

Welcome to CTC Healthcare



a complete solution to workforce health



Combined Therapy Centres Health and Wellbeing Service

Injury Management Specialists

- Physiotherapy Onsite/Offsite
- Best Working Practice Guidelines
- Ergonomic Assessments
- Return To Work Programs
- Telephone Triage
- Manual Handling/Risk Assessment
- Injury Prevention
- Pilates

Workforce Development Advisory Service

- Identify Business Needs
- Observation
- Focus Groups
- Action Learning
- Staff Engagement
- Process Management
- Facilitation
- Communication
- Implementation

Proactive Health Management

- Occupational Health
- Human Resources Consultancy
- Health Screening
- Injury Reporting
- Health And Safety
- Insurance Strategy

Stress Management

- Stress, Anxiety And Depression Management
- Psychological Therapies
- Life Coaching
- Communication Training
- Leadership Development
- Complementary Therapy
- Group Cohesion Activities



Why invest in Health and Wellbeing?

The cost of work-related ill health & injury

Absenteeism costs UK business £32 billion a year (PWC 2011).

In 2009/2010 The HSE reported 23.4 million days were lost due to work related ill health. Musculoskeletal disorders and stress were the most commonly reported illness types.

- Musculoskeletal disorders – 9.3 million days lost.
- Stress, depression or anxiety – 9.8 million days lost.

The ageing workforce

The department of Work & Pensions estimates that by 2024 almost 50% of the population will be 50 or over.

The implication for your organisation is that your employees will become more susceptible to chronic disease and illness. As an employer it is in your interests to help your employees to manage such illness by supporting their wellbeing through the workplace.

Profit measured in satisfaction?

Many larger organisations are now measuring their employee satisfaction and wellbeing as an indication of success as they have been proven to increase performance and therefore profitability.

Are you meeting legislation standards?

In addition to pressures from your recruitment needs, absenteeism and the need to reduce costs, the government is likely to put pressure on organisations to help reduce the burden of an unhealthy workforce on public service.

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CTC implements Health and Wellbeing initiatives

CTC & Bentley Motors

- 12 years collaborative working.
- 276 patients assessed and treated in 2010. Following Physio: 55% Fully Resolved, 37% Significantly Improved, 6% Spontaneously Resolved - 98% of patients were able to stay in work.

CTC & Grenson Motors

- Enhanced staff engagement and efficiency.
- Improved productivity.
- Complied with in HSE legislation via manual handling certification.

CTC & Air Products

- CTC are Air Product's leading consultants in Health, Wellbeing, Injury Prevention and management throughout the UK and Europe.
- CTC have developed and successfully delivered Best Working Practice Guidelines to all Air Products, Package Gases employees throughout the UK and Europe.

CTC & London's SE1 Business Improvement District

- CTC were selected to perform a major role in the direction and evaluation of London's SE1 Business Improvement District Wellbeing @ Work 2010/2011 project. Results indicated enhanced health, wellbeing and productivity of all employees involved in the project.

Case Study 1

Early intervention reduces sickness absence costs

Current Practice

On Friday Mark lifted a heavy box and sustained an acute injury to his lower back. His pain progressed considerably over the weekend. On Monday morning he was unable to work and was reviewed by his GP. Mark was signed off for two weeks, advised to rest and prescribed pain medication. Mark attempted to return to normal duties after two weeks sickness absence. He was unable to cope, reviewed by his GP and returned to work after six weeks.

CTC Intervention

On Friday Mark reported his back injury and was immediately referred to CTC. He was assessed and treated onsite on the same day. Home exercise and advice were also provided. On Monday Mark returned to work having made improvements over the weekend. Following a review of Mark's work station, specific modified duties were agreed and implemented. Mark received a further six Physiotherapy sessions over a two week period in which he returned to full working ability, pain free.

