

Occupational Health Services



Positively affecting your
people and your business

Our people are our strongest asset

Clarity Healthcare provides innovative Occupational Health services and solutions to UK employers. Our aim is to become the first Occupational Health provider in the UK to offer pro-active Occupational Health solutions to all sectors of the UK industry.

Clarity Healthcare recognise the particular needs of small, medium and large organisations. Working in partnership with our customers we will provide support and add value to their businesses. We will continue to strive to excel in the quality and service we offer our customers through the continuous development of our staff and our business.

£1,730,400 - could be the cost of sickness absence for 12 people [12 employees with Musculoskeletal Disorder off sick for a total number of 1030 days, average wage cost of £70 per employee per day. The direct cost to the company would be £865,200. Double this to include indirect costs and the total cost of sickness absence for 12 people equates to a staggering £1,730,400 - this does not include the cost of replacing or recruiting additional individuals]

UK businesses lose £13.2 billion a year as a result of absenteeism in the workplace Average of £598 per employee per year

32.9 million working days lost annually as a result of workplace ill-health

The largest single cause of occupational ill health is Musculoskeletal Disorders affecting 1.1 million people a year

Short term sickness accounts for 80% of absences and 62% of lost time

£1,730,400 – the cost of sickness absence for 12 people (average wage cost of £70)

It is estimated that 1.6 million accidents occur each year in the workplace at a cost of circa £700 million

Accidents in the workplace dramatically increases the likelihood of 'claims' against the employer'

Health at work affects our people, our business and our community

Clarity Healthcare provides quality Occupational Health services and solutions to industry. We offer an innovative solution to employers regardless of their size or structure across all employment sectors. Clarity Healthcare currently works with some of the largest employers in the UK.

'Our unique approach to delivering Occupational Health solutions gives us a truly national network, offering a consistent service that serves the needs of our industry customers and their employees.'

Occupational Health plays an important role in an organisation's business strategy. Over the last year there has been significant growth in occupational health driven by legislative pressures and employers' recognition of the benefits attributed to pro-active occupational health provisions.

Sickness Absence alone is a major challenge facing industry today with the number of employees on short and long term sick leave increasing year on year. The result of such increases impacts dramatically on the bottom line.

The combination of our professional expertise, experience and our national network of over 200 locations enables us to deliver a high quality service and offer a cost effective solution.

Clarity Healthcare will undertake a Needs Assessment to review your current situation and identify your specific requirements. We will develop a healthcare solution that achieves your business objectives and fits within your budget.

Clarity Healthcare is owned and managed by a team of industry and healthcare professionals. We have unrivalled knowledge, and experience of the occupational health market and fully understand the needs of the business community.



Making healthcare simple, convenient and cost-effective



Clarity Healthcare provides quality occupational health services and solutions through a national network of healthcare professionals over 200 locations.

We work in partnership with our industry customers to ensure that we provide support and add value to their business objectives. A high quality healthcare service benefits both our industry customers and their employees by reducing and managing health risks and promoting a healthy workplace environment.

Through our national network you are guaranteed to receive the same high quality service wherever your site may be. We provide a comprehensive and consistent service across our network.

Our delivery method gives you the flexibility to book appointments as and when required, avoiding the need to block book and limit any possible delays.

Exceeding Expectations

The Team

The key to our success is the experience, commitment and knowledge of our people and how we work with industry customers to offer a total solution with the best support.

Our team of administrative and healthcare professionals deliver a comprehensive and high quality service close to our industry customers' business sites. All members of our team are qualified and trained to national standards.

Systems

Our service is supported by robust systems and procedures developed to improve efficiency and effectiveness. They are subject to constant review to reflect the changing needs of our industry customers.

Key Benefits



Occupational Health is about prevention rather than cure and about rehabilitating workers after illness.

Clarity Healthcare has worked with a number of employers to develop a service that best suits industry customers. Our key benefits differentiate us from other Occupational Health Providers.

