

## What is my role, as Line Manager when a member of staff is on long term sickness support

- Ensure the absence is recorded correctly on Easy/Nextra and has been authorised.
- Maintain and agree regular communication with the employee as part of supporting the wellbeing of the employee
- Gain an understanding of the medical condition/treatment or medication the employee is receiving so you can give the appropriate support
- Obtain an occupational health referral and as part of best practice ensure that you speak to your member of staff about the benefits of an [Occupational Health referral](#) and why you are doing this and ensure that you get the employee's agreement prior to making the referral. It would be even better if you can make the referral with the employee.
- Follow/apply the [Attendance Policy Attendance FAQ's](#) this ensures fairness and consistency to all those that are on long term sickness and protects you. Rest assured you will have an Advisor assigned to the case and the Advisor will support you through the process, offering guidance/coaching and advice, every step of the way (if required/needed).
- HR Direct ask that you keep the HR Advisor supporting your case informed and updated on any developments with the employee's attendance case until case resolution.
- Be transparent keep notes of discussions/actions with the employee
- Keep a timeline of events – Attendance case timeline (AS27)



Template-Attendance  
-Case-Timeline-AS27

- As the Manager, it is your responsibility to complete [Occupational Health referral](#), complete letters, and case papers (if applicable), the HR Advisor will support you with advice on your preparation for formal meetings/case papers [Attendance template documents](#)
- As the Manager you are responsible to lead on any meetings with your team member – with support/coaching and guidance from you allocated HR Advisor
- The HR Advisor supporting you with the case will liaise with other colleagues if the attendance case requires further expertise, in areas such as Health, Safety and Well-being, HR People and Culture Consultant or People and Culture Partner within the Directorate
- If an HR Advisor does not feel that the case is being progressed in a timely/reasonable manner, they will discuss this with the People and Culture Partner within the Directorate to understand if further support is required.
- If you know the individual is going to be off for a period of time – how are you going to cover the role?
- Whilst you are there to support the employee needs to demonstrate that they are taking responsibility for their self care, engaging and talking to you so you can support in the most appropriate way

### **I am unable to make contact with my employee**

The priority is to ensure the safety and wellbeing of the employee and you may need to contact the employee's next of kin if you are unable to make contact with the employee, speak to an HR Direct Advisor for more advice as you may need to write to the employee.

### **Workplace injury/work related stress**

If it is a workplace injury or work-related stress, contact HS and wellbeing and report the incident, and make an [Occupational Health referral](#).

### **What if the employee doesn't maintain regular communication?**

- Understand why, be curious, is your member of team suffering low/poor mental health? If so, you may need to be flexible to the frequency of communication? Would it be better to contact the employee in the morning/afternoon?
- Is there an internal issue/relationship issues?

### **What support can I give an employee if they are suffering mental health?**

#### **[Wellbeing hub](#)**

There is a wealth of information on the [Wellbeing hub](#) on People First around stress and wellbeing, and NHSBT have dedicated [Wellbeing and Mental Health Champions](#) who provide support for employees and managers to recognise the signs and symptoms of mental distress in its many forms and to be able to have supportive conversations.

#### **[Line Manager Master Classes](#)**

There is also a Line Manager masterclass available, to give some hints and tips on what mental health is, how it can affect people in the workplace and what they could and should do to support their team. It is approximately 30 minutes long and has audio to support the slides, so please have your headphones to hand

- [Masterclass - with narration](#)
- [Masterclass - without narration](#)

NHSBT have dedicated [Mental health and wellbeing champions](#) which is confidential and so if you feel it will be beneficial refer the employee to an NHSBT Mental Aid First Aider. For further support – ask an HR Advisor for details.

### **Employee Assistance programme:**

How to access EAP

Available 24 hours a day, 365 days a year. To contact them;

- Call 0800 783 2808
- Call (outside the UK) +44 1455 254151
- On-line;
  - <https://healthassuredeap.co.uk> - you will need the following log in details;
    - User Name - 72992
    - Password – 72992
- My Healthy Advantage App - Available from Play Store and App Store. You'll need the Activation Code MHA021261

- Counselling via EAP, which if agreed with the individual, you can request on behalf of the employee

### **Access to work**

[Access to work](#) can help the employee get or stay in work if you have a physical or mental health condition or disability, please note that this is something that the employee has to drive forward.

The support the employee gets will depend on your needs. Through [Access to work](#), the employee can apply for:

- a grant to help pay for practical support with your work
- support with managing your mental health at work



There is also access to the [DAWN](#), Disability and Wellbeing Network and the [Neurodiversity Network Group](#)

### **What if the individual is absent due to an ongoing internal process?**

In these situations the HR Advisor and People and Culture Consultant or person leading with the internal process will agree an approach.

### **What do I do if an employee is absent during probation?**

If the employee triggers short term absence and is not connected to a disability, the Advisor will discuss what the options.

### **My employee has a disability – what do I need to do, what is my responsibility?**

Under the Equality Act 2010, there is a legal duty for NHSBT to make reasonable adjustments where an employee or job applicant is deemed to have a disability under the Act and who could be placed at a substantial disadvantage compared with people who do not have a disability.

In the [Equality Act](#) a disability means a physical or a mental condition which has a substantial and long-term impact on your ability to do normal day to day activities.

An employee is covered by the Equality Act if they have a progressive condition like HIV, cancer or multiple sclerosis, even if they are currently able to carry out normal day to day activities. They are protected as soon as they are diagnosed with a progressive condition.

Employees are also covered by the Equality Act if they have had a disability in the past. For example, if they have had a mental health condition in the past which lasted for over 12 months, but they have now recovered, they are still protected from discrimination because of that disability.

A reasonable adjustment is a change that must be made to remove or reduce a disadvantage related to an employee or job applicant with a disability, when applying for or doing a job.

A reasonable adjustment could offer support by making changes to:

- the workplace
- equipment or services provided
- the ways things are done

If a member of your team is protected under this Act, then you have a responsibility to explore and consider implementing reasonable adjustments, please see the [Workplace/Reasonable Adjustments Policy](#) and [Workplace/Reasonable Adjustments FAQ's](#) for further advice and support.

This can either be a temporary or permanent agreement and may need to be reviewed accordingly. Think about what the employee can do not what they may be unable to do.

**What can be defined as a reasonable adjustment?**

An adjustment of hours, time off to attend clinics, medical appointments, review of trigger points if there disability suggests that absence maybe higher due to their disability.

Completing a work assessment with health and safety. Review the role of the job role- can any adjustments be made to the job role dependent on occupational health advice or from an health and safety assessment.