprenticeships or employment.

The client may need to gradually be introduced into some of these environments depending on their condition and the associate vocational case manager will manage this process alongside the relevant institute.

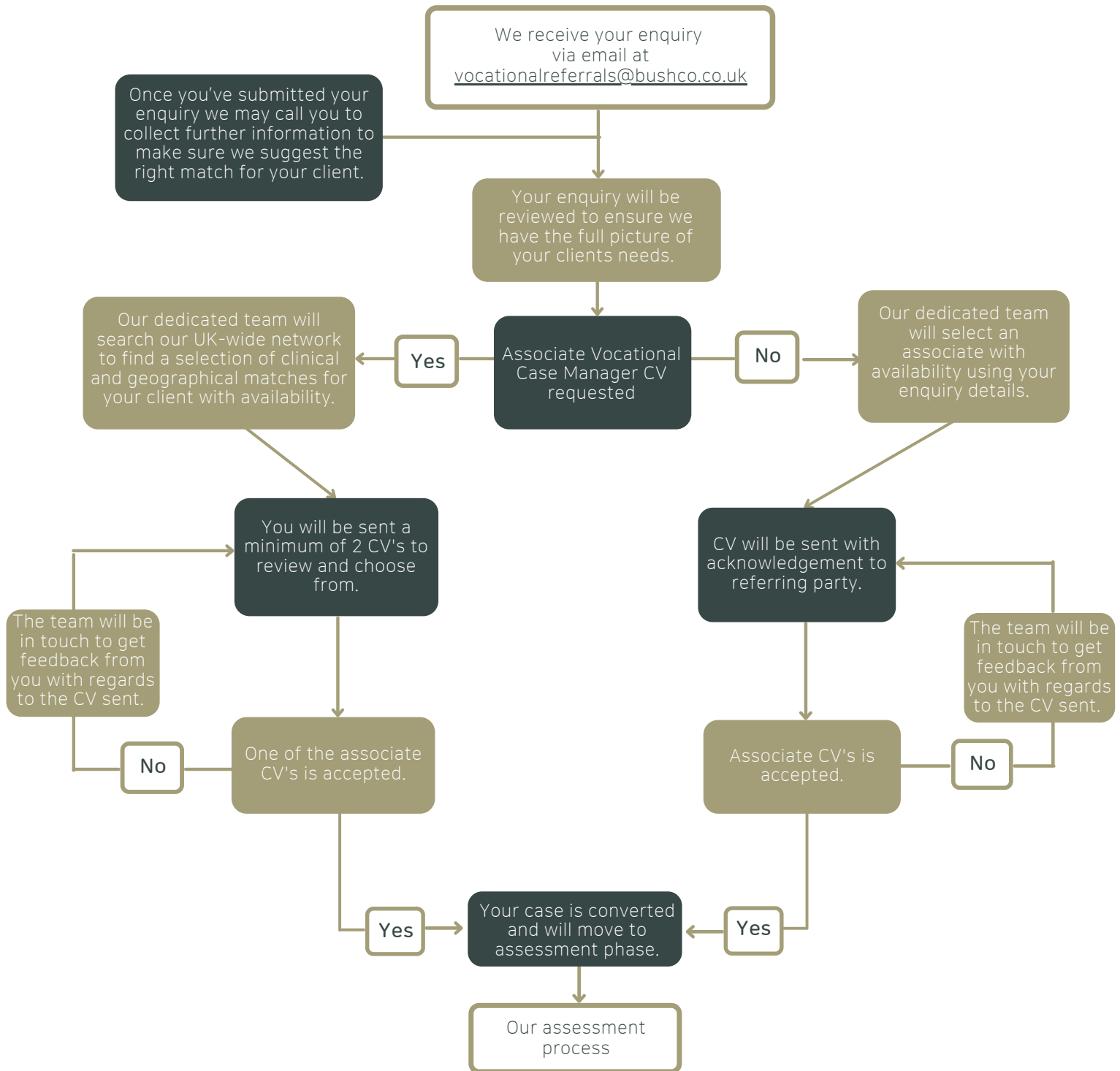


Transitions assessments really help a young person to have a better understanding of all the opportunities available to them, along with the support available to assist them.

It gives the young person a purpose and adds structure to their routine which is known to have a positive effect on physical, psychological and social wellbeing. It also enables the client to potentially pursue paid employment.

Instructing Bush & Co

Vocational Rehabilitation Support



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Client Outcomes: from trauma to triumph

Mr P was involved in a road traffic accident where his motorbike collided with a lorry. He was 54 years of age at the time of the accident, in which he sustained severe (de-gloving and crush) injuries to his left arm and hand. He also sustained a puncture wound to his left foot, broke his clavicle, and had lost large amount of blood.

Mr P underwent multiple surgeries to his hand, and was in hospital for almost 2 months. He had skin grafts, and metal plates were inserted. Following failure of skin grafts, Mr P's had his left arm surgically attached to his stomach to provide a good blood supply to the arm to encourage healing.

Mr P also experienced significant psychological trauma as a result of the accident, including being unable to regulate his emotions, excessive alcohol consumption, and an attempted suicide.

