





# Occupational Health Service Mission Statement

The Occupational Health Service operate within legal frameworks and best practice guidance, to prevent or reduce the incidence of work related illness and injury.

## OH aims to:

Provide a quality, impartial and confidential Occupational Health service.

- ☐ Support services through the protection and maintenance of employee's good health.
- ☐ Aims to deliver a focused, professional and cost effective service designed to promote and maintain the highest possible level of physical, mental and social well-being of all Cardiff Council employees.

## OH are committed to:

- ☐ Providing definitive impartial employment focused medical advice. Promoting and maintaining the health of all Cardiff Council employees.
- ☐ Preventing as far as possible work related ill-health and empowering employees to adopt healthy lifestyles.
- ☐ Supporting continuous improvement in relevant workplace conditions and tasks.
- ☐ Adopting the highest professional and ethical standards.

**Confidentiality** Employee medical information gathered by Occupational Health, is treated in the strictest confidence. Information is held in a secure environment and the medical notes are not passed onto other parties, this information is for Occupational Health purposes only. There may be occasions where the clinician feels it necessary to include brief references to an employee's condition as a part of the medical report, this is to assist the manager in supporting the employee. This will only be done with the employees consent and will be discussed with the employee during the appointment. At the commencement of an appointment with Occupational Health, the employee will be asked to sign a consent form which allows the clinician to release a medical report.

# Good Health is good Business



## Services OH provide:

- ☐ Pre-employment health questionnaire to determine fitness for work
- ☐ Advice to managers and HR People Services in relation to sickness absence management.
- ☐ Health Promotion advice offered on an extensive range of health issues either during face-to-face health interviews or cascaded via referrals or signposting to external resources.
- ☐ Statutory Health Surveillance where identified via the risk assessment process undertaken by Managers
- ☐ Referral to counselling services as part of a range of provisions that provide confidential welfare support for employees.
- ☐ Rehabilitation advice to employees and managers.
- ☐ Referral for assessment and treatment if appropriate for musculoskeletal injuries.

## Services OH does not provide:

- ☐ First Aid – A trained first aider should deal with any injuries/illnesses whilst at work
- Treatment of illnesses – this is not a function of the Occupational Health Unit and treatment should be sought from either the local pharmacy or family doctor.

## What welfare help is available to me?

- Care First 24/7 help and support and telephone counselling. Self-refer Tel: 0800 174319. Website: [www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk). Username ccw001 Password diff1234
- Face to face confidential counselling. Employees are able to self-refer or as an aspect of an Occupational Health appointment, they may refer employees to this service.
- Samaritans - provide support for anyone in emotional distress. Telephone: 08457 90 90 90. Website: [www.samaritans.org.uk](http://www.samaritans.org.uk).
- Education Support Partnership - mental health and wellbeing support services to all people working in the education sector. Free 24 hour helpline: 08000 562 561. Website: [www.educationsupportpartnership.org.uk](http://www.educationsupportpartnership.org.uk).

## Referral

Managers will make referrals to the Occupational Health team for advice in relation to an employee's health condition. Employees must advise their manager if they have any condition, which is substantially affecting their ability to carry out their work, or where they consider themselves in need of a referral for Occupational Health support.

## Medical not Managerial

The Occupational Health team offer specialist opinion and advice but employment decisions are a management responsibility.

## Where to find us

### BY CAR:

From Cardiff town centre, take North Road / A470, continue over Gabalfa Interchange towards Caerphilly. Exit A470 at Caerphilly roundabout. Take the 1<sup>st</sup> exit signposted A4054 Treforest Industrial Estate. At the next roundabout, take the 4<sup>th</sup> exit, Cefn Coed. Proceed up the hill and take the 2<sup>nd</sup> turning left. The Occupational Health Service is the first building (Unit 6) on your left. Please ensure you park in the bays marked 'OHS' immediately outside the building.

### BY BUS:

**Please note that the buses are Stagecoach (not Cardiff Buses) and they do not accept a Cardiff Bus Pass.**

**Bus No. 26:** Leaves lower St Mary St (outside The Philharmonic) every half an hour and stops include Kingsway, Whitchurch, Tongwynlais and Taff's Well. The bus drops you in Nantgarw on Cardiff Rd A4054. Walk down the hill towards the roundabout and follow instructions as above from "take the 4<sup>th</sup> exit, Cefn Coed".

**Bus No. 132:** Leaves Lower St Mary St (outside The Philharmonic) every 15 minutes and stops include Kingsway, Whitchurch, Tongwynlais and Taff's Well. The bus stops in Nantgarw. Walk to the roundabout and follow instructions as above from "take the 4<sup>th</sup> exit, Cefn Coed".

**For further Traveline bus information, Tel: 0871 200 2233. Website:**

[www.traveline.cymru](http://www.traveline.cymru)

# Cardiff Council Occupational Health

Occupational Health is about helping to ensure employees are fit to undertake the work that is asked of them. It also assists in instances where there is an illness of occupational origin, or where the employee's health might be affected by their job. The Occupational Health service is NOT intended to replace the employee's own family doctor.



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