- National coverage offering convenient healthcare solutions close to your business sites
- Consistent screening and reporting of results for all UK businesses in any area
- All results managed centrally to ensure consistency across the network
- Same standard of service and portfolio across the network
- Simple pricing structure with no hidden costs, charged per assessment
- Complete organisation, management and reporting, leaving you to concentrate on achieving your corporate objectives
- Flexibility to book appointments as and when required (including Saturdays)
- Accessible to all companies regardless of size or structure, from large national companies to SMEs
- Conducted by trained healthcare personnel and supported by qualified occupational health practitioners
- Support and advise from occupational health team

Clarity Healthcare is committed to working with our selected strategic partners to ensure that customer service is the key focus of our offer

For more information please call 0845 231 2233

Occupational Health Services



Needs Assessment

to identify potential health risks and hazards, legal obligations and develop a healthcare solution to overcome health and safety issues at work

Pre-employment Health Assessments

to assess the suitability of individuals to their job functions, to give a baseline of health, to ensure their health will not impact on their work and that work will not impact on health, to enable reasonable adjustments

Health Surveillance

to systematically review early signs of work related ill health in employees exposed to certain health risks and provide periodical health assessments according to health regulations

Health Promotion

to develop health education programmes, to help with chronic disease management, to encourage individuals to take responsibility for their own health with support and promote preventative action

Interactive Counselling Process

to help employees through personal and work-related stresses, to arrange psychological assessments to support return to work, to assist following traumatic incidents

Attendance Management

to establish a coordinated policy to facilitate prompt return to work of employees with health related issues, impartial advice, confidential assessments, cost effective programme, rehabilitation programmes

Occupational Health Services



Needs Assessment

Health and Safety is crucial to the success of a healthy business. But where do you start? A 'Needs Assessment' is the first step towards identifying your specific requirements. Clarity Healthcare will assist in reviewing your current situation. We will identify the potential health risks and hazards and your legal obligations. We will develop a healthcare solution that achieves your business objectives and fits within your budget. We will also develop occupational health policies and procedures and support your managers to implement these policies.

Pre-employment Health Screening

The growth in claim culture and spiralling costs of sickness absence have led to a dramatic increase in the number of people being screened for job roles prior to an offer of employment. Every employer must be certain that when they employ new staff they are suitable to perform that job function.

By screening prospective employees you are able to identify and manage health issues, prevent ill health and establish a benchmark against future ill health claims. Starting off with a pre-employment health questionnaire is a simple and cost-effective process available to all companies regardless of their size and structure. The pre-employment health assessment includes a range of tests from Urinalysis to Vision Screening.

Health Surveillance including Periodical Health Assessments

Detecting early signs of work-related ill health in employees could significantly improve levels of absence and productivity. By identifying the risks and target group we will outline the expected outcomes and carry out appropriate health surveillance, analysing the data collected for cause and effect in relation to the risk factors. In line with HSE standards, we will provide periodical health assessments across all industry sectors and job functions, such as providing assessments for night workers, fork lift truck drivers and VDU users.

Attendance Management

Absence from work is a growing concern. Work related ill-health can happen in any business, whatever its size. Unlike work injuries, ill-health problems may go unnoticed. They can slowly become worse until the illness becomes permanent or long term putting significant pressure on the business.

Recent figures suggest that sickness absence costs £13.2 billion in direct costs alone, an average of £598 per employee per year. Indirect costs can easily double this figure. (CIPD 2006)

Using the HSE Cost Calculator we can illustrate the cost of work related illness to a business taking both direct and indirect costs into account. For Example:

12 employees with Musculoskeletal Disorder off sick for a total number of 1030 days, average wage cost of £70 per employee per day

The direct cost to the company would be £865,200 double this to include indirect costs and the total cost of Sickness Absence for 12 people equates to a staggering £1,730,400

[Note: this does not include the cost of replacing or recruiting additional individuals]

Clarity Healthcare will arrange case conferencing and site visits to support and manage issues relating to Sickness Absence. In addition to dealing with Sickness Absence cases we will also review trends within the business relating to Musculoskeletal Disorders and manual handling.

Realistically, employers cannot expect full attendance from every employee, however positive management of occupational health issues can lead to savings many times greater than the investment needed to achieve this.

"Measuring the cost of absence is important as it can provide senior management with evidence of how managing absence impacts on the bottom line and why it is worth investing in... More than 90% of respondents from a human resources survey judged sickness absence to be a significant or very significant cost to the business" Employee Absence 2004 CIPD July 2004

Working with industry



Whether you are a small, medium or large organisation you will receive a cost-effective and proactive occupational healthcare solution that fits within your business strategy. Clarity Healthcare will work with you as a healthcare partner providing support and adding value to your business objectives.

Clarity Healthcare has worked with some of the largest employers in the UK including: Sainsbury Supply Chain, DHL Exel and Serco.

Sainsbury Supply Chain

'The overriding objective of Sainsbury's Supply Chain is to provide outstanding availability of products in-store at optimum cost. This means that we must get the right product in the right place, in the right condition, at the right time.'

