

WORKPLACE NEEDS ASSESSMENT REPORT

Employee Name:	EMPLOYEE NAME
Case Reference:	
Date of Birth:	7
Company:	
Job Title:	
Date of Assessment:	4 th August xxx
Date of Report:	8 th August xxx
Assessor Name:	

Employee has requested a copy of this report prior to their employer

Summary & Conclusion

This report outlines the results and recommendations of the Workplace Needs Assessment carried out on 4th August 2022. The report highlights recommended adjustments that would help minimise the impact of EMPLOYEE NAME's challenges with specific job areas. The challenges that EMPLOYEE NAME is experiencing, as a result of his dyslexia, should not present a barrier to success within his job.

Potentially useful adjustments were discussed:

- Training on ClaroRead Pro and embedment of technology into his practice
- One-to-one clinical supervision and coaching strategy sessions to enhance EMPLOYEE NAME's practice by enabling EMPLOYEE NAME to reflect on and review his work.
- Support worker (job aide) as per Access to Work Advisor's recommendations
- Consideration for additional time for written documentation
- Establishment of recall strategy to support the patient's journey (e.g. use of photographs)
- Development of organisational strategies (e.g. desktop cleanliness and accessibility)

The final decision to implement these recommendations is made at the discretion of the employer.

This report makes recommendations related to the workplace at the time of the assessment. If the individual's job role changes, another Workplace Needs Assessment is recommended

Assessment

Purpose of the assessment

EMPLOYEE NAME was referred by REFERRING MANAGER (HR) for a workplace needs assessment, as there had been a request to understand more about EMPLOYEE NAME's condition and what support he requires. A workplace needs assessment (WPA) is an objective, comprehensive assessment which looks holistically at the employee's strengths and needs to identify adjustments that may be implemented in the workplace. This assessment is job-specific, which means that if an employee undertakes a new role, they will benefit from undertaking a new assessment. The assessor reviews previous background information provided in the questionnaires (completed by both the employer and employee). The review is followed by an objective assessment of the impact of the challenges on the employee's work, including impact of the work environment and their specific job role. This leads to a series of recommendations, which may include adjustments, equipment advice and communication strategies. It remains the role of the employer to decide if recommendations are deemed reasonable and operationally viable. These discussions will need to be held with management.

This assessment took place remotely via phone on 4th August 2022. Prior to the assessment, General Manager had completed a pre-questionnaire, which provided context and information about the strengths and challenges EMPLOYEE NAME experiences.

Specific questions posed

The referral form requested support to understand what is required to best support EMPLOYEE NAME with his dyslexia.

Background Information

EMPLOYEE NAME commenced working for EMPLOYER NAME in November 2021 as a Senior Job Title. EMPLOYEE NAME was diagnosed with severe dyslexia at the age of 10. EMPLOYEE NAME had an Access To Work holistic workplace assessment on 4th October 2021. EMPLOYEE NAME has access to ClaroRead Pro and Read & Write Gold as a screen reader currently. He utilises Dragon Medical for dictation and uses a Phillips Microphone. He utilises two screens for his workstation. EMPLOYER NAME is currently in the process of 'job matching' a job aide/support worker to support EMPLOYEE NAME administratively in his current role. EMPLOYEE NAME has previously benefitted from a support worker in previous roles. There are some outstanding elements from the Access to Work assessment such as training on ClaroRead Pro, dyslexia strategies, coaching sessions and awareness training for colleagues and line manager. He receives monthly peer supervision with other Job Titles within the larger business.

Today we are better recognising the positives of dyslexia in society, it is a natural and valuable aspect of human neurological diversity—one that needs to be supported, acknowledged, catered for, and valued.

Current role and main duties/responsibilities

EMPLOYEE NAME works as a Senior Job Title for EMPLOYER NAME . He has recently temporarily reduced his working pattern to 3 days per week. On average, he sees 10-12 patients per week providing physiotherapy. This includes providing treatment and programmes, writing clinical notes and clinical reports. He needs to manage the bookings and book in follow-up appointments. Additionally, his role is developing the business to increase patients. There are some operational challenges that EMPLOYEE NAME needs to rectify.

Findings

Strengths

EMPLOYEE NAME reported his strengths as:

- His demeanour is calming to patients, and he can build good rapport
- He is constantly building conceptual models that support his understanding of different diagnoses and the treatment plan

Challenges

EMPLOYEE NAME reported the following challenges within his current role:

- Managing organisational elements (e.g., desktop cleanliness and accessibility)
- Navigating computer systems
- Concentrating on onerous tasks
- Producing clinical notes and therapy plans that align with standard requirements
- Recalling patients and the next steps in their treatment plans
- Proof reading documentations
- Utilising assistive technology within the system constraints (e.g., clinical notes system)
- Due to ongoing challenges, lack of morale and motivation

Potential Solutions

These recommendations are for guidance purposes only and it is for management to decide if the recommendations are deemed reasonable and operationally viable.

