

Passport to Potential

Taking action to achieve
reasonable adjustments at work

29 September 2023
The role of the rep



What is a health ability passport?

- A health ability passport is a document that details the **reasonable adjustments** agreed during discussions between a member of staff and their line manager.
- Reasonable adjustments are anything that remove or reduce **barriers** to allow people the best opportunity to do their jobs.
 - Equipment
 - Changes to working patterns
 - Changes to the workplace
 - Training
 - Redeployment
 - Employer policies and procedures



Who can request reasonable adjustments?

Disability and discrimination

- Someone is disabled when they have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities – this is a legal, rather than a medical, definition. Anyone meeting this legal definition is entitled to reasonable adjustments by law.
- Employers are legally obligated to provide reasonable adjustments. Refusing to do so, or treating an employee differently due to their disability, could be discriminatory.
- Do better than baseline – if a request could significantly improve a person's experience and performance, why wouldn't you consider them?
- Think about breaking down barriers rather than specific conditions.

Getting started



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Health Ability Passport Guidance

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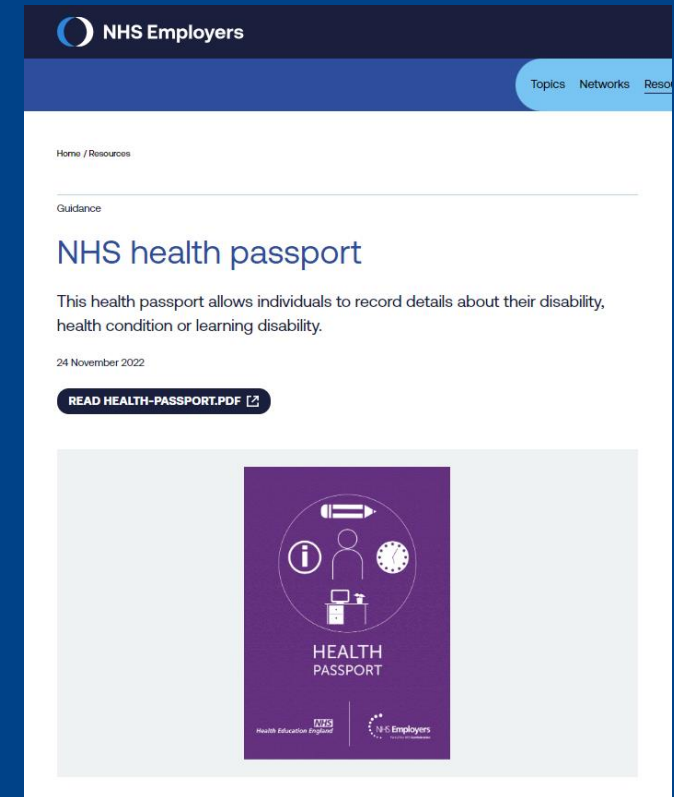
A health ability passport is a document that details the reasonable adjustments a staff member with health or disability issues needs at work.

Our guidance suggests a format and process for completing a passport, which hinges on open, supportive discussion between line manager and employee.

- > Introduction
- > The Social Model of disability
- > What is a Health Ability Passport?
- > What are the benefits of employing and retaining staff with impairments?
- > What are reasonable adjustments?
- > The Role of Occupational Health
- > Seeking additional advice on reasonable adjustments
- > Students on placement



Hard copy: Publication No. 010 855
Online at www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Health-Ability-Passport



NHS Employers

Topics Networks Reso

Home / Resources


Guidance

NHS health passport

This health passport allows individuals to record details about their disability, health condition or learning disability.

24 November 2022

[READ HEALTH-PASSPORT.PDF](#)