To achieve this objective, Sainsbury need to ensure that their team are fit and healthy and suitable for the role. Pre-employment and in-employment health assessments are crucial to ensure the safety of the team, comply with legal obligations and oversee the welfare of their employees.

DHL Exel

DHL Exel is the global market leader in air freight, ocean freight and contract logistics. 'Our people are our most important asset and are recognised as the best in the industry. The welfare of employees is vital if standards and expectations are to be met.

In service based industry people are the most valuable resource. As such the health and welfare of employees is vital to the success of the business. Occupational Health is core to the business.

Serco Leisure

Serco Leisure is a division of Serco Group plc, one of the world's leading outsourcing companies. Serco Leisure has a core culture based on customer focus and a strong belief that their people are their major asset.

With customers such as the Ministry of Defence, The Highways Agency and the Manchester Aquatics Centre, Serco Leisure work hard to ensure that Occupational Health plays a role in maintaining and supporting Human Resources.

Partnership through Clarity Healthcare

"Clarity Healthcare has been a great support to our organisation and I can honestly say they have gone beyond our expectations. My role within DHL is Divisional HR responsible for 14 sites across the UK, each of these at the time were using various Occupational Health providers with inconsistency in the service provided. My first meeting with Mike and the team gave me confidence that they could move our business forward and would be a long-term partnership.

Clarity Healthcare clearly understood our needs and presented a complete solution to our Occupational Health requirements, providing us with support for on-site needs assessments, policy advice, sickness absence management, health surveillance and health promotion.

Clarity Healthcare are not just a supplier of Occupational Health services, they are an effective strategic partner taking the initiative to lead our business through the necessary changes identified in the Needs Assessment. Clarity Healthcare is efficient and professional in all aspects of their work and has helped to ensure that we are legally compliant in all areas concerning Occupational Health. We now have the correct procedures and support in place to deal with areas such as working with Trade Unions, partnership groups, etc.

We are already seeing benefits to both the health of the business and our colleagues. After a period of implementation we have seen a reduction in accidents, short and long term absences and the welfare of our employees."

Sue Collins, DHL Exel Supply Chain, Hemel Hempstead

For more information please call 0845 231 2233

Workplace Legislation

Protection for both the employer and the employee



Employers that understand and adapt their working practices to reflect the changes within legislation will ultimately ensure a more cost efficient and safer working environment.

Regulations are continually reviewed and amended in line with changes in the work place and how work conditions affect individuals.

Clarity Healthcare keeps a track of all legislation and regulations affecting the working environment and amended regulations due to be released. Our team of Occupational Health Practitioners will advise industry customers of their obligations and work with them to develop health solutions to incorporate any specific changes.

[The Health and Safety at Work etc Act 1974](#) is the basis for health and safety law, it sets out general duties which employers have towards employees and members of the public, and employees have to themselves and to each other. This also includes taking action to protect the health and well-being of employees after they return to work, if they have become more vulnerable to risk because of illness, injury or disability.