Challenges & Potential Solution	Rationale
Workplace support	
<p>In principle, a support worker (job aide) has been agreed by Access to Work. Currently, EMPLOYER NAME are following internal procedures where they are ‘job matching’ to an equivalent role within the organisation. Some elements that the job aide may be able to support EMPLOYEE NAME with are:</p> <ul style="list-style-type: none"> - Preparing word templates - Supporting EMPLOYEE NAME to organise his desktop so it is easily accessible - Prepopulating templates that have predefined fields (e.g., name, DOB, condition) - To assist with recall, attaching a photograph (with patient’s consent) to the clinical notes - Scanning and attaching relevant documentation to the clinical files - Providing literacy support such as proofreading, content writing and comprehension - Assist EMPLOYEE NAME with prioritising and managing his email account including responding to emails. <p>Please refer to the guidance for more information: Access to Work: staff guide - GOV.UK (www.gov.uk)</p>	<p>EMPLOYEE NAME has previously had a support worker which reportedly was successful in removing some of the barriers that EMPLOYEE NAME experiences within the workplace. This has been agreed in principle by Access to Work. EMPLOYER NAME should continue to follow their organisational procedures to ensure that EMPLOYEE NAME can have access to a support worker job aide as soon as operationally feasible.</p>
<p>EMPLOYEE NAME would benefit from having one-to-one clinical supervision sessions from a colleague of similar professional level. It is recommending that EMPLOYEE NAME has access to one-to-one clinical</p>	<p>Clinical supervision provides support from a professional in the same field. Through in-depth knowledge of physiotherapy requirements, they will be able to provide</p>

<p>supervision once a month where it can be specifically tailored to support his learning and development relating to his current role. An example of an area that may be addressed through supervision includes:</p> <ul style="list-style-type: none"> - Reviewing the clinical note format. This may include having a pre-fixed template where there are more 'tick boxes' to select from, thus, requiring less verbatim notes - Establishing treatment plans that help recall on a weekly basis 	<p>advice and support in enhancing EMPLOYEE NAME's practice by enabling EMPLOYEE NAME to reflect on and review his work.</p>
<p>As stated in his Access to Work report, EMPLOYEE NAME would benefit from having Coaching sessions. It is anticipated that this will focus upon helping to develop a set of practical workplace strategies which complement the use any assistive technology, where recommended.</p> <p>It is recommended that EMPLOYEE NAME receives 8x 1-hour sessions delivered remotely via video call. These should be delivered fortnightly. This training will be designed by the work coach and EMPLOYEE NAME's input and should help to improve his productivity in the workplace.</p> <p>It would be beneficial for the EMPLOYEE NAME's Support Worker / job aide (if agreed) to be present for some or all of the sessions, to facilitate easier implementation of the strategies discussed.</p> <p>Suggested areas which could be covered are:</p> <ul style="list-style-type: none"> - Planning and organisation (including desktop cleanliness and accessibility) - Short term memory skills (e.g., recalling patients and therapy programmes) - Developing proformas/templates to assist with clinical report writing 	<p>Having the opportunity to spend time with a coach over a protracted period should allow EMPLOYEE NAME to develop some more substantial strategies to help manage his difficulties within the workplace.</p>

<p>- Time management and prioritising</p>	
<p>Reading</p>	
<p>EMPLOYEE NAME has been provided with ClaroRead Pro which was recommended following his Access to Work assessment. It was advised that this software has a simpler interface and reduced features which should be easier for EMPLOYEE NAME to use.</p> <p>Currently, EMPLOYEE NAME uses both ClaroRead Pro & Text Help Read & Write interchangeably. Both these text-to-speech software have similar functions and can be used to support reading documents and emails.</p> <p>As EMPLOYEE NAME has already acknowledged the benefits of the software, he will benefit from having 2-hour training delivered by an assistive technology specialist on how to use the software. In this training, he will be shown the main features of the software which are relevant to his own style of work.</p> <p><i>N.B. Headphones are required for effective use of ClaroRead.</i></p>	<p>Providing EMPLOYEE NAME with training, will allow him to be aware of all the useful features that can support EMPLOYEE NAME in his everyday tasks and save time. Once EMPLOYEE NAME is trained on ClaroRead Pro, he will be able to utilise one screener reader rather than using the two interchangeably.</p>
<p>EMPLOYEE NAME's speed of reading should be factored into any performance measures. It is important to note that EMPLOYEE NAME will take longer to read documents. There should be a discussion with the line manager dependent on the task, how much additional time should be allocated.</p>	<p>EMPLOYEE NAME's reading speeds need to be considered in any performance measures. Providing him with additional time will allow him to adequately prepare and review documentation.</p>
<p>Writing</p>	
<p>Following the Access to Work report, adjustments have been made. It is important to continue with the following adjustments with frequent reviews as</p>	<p>EMPLOYEE NAME has reported on the improvements and benefits of Dragon Medical One. This software utilises EMPLOYEE NAME's strengths in verbal communication, therefore it</p>