Total sickness/ absence = 6 weeks

Absence Cost to Employer = 6 weeks @ £250 = £1500

Agency Cover = 6 weeks @ £450 = £2700

Total Cost = £4200

Cost to Employer

Initial Assessment £45/hr

Onsite Observation £60/hr

Physiotherapy Treatment £45 x 6 sessions = £ 270

Total Cost £375

Cost Saving Equation

Current Practice Model (£4200) – CTC Intervention Model (£375) = **Saving £3825 with CTC intervention**

Examples of Current Best Practice

Parcel Force Worldwide – introduced comprehensive wellbeing and health programmes resulting in:

- Sickness absence reduced by one third – saving £55 million
- Compensation claims reduced by two thirds – saving £1 million
- Productivity increase by 12.5%
- Overall – £2.25m investment yielded £6m in direct cost savings.

British Gas – implemented back care workshops and found:

- Back related absence reduced by 43%
- 58% of staff improved their attendance
- Return on investment was £31 for every £1 spent on the investment

Warwickshire County Council – through improved management information, absence management and a healthy workforce strategy:

- Reduced sickness absence by 25% in 3 years – spending £190k and saving £2.54 million

Case Study 2

Staff engagement reduces sickness absence costs.

Current Practice

Jenny, 36, is an A level teacher at a local college of further education. Changes in personnel have led to increases in workloads. Jenny has two children aged 7 and 11 and feels increasingly unable to cope. Today Jenny decides that she is unable to face work and contacts her GP who arranges to see her in 3 days. At the appointment she is advised that she requires counselling and is prescribed with anti-depressants and signed off for a 4 week period. She waits 4 weeks for counselling and is then signed off for a further 4 weeks. After 4 sessions of counselling and 3 months, Jenny returns to work.

Total Sickness/absence = 3 months

Absence cost to Employer = 12 weeks @ £1200 = £14400

Supply Teacher = 8 weeks @ £840 = £6720

Total Cost = £21120

CTC Intervention

Jenny contacts CTC's helpline whilst at work and is referred to counselling 3 days later. Jenny attends her GP, is given 4 weeks sickness absence whilst having weekly counselling sessions. CTC liaise with the school and Jenny to arrange a structured return to work programme and review of her role. Feeling in control of her situation, Jenny returns at week 5.