<https://www.nhsemployers.org/publications/nhs-health-passport>

Completing a health ability passport

Meeting with your line manager

External advice

Agreeing a way forward

Documentation and review

Sharing with the team

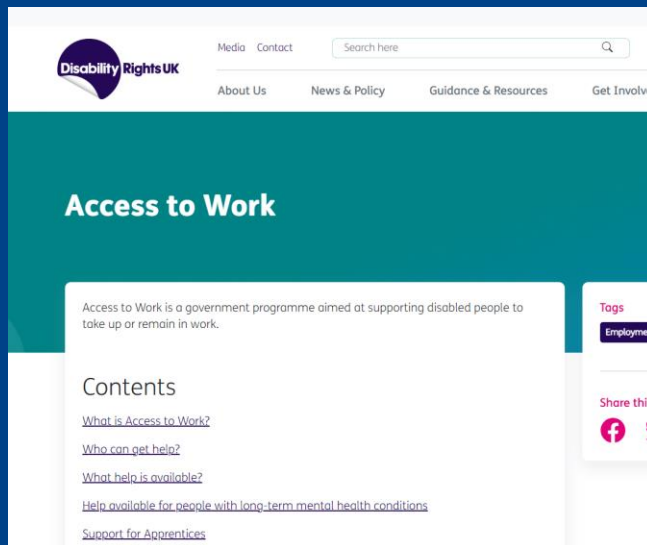


Support from Occupational Health

- Provide an assessment and make recommendations about what reasonable adjustments may be suitable and what work can be undertaken.
- Bring a wealth of knowledge on what is possible and can equip your manager to best understand your situation and what would help.
- The person is still the expert and sometimes may not agree with the recommendations.
- Could be self-referred or referred by manager - Check your organisational provision and policy
- When should they be involved?
- Consider other third part organisations like Access to Work and disability charities.



Access to work




The screenshot shows the Disability Rights UK website. The header includes the logo, navigation links (Media, Contact, Search here), and a search bar. Below the header, there are links for About Us, News & Policy, Guidance & Resources, and Get Involved. The main content area features a green banner with the text "Access to Work". Below the banner, there is a paragraph: "Access to Work is a government programme aimed at supporting disabled people to take up or remain in work." A "Contents" section lists several links: "What is Access to Work?", "Who can get help?", "What help is available?", "Help available for people with long-term mental health conditions", and "Support for Apprentices". There are also social media sharing icons for Facebook and Twitter.

www.disabilityrightsuk.org/resources/access-to-work



The screenshot shows the GOV.UK website. The header includes the GOV.UK logo and a search bar. Below the header, there are navigation links: Home > Benefits > Benefits and financial support if you're disabled or have a health condition. The main content area features a large heading: "Access to Work: get support if you have a disability or health condition". Below the heading, there is a "Contents" section with a list of links: "What Access to Work is", "Eligibility", "Apply for an Access to Work grant", "After you apply for the grant", "Claiming money from your grant", and "Renew your grant". There are also social media sharing icons for Facebook and Twitter.

www.gov.uk/access-to-work




The screenshot shows the GOV.UK website. The header includes the GOV.UK logo and a search bar. Below the header, there are navigation links: Home > Welfare > Welfare reform > Access to Work guide for employers. The main content area features a blue banner with the text "Guidance Access to Work factsheet for employers Updated 13 June 2023". Below the banner, there is a grey box with the text "Applies to England, Scotland and Wales". The "Overview" section states: "Access to Work is a publicly funded employment support grant scheme that aims to support disabled people start or stay in work. It can provide practical and financial support for people who have a disability or physical or mental health condition. Support can be".

www.gov.uk/government/publications/access-to-work-guide-for-employers/access-to-work-factsheet-for-employers

Documentation & Review

- It is vital that documentation captures everything that has been agreed.
- A regular review helps to consider how things are working and can provide a confirmation that things are going well.
- Keep track of what hasn't worked and why so that you don't have to revisit old ground if circumstances change

RCN Health Ability Passport
A suggested template



This is the health ability passport of:	
Completed on:	
Following a meeting on:	
With their line manager:	
Add review dates here as they occur:	

This document should be shared only as agreed. It is confidential.
Please store in line with policy.

The nature of your disability or neurodiversity (step 3)

Occupational Health and other third-party recommendations (step 4)

What adjustments do you think would benefit you? (step 5)

1

The way forward (step 6)

Action	Date / Responsibility	Review Date

Sharing with the team (step 7)

Signed (employee):

Print name / date:

Signed (line manager):

Print name / date:

2

When things aren't working out

Delays in implementation

- Problems with suppliers and funding
- Were the actions clearly stated and assigned?

Failed adjustments

- Is it the adjustments or other factors (staff shortages) that make them feel unsustainable?
- Are the rest of the team supporting or undermining? Is it time to share more and harness more support?
- What other options are available? This is not the end; it is just a step along the way

Remember, in relation to disability, employers are legally obligated to provide reasonable adjustments. Outside advice can be helpful to get things back on track (OH, HR or Union rep)



Who do we mean by 'rep'?