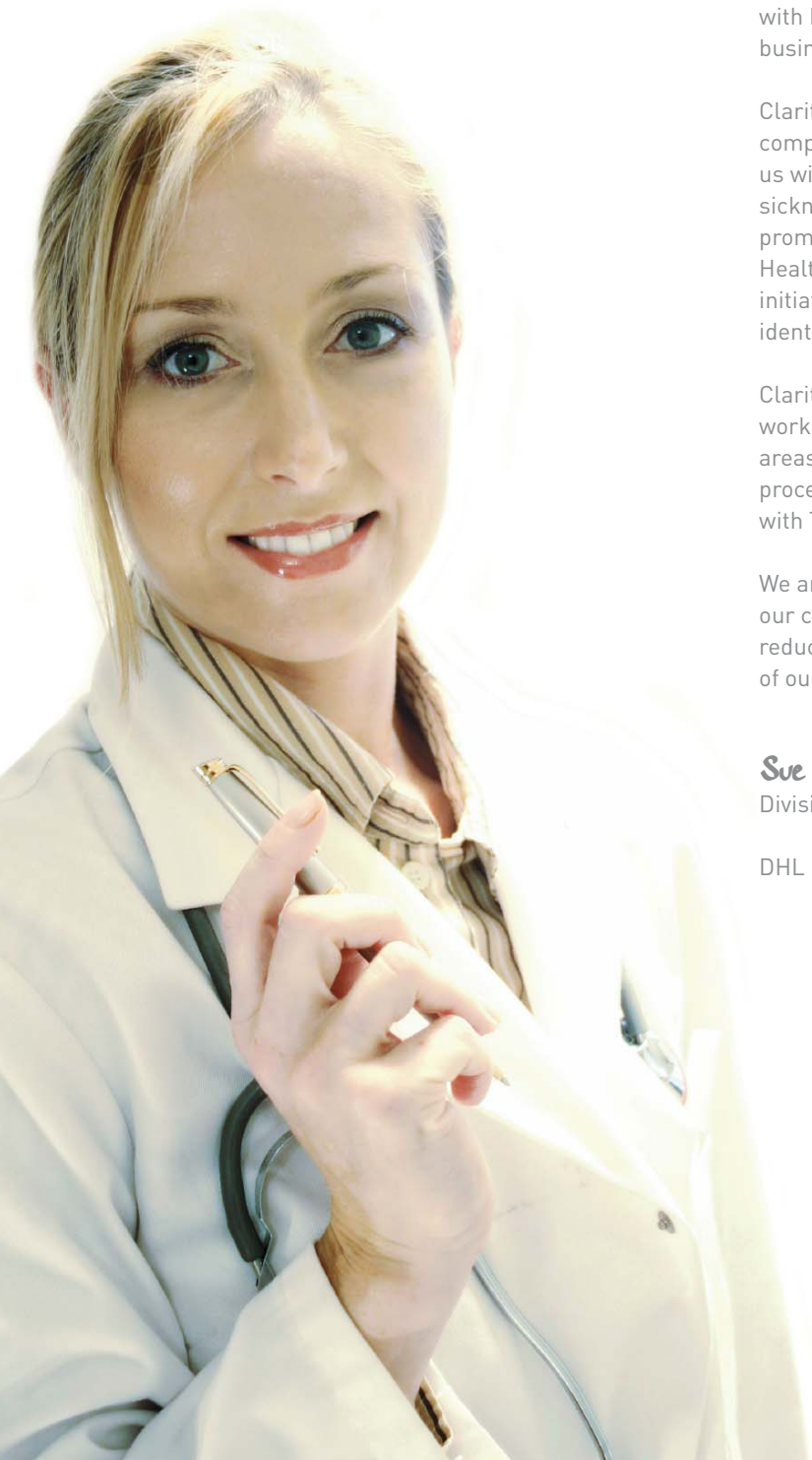
Recently amended or new regulations include:

[Control of Noise Regulations 2005](#) – updated from the 1989 regulations, changing the level at which employers must provide hearing protection and hearing protection zones to 85 decibels and the level at which employers must assess the risk to workers' health and provide them with information to 80 decibels.

[Control of Vibration at Work Regulations 2005](#) – the new regulations came from the European Physical Agents Directive (2202/44) and deal with control of disease caused by vibration at work from equipment, vehicles and machines.

[Working at Heights Regulations 2005](#) – applies to all working at height where there is a risk of a fall liable to cause personal injury. They place duties on employers, self employed and any person who controls the work of others.

[Working Time Regulations 1998](#) – implement the provisions of the Working Time Directive and the remaining elements of the Young Workers Directive. The regulations impose obligations on employers in relation to the working time of workers over the minimum school leaving age, including the provision of rest breaks and night restrictions.



Partnership through Clarity Healthcare

Clarity Healthcare has been a great support to our organisation and I can honestly say they have gone beyond our expectations. My role within DHL is Divisional HR responsible for 14 sites across the UK, each of these at the time were using various Occupational Health providers with inconsistency in the service provided. My first meeting with Mike and the team gave me confidence that they could move our business forward and would be a long-term partnership.

Clarity Healthcare clearly understood our needs and presented a complete solution to our Occupational Health requirements, providing us with support for on-site needs assessments, policy advice, sickness absence management, health surveillance and health promotion. Clarity Healthcare are not just a supplier of Occupational Health services, they are an effective strategic partner taking the initiative to lead our business through the necessary changes identified in the Needs Assessment.

Clarity Healthcare is efficient and professional in all aspects of their work and has helped to ensure that we are legally compliant in all areas concerning Occupational Health. We now have the correct procedures and support in place to deal with areas such as working with Trade Unions, partnership groups, etc.

We are already seeing benefits to both the health of the business and our colleagues. After a period of implementation we have seen a reduction in accidents, short and long term absences and the welfare of our employees.

Sue Collins

Divisional HR Manager

DHL Exel Supply Chain, Hemel Hempstead

Clarity Healthcare Limited
Key House
15/16 The Embankment
Vale Road, Heaton Mersey
Stockport, SK4 3GN

Tel: 0845 231 2233
Fax: 0161 443 0040
Email: enq@clarityochealth.co.uk
Website: www.clarityoh.co.uk

