

WH19011 – Occupational Health Nurse

1 Introduction

- 1.1 Wolverhampton Homes (WH) employs approximately 750 staff which comprises of Management, Professional, Technical and Administrative staff, and Manual and Craft Tradespersons.
- 1.2 WH requires an Occupational Health Nurse (OHN) Service with access for all employees including those staff whom are physically disabled persons. The OHN provided must have experience working within the Construction Industry and/or “Factory/Production” related Industry. Evidence of this experience must be provided as detailed within the evaluation criteria, failure to evidence this experience will result in your bid being rejected. This is a PASS/FAIL requirement of WH.
- 1.3 WH requires the OHN to be registered with the Nursing and Midwifery Council (NMC). Evidence of the OHN “NMC PIN” number must be provided with the tender submission as detailed in the evaluation criteria. This is a PASS/FAIL requirement of WH.
- 1.4 WH requires the Provider to provide an OHN service to employees 2 days per week on Tuesday and Thursdays between the hours of 9:30am – 4:00pm 52 weeks per year, except where Public Holidays preclude attendance.
- 1.5 For consistency of service provision, it is desirable to retain the services of the same OHN, where this is not possible, the Provider should notify WH, Human Resources (HR) Officer immediately by telephone and confirmed electronically, who the replacement OHN will be to maintain unbroken continuity of service in accordance with 1.4
- 1.6 The primary aim of the service is to;
 - 1.6.1 ensure that employee’s health is not affected by their employment and that the continuation of their employment is not adversely affected by their health.
 - 1.6.2 To support managing attendance and to facilitate early return to work; support employees during sickness absence, rehabilitation and resettlement.
 - 1.6.3 To provide appropriate advice to assist WH managers with their responsibilities on occupational health and health issues such as fitness and capability to work.
 - 1.6.4 To provide recommendations regarding an employee’s suitability for work. To enable the employer to consider the skills and health in relation to job risks and demands and to advise on any reasonable changes to the job or workplace which would allow an employee to remain employed.
 - 1.6.5 To design and promote health and wellbeing to educate employees, e.g., skin care.
 - 1.6.6 To promote high standards of physical, mental and social wellbeing amongst employees of WH.

2 General Requirements

2.1 Accident Prevention

- 2.1.1 WH has a proactive Health and Safety Section through a service level agreement with the City of Wolverhampton Council (the Council). Where accidents occur in the workplace they are investigated, and remedial action recommended and preventing recurrence. Where considered appropriate by WH, the Provider will be involved in the investigations and be required to advise on relevant reduction strategies.

2.2 Employment Health Screening

- 2.2.1 All persons seeking employment with WH will be required to complete an Employment Health Questionnaire. The purpose of the assessment is to ensure their fitness to carry out the duties of the post applied for, that the work will not be harmful to their current or foreseeable future state of health and if so, whether there are any reasonable changes to the work or workplace which can be made.
- 2.2.2 The Provider may be required to review and advise the job applicant of any concerns that are highlighted following receipt of a completed Employment Health Questionnaire from WH

2.3 Health and Safety and Health Promotion Initiatives

- 2.3.1 WH considers education of its employees on occupational health and safety issues is essential in developing and raising employee's awareness of their own health and safety. This may be on general specific issues and as part of a planned Programme of education or as part of a particular initiative.
- 2.3.2 The Provider in conjunction with the Councils Health and Safety Team will be required to advise on and participate in all relevant Occupational Health and Safety promotion and advice campaigns as when required by WH, at least one event is known at this time.

2.4 Health Surveillance and Health Monitoring

- 2.4.1 The work of WH exposes some employees to specific hazards for which regular checks on employees health is

required to ensure that their health is not being adversely affected in any way.

- 2.4.2 The Provider and WH will agree a health surveillance Programme dependent upon the nature, content and frequency of the employees employment. Health Surveillance can include, but not limited to, Asbestos Medicals, HGV Driver Medicals, Night Workers, HAV's Testing, and Audiometry etc.