Mr P was employed on a full-time basis as an electrical repair technician, which involved the repair of a wide variety of industrial electrical equipment and machinery, from tiny components (requiring highly dextrous work under a microscope) up to large pieces of machinery. At the time of the referral for vocational case management support, Mr P had been absent from work for 1 year. Mr P expressed a very strong desire to return to work for both financial and personal reasons (to keep busy and improve his mood and self-esteem). Mr P was very proud of the role he had been working in and had found it very difficult being off work for an extended period.

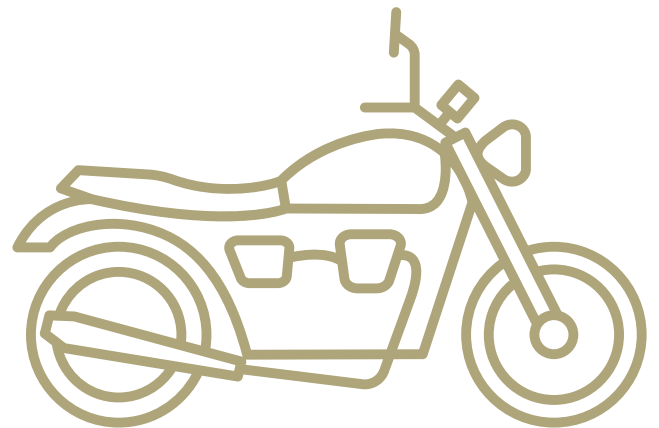
The vocational assessment

At the time of the referral for vocational case management support, Mr P had been absent from work for 14 months. Mr P expressed a very strong desire to return to work for both financial and personal reasons (to keep busy and improve his mood and self-esteem). Mr P was very proud of the role he had been working in and had found it very difficult being off work for an extended period.

The vocational case management commenced with a meeting between Mr P, his employer, the Vocational Case Manager (VCM) and the clinical case manager.

Following the initial meeting the VCM took responsibility for all employer liaison and work related matters. It was however very useful for the clinical case manager to provide a thorough medical update at the initial meeting.

The aim of the VCM was to support Mr P and his employer to put a graded return to work plan into place. Mr P was also seeing a specialist Occupational Therapist for hand therapy sessions.



Continued...

Client Outcomes: from trauma to triumph

Vocational interventions

The actions completed during the period of support included: -

- Initial employer meeting including management and HR, where it was suggested and agreed that Mr P have an Occupational Health assessment, and attend a practical exercise (based on the electrical repair/solder test employees take as part of their interview for the role) to assess Mr P's capability and performance in a safe environment.
- Arranging 2 trial shifts to assist with testing how many hours Mr P could cope with initially, and what repairs would be most suited to his capabilities (e.g. not working on particularly large/heavy equipment, or very tiny components).
- Liaison with the hand therapist to put together a 12 week graded return to work plan, commencing on 2 shifts per week and moving up to full-time. Liaison with the hand therapist to set specific exercises designed to improve the dexterity required for work tasks.
- Negotiation with employer for Mr P to wear different clothing (long-sleeves) to protect his scar, provide warmth, and stop Mr P from feeling self-conscious about the appearance of his arm.
- Further employer meetings to review the progress of the plan and amend/extend it as required.
- Liaison between the VCM and the clinical case manager, to implement further psychological therapy to support Mr P to deal with sleep issues and the sense of loss and inadequacy he was feeling, trauma related to travelling past the scene of the accident as part of the journey to and from work, and to provide an assessment with a Pain Management Consultant to review Mr P's medication.

- Mr P found that he needed to take more pain relief upon returning to work, which in turn caused him severe diarrhoea and resulted in absence from work. New pain relief was prescribed in the form of patches and cream, which worked well and did not have side effects.
- Negotiation of shift days and times to reduce travel time (by travelling outside of rush-hour). Driving caused additional pain and strain to Mr P's hand.
- Upon reaching a four day week in the graded return to work, Mr P's absence increased due to pain. Mr P's hours were re-negotiated, to a permanent 3 day week, as this was the amount of hours where optimum performance and attendance were possible.
- The VCM also supported the employer to deal with an incident of workplace bullying Mr P experienced from another member of staff, due to working reduced hours. Mr P did not experience any further issues after this was reported and dealt with.

The Outcome

The VCM worked with Mr P and his employer for around a year. He was able to return to and sustain his substantive role, on a three day per week basis.

He reported improvements to his self-esteem, confidence, psychological and overall wellbeing, and advised the VCM he was thankful for all the support provided.

Mr P is performing well in his role and is able to achieve his annual bonus based on his performance.

Our Vocational Rehabilitation Service: Breaking down barriers



What others say about our Vocational Rehabilitation Service and the team

“ Our vocational case manager advised us and guided us professionally and without her we wouldn't be where we are now. ”



“ My case manager was easy to talk to, enthusiastic, and a knowledgeable advisor. ”

“ Getting this client into work and motivated required a collaborative approach which was a great achievement. ”

“ The assessment gave options and a good plan to support our client in a difficult time ahead. ”

Get in touch

To find out more about our service:

Visit

www.bushco.co.uk/case-management/vocational-services

Email enquiries@bushco.co.uk

Call Stuart Berry, Operations Manager on 01327 876210