Cost to Employer

Total Sickness/absence = 5 weeks

Absence cost to Employer = 5 Weeks @ £1200 = £6000

Supply Teacher = 5 Weeks @ £840 = £4200

Initial triage call = £45

Counselling = 4 sessions @ £50 = £200

CTC Liaison/Visit = £100

Total cost = £10545

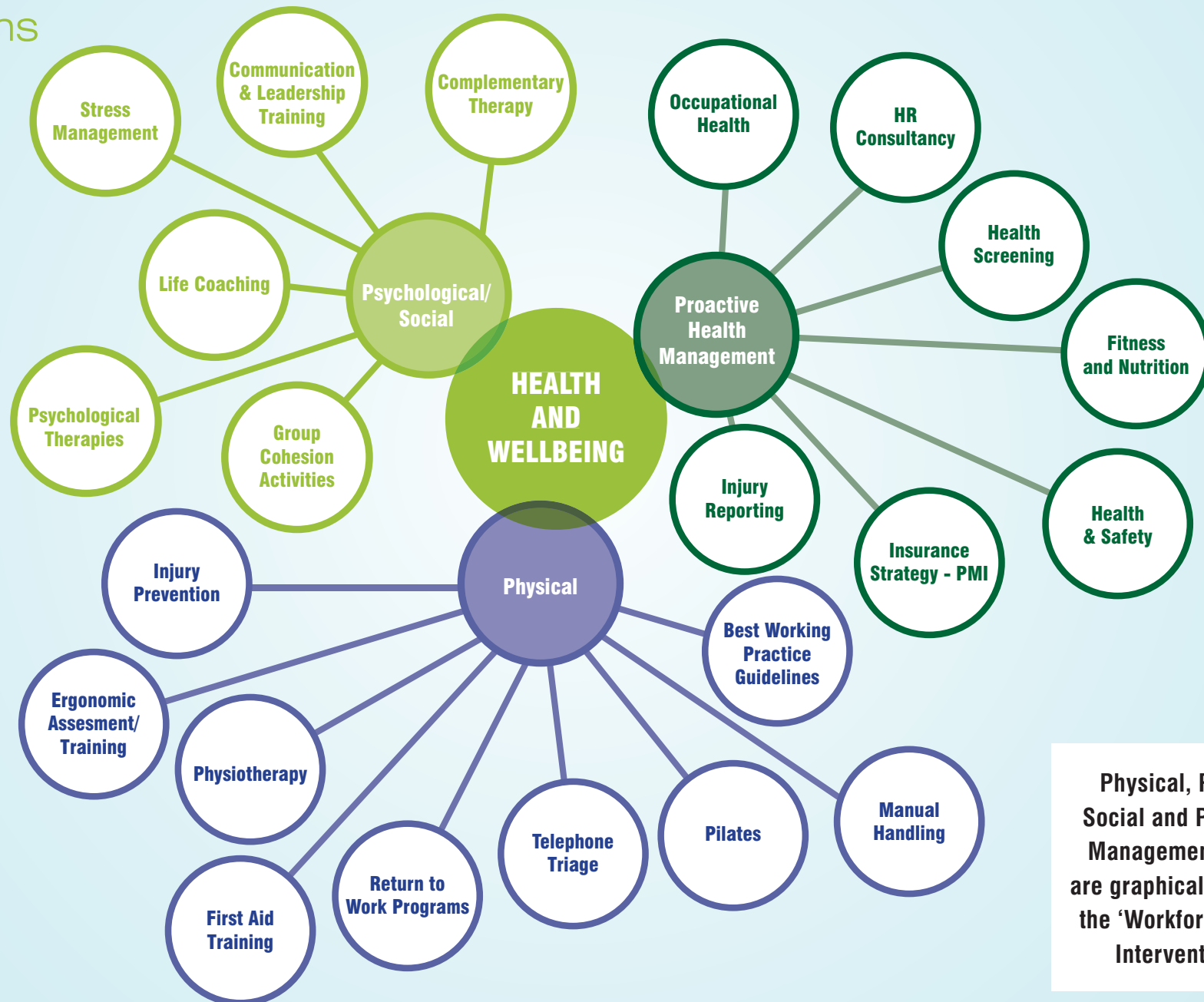
Cost Saving Equation

Current Practice Model (£21120) – CTC Intervention Model (£10545) = **Saving £10575 with CTC intervention**

This does not include the cost of providing staff benefits such as health insurance cover.

“Health is a state of complete Physical, Mental & Social Wellbeing and not merely the absence of Disease or Infirmary”
World Health Organisation

Workforce Development Interventions

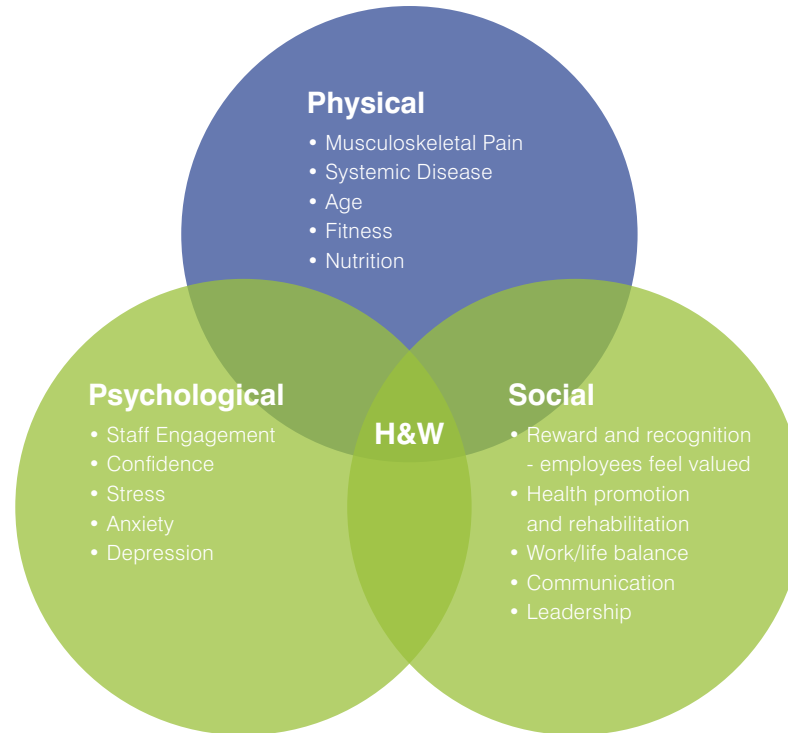


Physical, Psychological, Social and Proactive Health Management interventions are graphically represented in the 'Workforce Development Interventions' model.