2.5 **Immunisation Programme**

- 2.5.1 The Provider is required to provide advice and recommendations on the appropriateness of immunisation and vaccinations against known and potential occupational health infections including, but not limited to, tetanus vaccinations and booster jabs.
- 2.5.2 The Provider will ensure that as part of the Employment Health Screening, employees current vaccination status is ascertained, and appropriate action recommended to the employee and WH where further immunization and/or vaccination is required.

2.6 **Eyesight Testing**

- 2.6.1 Where requested by an employee WH will arrange to pay for the appropriate tests as outlined in the Health and Safety (Display Screen Equipment) Regulations 1992.
- 2.6.2 The Provider may be asked for advice where an employee regularly uses, computers and laptops as a significant part of their normal work (daily, for continuous periods of an hour or more).

2.7 **Work Station Assessments**

- 2.7.1 Where required the Provider will undertake workstation risk assessments.
- 2.7.2 Where an employee of WH is experiencing intermittent symptoms which are exacerbated whilst sitting at their workstation, then the Provider will carry out an ergonomic risk assessment and advise the individual of how they should be positioned for their body dimensions.
- 2.7.3 The Provider will check all parts of the workstation including; the desk, chair, screen, keyboard, mouse, phone use and paperwork layout and also environmental factors.
- 2.7.4 Following the assessment the Provider may recommend the purchase of suitable equipment to help improve the employee's symptoms in a written report.
- 2.7.5 Where an employee's condition will not benefit from the basic assessment then the Provider will recommend a more detailed Ergonomic Assessment from a suitably qualified person in a written report. The report will be sent to WH

contracted Physiotherapy provider within 48 hours of the assessment being carried out.

3 Pregnancy Risk Assessments

- 3.1 Health and Safety legislation necessitates a risk assessment to be undertaken and reviewed, during and post pregnancy. The OHN may be required to carry out an initial risk assessment with specific reference to the employee's duties and their health and to keep it reviewed as appropriate.

4 Referral Procedure

- 4.1 When required, the OHN will refer employees of WH to the WH Occupational Health Doctor as a result of a medical assessment undertaken by the OHN or by a recommendation from the WH Review Panel. WH review panel is made up of employees of WH and they look into the reason for absence and what interventions have taken place to get the employee back to work.
- 4.2 When required the OHN will refer employees of WH for Counselling Services following a medical assessment.
- 4.3 When required the OHN will refer employees of WH for Physiotherapy Services following a medical assessment.
- 4.4 The OHN will ensure that when any referrals are made for WH employees, these are only made to those providers who are in Contract with WH for Occupational Health Services. WH will provide the OHN with a list of current providers where referrals need to be made.
- 4.5 The OHN must ensure that employees of WH do not refer themselves for Occupational Health Services as there is no facility for employee self-referral.

5 Appointment Booking Procedure

- 5.1 For Occupational Health Doctor appointments either the OHN or HR Officer will make contact to book an appointment.
- 5.2 During an appointment should the OHN deem it necessary, the employee should be directed to WH Counselling Services which the Employee can book through the Employee Assistance Programme provider.
- 5.3 During an appointment should the OHN deem it necessary for the Employee to utilise WH Physiotherapy Services, the OHN will make a referral to WH Physiotherapy Services contracted provider.
- 5.4 The OHN in conjunction with the employee will ensure that all Occupational Health Providers, which could be Physio, OHD and counselling services, receive all relevant documentation before commencing treatment.

6 Management of Patient Information

- 6.1 The Provider will maintain confidential patient information in accordance with the General Data Protection regulations 2018.

- 6.2 The Provider will ensure that employee records are made available upon request to the employees Occupational Health Providers or other authorised staff.
- 6.3 The Provider is responsible for keeping the employee medical files electronically in a secure IT system that is compliant with the requirements of GDPR.