- A trade union representative ('rep') is a union member who represents and gives advice to colleagues when they have problems at work. Trade union reps are not paid but they do get paid time off to do their work as a rep.
- In the RCN we have:
 - Steward
 - Health and Safety
 - Learning Rep

You may also have Equality reps from other unions



Active representation

Supporting and
representing members

Improving working lives

Creating and building
workplace relationships

Being an RCN Rep



Supporting and representing

- **Signposting to resources**
- **Attending meetings**
 - A positive step – support not defence
 - Agree confidentiality
 - Tap into union resources (other reps, officers, peer support)
 - Think barriers not conditions – ideas not prescriptions
 - Getting involved when things are not working out (representation)
- **Spotting where a health ability passport might help**
 - Managing ill-health and return to work
 - Capability
 - Grievance
 - Careers coaching / interview skills

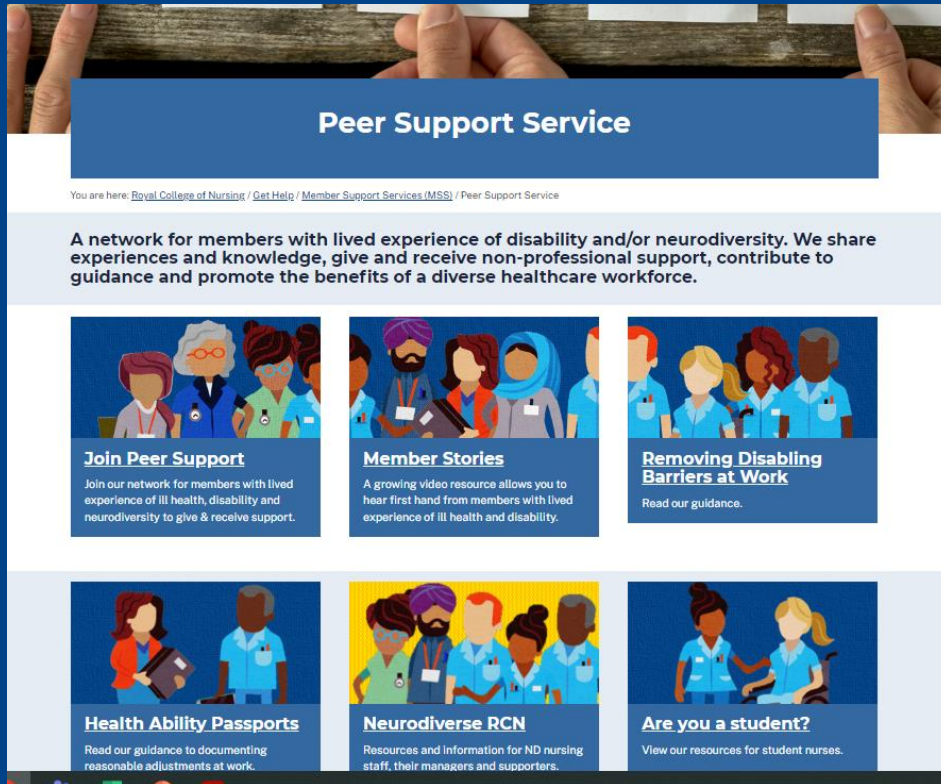


Improving working lives

- Raising awareness of reasonable adjustments and the passport
- Awareness and signposting of key themes (physical disability, long term conditions, mental health and neurodivergence)
- Creating safe and inclusive environments (risk assessments)
- Critiquing policy and practice
- Improving recruitment practices
- Line manager training and support