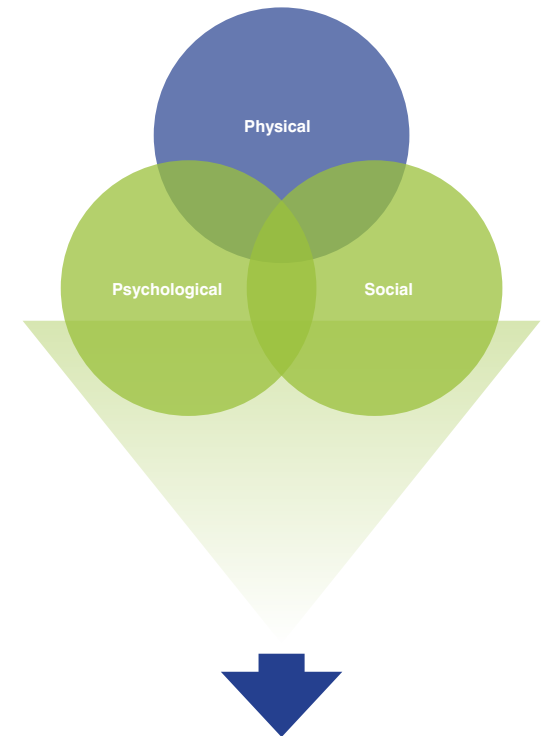
Why CTC?

Health is traditionally equated to the absence of disease (biologically well). Today it is widely agreed that health is best understood in terms of a combination of physical, psychological and social factors rather than purely in biological terms alone.

As Physiotherapists, a comprehensive understanding of physical, psychological and social wellbeing has formed the foundation of our Health and Wellbeing Service.