7 WH Responsibilities

WH will;

- 7.1 Provide a suitable room from which the service will be provided. The room will be of adequate size, meaning room for a minimum two people, the OHN and a WH employee, a table and chairs, with adequate natural or artificial lighting and ventilation. There will be a power supply and access to a telephone line.
- 7.2 provide access to a computer connected to WH Network. This is to access WH employee records.
- 7.3 arrange for the collection of domestic, non-domestic and confidential waste.
- 7.4 Where the OHN is required to carry out site visits between multiple WH sites then WH will pay mileage at the rate set by HMRC, should the OHN be based all day at one location mileage will not be covered.

8 Reports and Review Meetings

- 8.1 The Provider will attend a pre-start meeting prior to the Contract Commencement date, this date will be mutually agreed by both parties prior to arranging. This will be to confirm implementation date, roles and responsibilities and any other areas commensurate to start of service.
- 8.2 The Provider will provide WH, on a monthly basis, a formal report on the provision of services undertaken. This list should include but not limited to the following information:
 - 8.2.1 % of written report from occupational health appointment by end of the appointment or next working day.
 - 8.2.2 Work place assessments – % of written reports within 5 working days.
 - 8.2.3 All written case reports to be right first time (with correct level of information and details, clearly written and in plain English)
The report should be emailed to a named person at WH. This email address will be confirmed upon commencement of the contract.
- 8.3 The Provider will be required to attend quarterly meetings, or at any other frequency agreed between the parties, to discuss Contract Performance these are measured against the KPI's.
- 8.4 Additional ad hoc meetings may be called at the request of either party following a period of 5 working days' notice. These meetings will always

be held at WH premises on the Nurses allocated days as set out in this specification.

9 Invoicing

- 9.1 The Provider shall invoice monthly in arrears.
- 9.2 The Provider shall provide one consolidated invoice with a full breakdown of charges. This must be in line with the rates detailed in the Pricing Schedule.
- 9.3 The invoice shall not contain any personal information, including names.
- 9.4 WH shall compare the Invoice with the Report, as detailed in 8.2, before approval. Where there are discrepancies, the invoice, or the contested part of the invoice, shall be rejected.

10 Evaluation Criteria

- 10.1 WH workforce is made up of trades colleagues, office staff and professional and technical staff. What challenges do you think you would encounter with such a diverse workforce in delivering the OHN service and please provide a detailed response on how would you overcome these challenges? (25%)
- 10.2 As per section 1.2 it is a requirement for the OHN to have prior experience working within the Construction Industry and/or “Factory/Production” related industry. Please provide evidence of this experience. (PASS/FAIL)
- 10.3 As per section 1.3 WH requires the OHN to be registered with the Nursing and Midwifery Council (NMC). Evidence of the OHN “NMC PIN” number must be provided with the tender submission. (PASS/FAIL)
- 10.4 The OHN is the first point of contact for both the employee and the employer on any medical issues. How will you deliver the OHN service to ensure that both the health of the employee is catered for and also the priorities of WH bearing in mind WH have to provide a service to its customers and need employees in work? Your response should include, but not limited to, how you will support and advise WH managers with their responsibilities on occupational health and health issues such as fitness and capability to work. Your response should also include how you will support employees during sickness absence, rehabilitation and resettlement of employees. (20%)
- 10.5 WH has reduced its sickness absence levels to under 6 days employee per annum. WH now look at more preventative measures that will be interventional and pro-active rather than reactive. What will you do to support the managing of attendance and help facilitate early return to work, your response should include the measures you have in place to ensure absence levels stay at under 6 days per employee per annum with additional information and evidence how your organisation can continue to improve the levels of sickness absence? (15%)
- 10.6 What advice would you give WH to help support a campaign focusing on mental illness and staff health and wellbeing in the workplace and how would you help promote and educate employees on matters such as

- skin care, physical health and mental and social wellbeing. (clause 1.10, 1.11 and 3.2.2) (for information only)
- 10.7 Please download, complete and re-upload the attached pricing schedule. (40%)

Please note that it is a requirement that WH will be conducting clarification interviews to the top three ranked companies once evaluations have been undertaken. At the interviews, the nurse that will be providing the service must be present. The nurse should be able to demonstrate that they have worked with a multi - disciplinary workforce which includes a trade/construction workforce as well as office staff.