Signposting



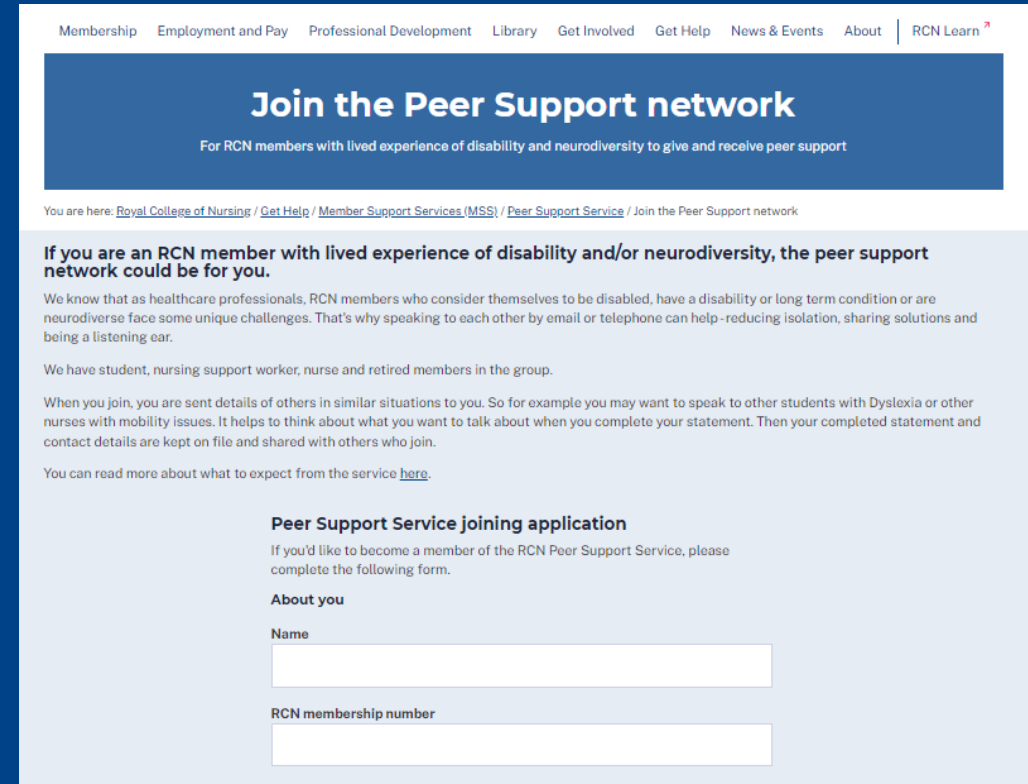
Peer Support Service

You are here: [Royal College of Nursing](#) / [Get Help](#) / [Member Support Services \(MSS\)](#) / [Peer Support Service](#)

A network for members with lived experience of disability and/or neurodiversity. We share experiences and knowledge, give and receive non-professional support, contribute to guidance and promote the benefits of a diverse healthcare workforce.

- Join Peer Support**
Join our network for members with lived experience of ill health, disability and neurodiversity to give & receive support.
- Member Stories**
A growing video resource allows you to hear first hand from members with lived experience of ill health and disability.
- Removing Disabling Barriers at Work**
Read our guidance.
- Health Ability Passports**
Read our guidance to documenting reasonable adjustments at work.
- Neurodiverse RCN**
Resources and Information for ND nursing staff, their managers and supporters.
- Are you a student?**
View our resources for student nurses.

<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services>



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Join the Peer Support network

For RCN members with lived experience of disability and neurodiversity to give and receive peer support

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If you are an RCN member with lived experience of disability and/or neurodiversity, the peer support network could be for you.

We know that as healthcare professionals, RCN members who consider themselves to be disabled, have a disability or long term condition or are neurodiverse face some unique challenges. That's why speaking to each other by email or telephone can help - reducing isolation, sharing solutions and being a listening ear.

We have student, nursing support worker, nurse and retired members in the group.

When you join, you are sent details of others in similar situations to you. So for example you may want to speak to other students with Dyslexia or other nurses with mobility issues. It helps to think about what you want to talk about when you complete your statement. Then your completed statement and contact details are kept on file and shared with others who join.

You can read more about what to expect from the service [here](#).

Peer Support Service joining application

If you'd like to become a member of the RCN Peer Support Service, please complete the following form.


About you

Name

RCN membership number

<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Join#Join%20Peer%20Support>

Signposting



Managing stress

You are here: [Royal College of Nursing](#) / [Get Help](#) / [Managing stress](#)

Nursing staff are brilliant at coping and don't find it easy to admit that they are experiencing stress.

But there are limits to the pressures that we can all endure and employers have a legal duty to risk assess the causes of work-related ill health, including work-related stress, and put measures in place to reduce the risks.

We have created resources for you, as an individual, to manage your own stress and access support along with information for managers and RCN reps who will be working, at an organisational level, to create safe and healthy workplaces.