CTC Health & Wellbeing Service

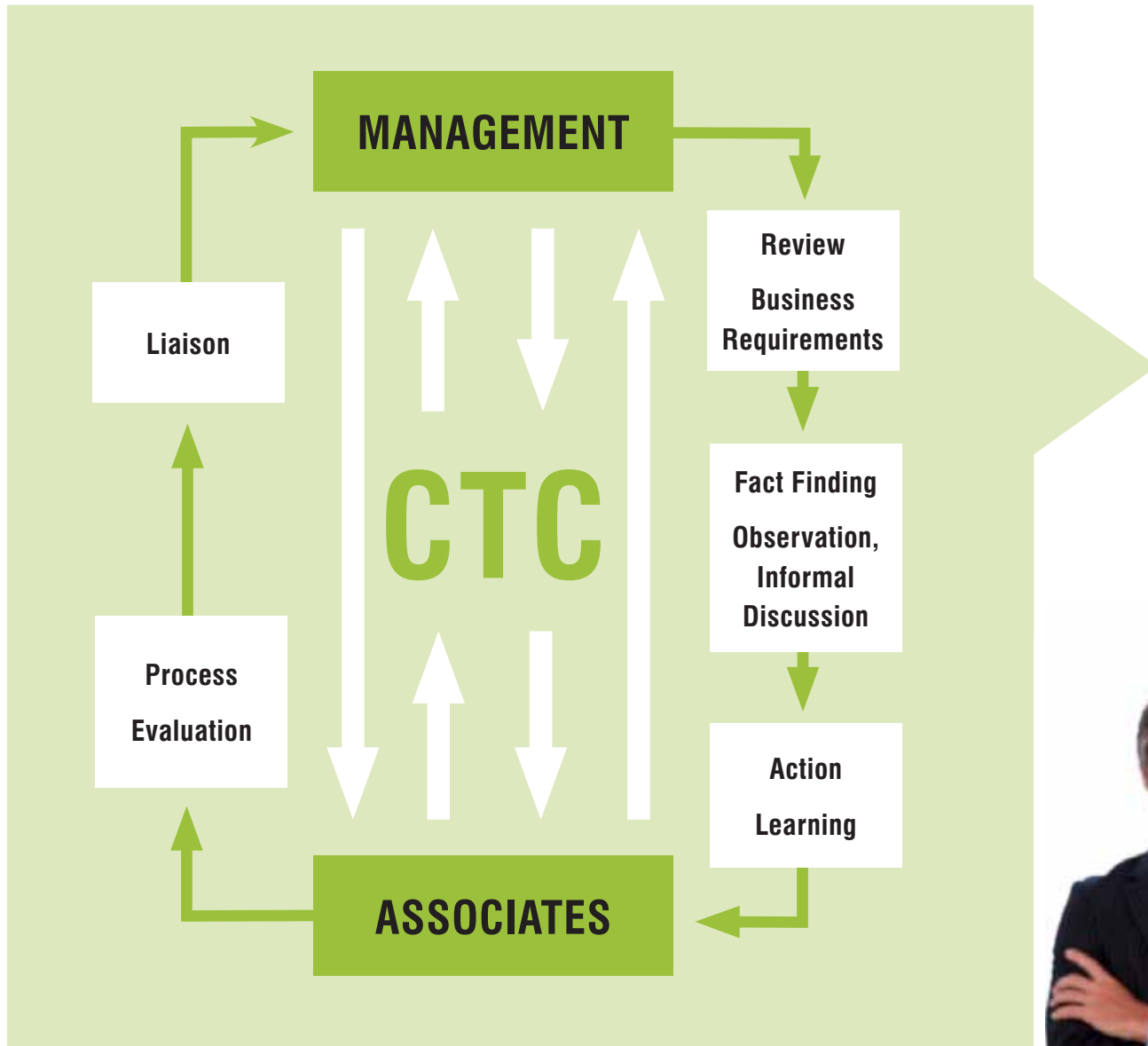


Health and Wellbeing

Combined Therapy Centres' Health & Wellbeing Service

CTC have developed a unique approach to Health & Wellbeing within the workplace. Via direct consultation with management and associates, CTC provide a tailored, transformative wellbeing service.

Workforce Development Process



The usual structure of intervention involving CTC is as follows:

- Fact finding: Self Assessment Questionnaire, Action Plan Workshops and or a meeting to discuss the requirements of the organisation
- Assessment: A process involving observation, screening and informal discussion with staff
- Review: A meeting with management to discuss findings
- Action: liaison with associates to discuss solutions to process/workplace anomalies.
- Solutions: presented to management
- Next steps: to be agreed – implementation of interventions / training issues resolved

Solutions are often simple and the cost of implementing the service becomes easily recoupable. CTC have found that following intervention the organisation is in a much vaunted 'win-win' situation.

Happy staff and reduced costs!

