

Health and Wellbeing Passport

Line Manager FAQ

What is the Health and Wellbeing Passport?

The Health and Wellbeing Passport was developed by colleagues at Worcestershire Acute Hospitals NHS trust. The Health and Wellbeing passport is a tool that helps a staff member to record and share information about their health, wellbeing, and any support they may need at work to do their job effectively.

This includes things like:

- personal circumstances that may have an impact on their wellbeing, e.g. disability, health conditions
- warning signs/symptoms which might indicate they are struggling with their health and wellbeing
- reasonable adjustments
- a proactive plan for staying well at work/personal wellbeing action plan
- caring situation/responsibilities
- financial wellbeing

Is every member of staff required to complete this?

No, it is available to everybody but completely optional. As a line manager, you may be asked by one of your staff members to support them to complete their Health and Wellbeing Passport or you may suggest this to your staff member if you feel it could benefit their health and wellbeing.

What do I do with the information?

The passport will support every member of staff to have meaningful discussions with their manager about their personal circumstances and how this may affect their health and wellbeing at work. The passport should help you as a manager by:

- Understanding how your colleagues' circumstances might impact them at work
- Explaining the needs of the business
- Recognising signs i.e. when your colleague might be unwell and know what they would want you to do, including who you should contact for help
- Discussing how and when to stay in touch if your colleague is absent from work
- Considering if your colleague needs to be referred to Occupational Health or another adviser to help both parties understand what adjustments may be required

- Reviewing the effectiveness and on-going relevance of the adjustment provided on a regular basis, including the impact on the colleague and the service

What do I do with other employers' versions of this document?

If a colleague has moved from another organisation within the ICS, they may have the same passport and so can continue to use this. You will need to review any previously agreed reasonable adjustments to ensure you can continue to provide them. If they have come from outside of the ICS and have completed a different version of a passport, then much of the information should be easily transferrable and they should transfer the information onto a new H&W Health and Wellbeing Passport.

Where can I find more information and training on reasonable adjustments?

There are a number of excellent online resources to support you:

- ACAS – Disability Discrimination and Reasonable Adjustment training - <https://elearning.acas.org.uk/course/index.php?categoryid=10>
- NHS Leadership Academy – Core Managers: Developing Inclusive Workplaces programme: Increasing Disability Positivity – this is a free course to sign up for. Week 3 focuses on making reasonable adjustments and can be completed as a stand alone module (although you will only receive a certificate if you complete all 4 weeks) - <https://www.leadershipacademy.nhs.uk/core-managers-developing-inclusive-workplaces-programme-course-5/>

Do I have to provide all staff reasonable adjustment requests?

According to ACAS, what is reasonable depends on each situation. The employer must consider carefully if the adjustment:

- will remove or reduce the disadvantage – the employer should talk with the person and not make assumptions
- is practical to make
- is affordable
- could harm the health and safety of others

The employer is not expected to change the basic nature of the job.

For example, someone in a call centre asks for a job that does not involve taking calls. This might not be reasonable if there is no other job to give them.

An employer does not have to make adjustments that are unreasonable. However, they should still find other ways to support the disabled person. This could include making other adjustments that are reasonable.

Do I have to support all adjustments from other employers?

When a new colleague joins the organisation, it would be best practice to have a meeting with them to discuss their needs, complete a new passport (or use their existing one if they have one from their previous Health and Care employer within Herefordshire and Worcestershire) and discuss any reasonable adjustments.

If you believe that a suggested adjustment is not reasonable then you should:

- talk with the colleague
- explain your decision
- try to find another way to support them, for example making other adjustments that are reasonable or seek advice from HR or Occupational Health.