We want to grow and develop this resource and would welcome feedback. Email your comments and suggestions to HSWTteam@rcn.org.uk.

[Signs and symptoms of stress](#)

[Strategies and support for stress](#)

<https://www.rcn.org.uk/Get-Help/Managing-stress>

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Neurodiversity Guidance

For Neurodivergent healthcare professionals and healthcare students and their managers, mentors, teams and union reps.


You are here: [Royal College of Nursing](#) / [Get Help](#) / [Member Support Services \(MSS\)](#) / [Peer Support Service](#) / [Neurodiversity Guidance](#)

This ever growing resource combines the professional expertise and lived experience of RCN members. Together we celebrate and support Neurodivergent nurses, nursing support workers and nursing students.

Download our latest neurodiversity guidance

[GUIDANCE FOR EMPLOYERS, MANAGERS, STAFF AND STUDENTS](#)

[POCKET GUIDE](#)



[What is Neurodiversity?](#)
Find out more about Neurodiversity.

[Neurodiverse Nursing](#)
Support for neurodivergent nurses, nursing support workers and student nurses.

[Guidance for Managers](#)
Suggestions for supporting Neurodivergent staff.

<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Neurodiversity-Guidance>

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Long COVID

A guide about Long COVID

You are here: [Royal College of Nursing](#) / [Get Help](#) / [Advice Guides](#) / [Long COVID](#)

Long COVID

- Introduction
- Sickness absence
- Pay and your finances
- Returning to work
- Problems returning to work
- Long COVID and disability
- How the RCN can help you
- Additional resources

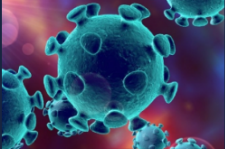
Introduction

Coronavirus (COVID-19) can cause symptoms that last weeks or months after the infection has gone. This is sometimes called post-COVID syndrome or "Long COVID".

The symptoms of Long COVID are many and are varied. [Your COVID Recovery](#) provides helpful guidance on the most common symptoms. It is early days in understanding and treating Long COVID with studies taking place worldwide.

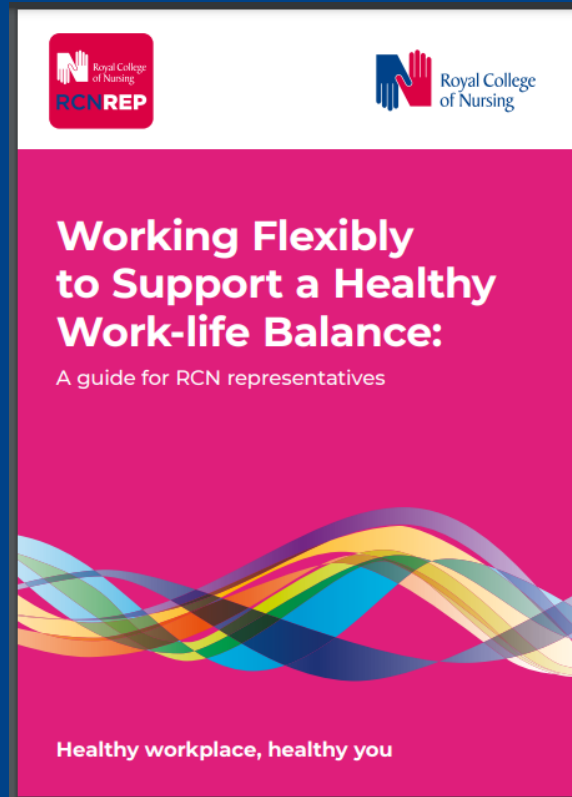
This guide provides advice and resources for nursing staff with Long COVID. It is relevant to wherever you work with any NHS specific guidance highlighted.

Please note that diagnosis of Long COVID is not dependent on having had a positive test for COVID-19.