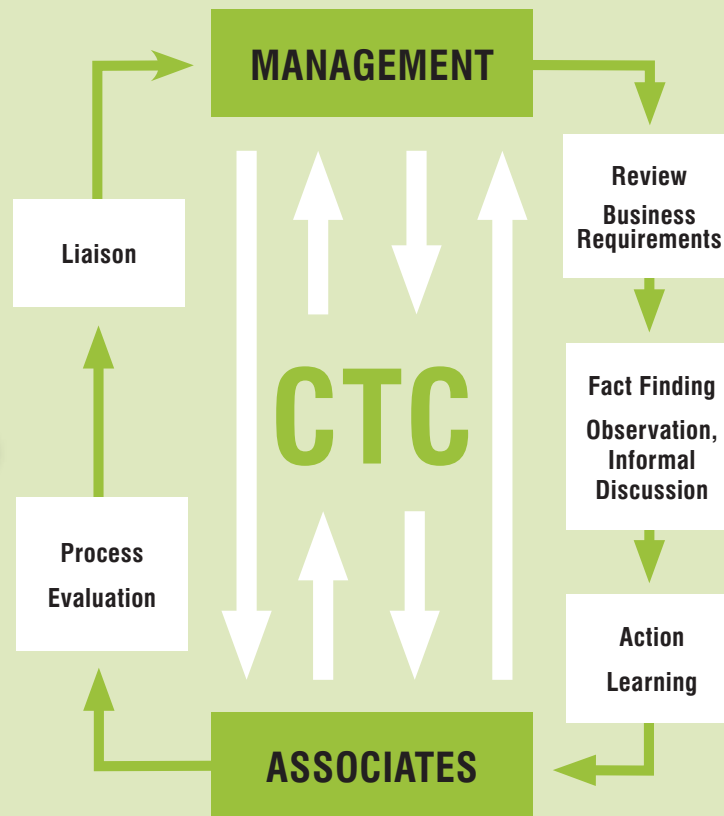


Health & Wellbeing Process

ORGANISATIONAL REQUIREMENTS

- Reduce operating costs
 - Sickness/injury incidence
 - Absenteeism
 - Cover/overtime
- Improve Workforce Effectiveness and Efficiency
- Comply with HSE Health and Safety legislation and Objectives
- Enhance Workforce Health and Wellbeing
- Enhance Business Productivity
- Increase Profitability

WORKFORCE DEVELOPMENT PROCESS



Government Funding

National and local Government funding is available to help businesses implement Health and Wellbeing programmes. CTC is experienced in sourcing such funding and can assist your business with the application process.

WELLBEING AT WORK INTERVENTIONS

PHYSICAL

- Physiotherapy
- Injury Prevention
- Manual Handling
- First Aid Training
- Ergonomic Assessment/Training
- Pilates
- Return to Work Programs
- Telephone Triage
- Best Working Practice Guidelines

PROACTIVE HEALTH MANAGEMENT

- Occupational Health
- HR Consultancy
- Injury Reporting
- Insurance Strategy - Private Medical Insurance
- Health Screening
- Fitness & Nutrition
- Health & Safety

PSYCHOLOGICAL SOCIAL

- Leadership Workshop
- Communication Training
- Complementary Therapy
- Stress Management
- Psychological Therapies
- Life Coaching
- Group Cohesion Activities

ADDITIONAL INTERVENTIONS TAILORED TO YOUR NEEDS

OUTCOME

- Enhanced Productivity
- Increased Profitability
- Reduced Operating Costs
- Reduced absenteeism
- Improve Staff Retention and Recruitment
- Healthy & Well Workforce
- Staff Integration and Engagement
- Reflective Practice
- Legacy Effect

Outcome

The Wellbeing Service delivered by CTC has been effective in improving the Health and Wellbeing of many organisations. The package offered is bespoke and individually tailored to organisational needs.

CTC's Health & Wellbeing Service outcomes include:

- Enhanced Productivity
- Reduced Operating Costs
- Reduced Absenteeism
- Improved Staff Retention and Recruitment
- Healthy and Well Associates
- Staff Integration and Engagement
- Reflective Practice
- Legacy Effect
- Increased profitability

Based on the above outcomes the cost of Health & Wellbeing investment becomes negligible. A free Introductory Health and Wellbeing Evaluation is available in which a member of our team can visit your organisation to discuss the benefits of improving Health and Wellbeing and explain the service further in relation to your own organisation.

**To find out more please visit
our website www.ctcphysio.co.uk
email: healthcare@ctcphysio.co.uk
or contact the head office on
01270 588 244.**





Next Steps

Establish the Business Case

If required, CTC can assist you in the development of a comprehensive Business Case for the implementation of a Health & Wellbeing Service within your organisation.

Health and Wellbeing Assessment

A no cost, no obligation review of the organisation's Health and Wellbeing needs. Fact finding and collaborative working allows identification of where CTC can add value to your organisation.

Complete the action plan workshop

Implement interventions

Internal or external delivery. Onsite or offsite.

- Reduce Sickness
Absence Costs
- Improve Workforce
Health and Wellbeing
- Enhance Business Productivity
- Increase Profitability



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