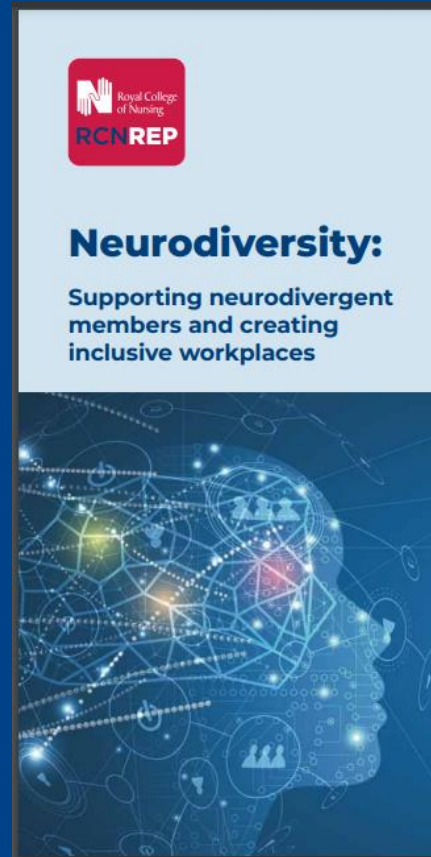


<https://www.rcn.org.uk/Get-Help/RCN-advice/long-covid>

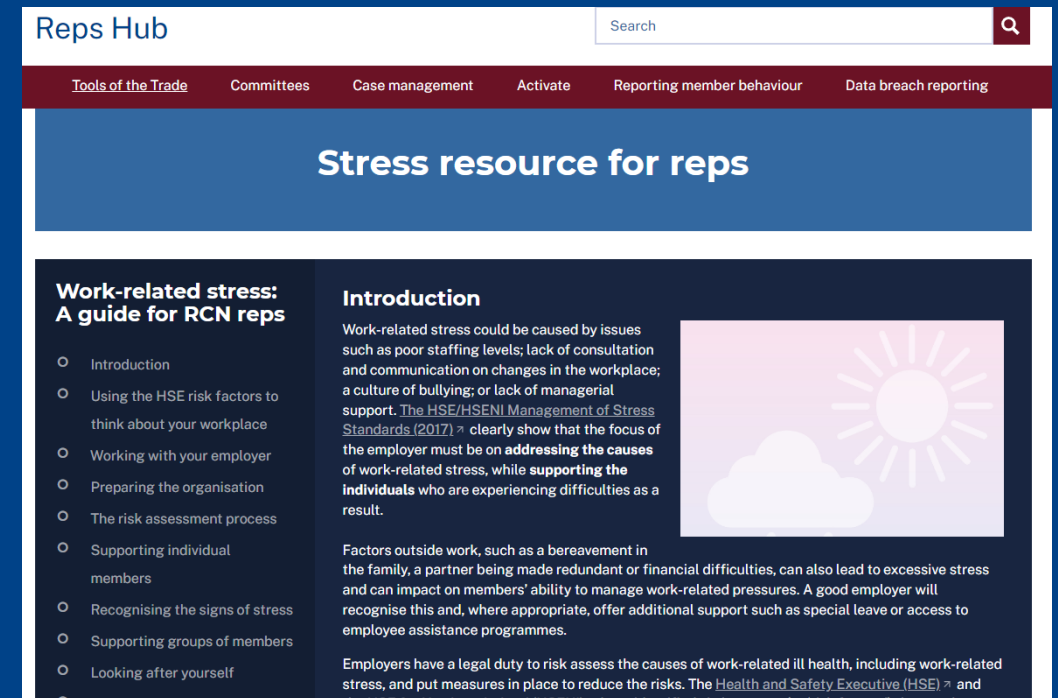
Reps resources



<https://www.rcn.org.uk/Professional-Development/publications/working-flexibly-to-support-a-healthy-work-life-balance-uk-pub-010-031>



<https://www.rcn.org.uk/Professional-Development/publications/neurodiversity-supporting-neurodivergent-members-uk-pub-010-399>



The screenshot shows the 'Reps Hub' website. The main heading is 'Stress resource for reps'. Below this, there is a section titled 'Work-related stress: A guide for RCN reps' with a table of contents including: Introduction, Using the HSE risk factors to think about your workplace, Working with your employer, Preparing the organisation, The risk assessment process, Supporting individual members, Recognising the signs of stress, Supporting groups of members, and Looking after yourself. To the right, there is an 'Introduction' section with text about work-related stress and a small image of a sun and clouds.

<https://www.rcn.org.uk/reps-hub/stress-resource-for-reps>

Group discussion: The role of the rep

- Do you have any experience of supporting a member to get reasonable adjustments?
- Have you, or could you, improve your workplace?