<p>EMPLOYEE NAME embeds these new skills into his work.</p> <p>EMPLOYEE NAME has recently been given access to Dragon Medical One which he reported is beneficial. Dragon Medical One is a speech-to text software which is used to dictate his clinical notes, initial and discharge reports, treatment plans and emails rather than type these. Dragon Medical One aligns with the healthcare terminology that aligns to his role. Unfortunately, Dragon Medical One does not directly interface with the clinical record system that is used within EMPLOYER NAME.</p> <p><i>N.B: A microphone is recommended for effective use with Dragon Medical One.</i></p>	<p>allows him to get down what he would like to say in an easier, more effective manner.</p>
<p>The complexity of the required written communication depends on the length of time EMPLOYEE NAME requires. It should be discussed with your line manager, the length of time you may require completing certain tasks (e.g., clinical notes, clinical reports).</p>	<p>Due to EMPLOYEE NAME’s dyslexia, some tasks will take longer and need to be considered. As EMPLOYEE NAME develops and embeds assistive technology into his working practices, this may alleviate some of the challenges he faces with written communication.</p>
<p>Workstation</p>	
<p>It is recommended that EMPLOYEE NAME is provided with a universal docking station for his laptop. Suggestions of possible universal docking stations have been provided, however, it remains the responsibility of the IT department to ensure it meets their requirements.</p> <p><i>N.B: Display link drivers are required</i></p>	<p>EMPLOYEE NAME reported that his desktop computer has difficulties with some of the assistive technology software he uses. This is creating an additional barrier to successfully embedding this within his work. He was provided a laptop which is sufficient, however, this limits his ability to utilise two monitors which is allows him to work more efficiently.</p>
<p>Awareness training</p>	

<p>To assist with increasing awareness of the impact of neurodiversity, a general awareness training for colleagues and line managers on ‘hidden disability’ aspects is recommended.</p> <p>A 1-hour webinar can be provided to assist with promoting awareness and acceptance of dyslexia and its impact on work performance.</p>	<p>This will increase the teams understanding of Dyslexia and their knowledge of the potential impact it can have on the way that they work, along with knowing the best ways to support individuals with dyslexia.</p>
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It is important to note that the above challenges are those commonly experienced by neurodivergent individuals– especially those who have not received any workplace specific support.

Reasonable adjustments should be staggered to allow the individual an opportunity to embed the new skill or equipment required. The reasonable adjustments recommended within this report should be reviewed after 3 to 6 months to gauge their effectiveness and to provide an opportunity for both parties to have input into any further adjustments that may be required. An ongoing dialogue about the reasonable adjustments is recommended throughout this period.

UK Disability Legislation

The decision on whether the definition of disability applies is ultimately one for a tribunal. However, it is my professional opinion that EMPLOYEE NAME is likely to be considered as having a disability under the current UK disability legislation as dyslexia is a lifelong condition, which without the benefit of accommodations, would have a significant impact on his activities of daily life and work.

Overall findings, opinion and advice were discussed and shared with EMPLOYEE NAME. We would advise the next step would be to discuss this report and to agree on how you will move forward.

Please do not hesitate to contact us, if you have any further questions.

Assessor(s) Name:	Assessor
Signature:	
Qualifications:	Business Psychologist
Date:	August

Recommended Equipment, Assistive Technology and Training Summary

The list below is for guidance purposes only. Please note we do not recommend specific suppliers in our reports, in case your company has contracted suppliers. The information detailed below will be appropriate to further explore the potential requirements needed. Nonetheless, should you wish to clarify the recommendations or would like support in proceeding with ordering, do not hesitate to contact Health Partners on: 01273 013 771 or wpateam@healthpartners.uk.com

Item	Description/specification
Training for ClaroRead Software	<p>Duration: Two Hours Purpose: To provide a foundation of knowledge of how to use the software. To provide the user with the opportunity to ask technical questions to an expert.</p>
Coaching	<p>Duration: Eight, one-hour sessions. Delivered across sixteen weeks. Purpose: Detailed in body of report.</p>
Microphone	<p>Speechware USB 9 in 1 TableMike Features: USB-A connector, high quality audio pick-up for accurate dictation, telescopic microphone, speaker in base, USB 2.0 passthrough, integrated memory card reader, “Best In Class” award from Nuance</p>
Universal Docking station	<p>This equipment needs to be procured through IT. Possible suggestions are:</p> <p>Kensington (SD3600) USB 3.0 Dual Display Universal Laptop Docking Station Connects to the laptop through a single USB-A connection. Outputs to two HDMI/DVI outputs (adaptors included to create whichever mix is required). Also includes RJ45 for wired network and multiple USB Sockets for peripherals. Displaylink Drivers required to operate.</p> <p>Kensington SD4750P USB-C and USB 3.0 Dual 4K Docking Station This has an adaptor so it will work with USB-A or USB-C and has 2x HDMI or DisplayPort Outputs, all other features and requirements remain the same.</p>
Neurodiversity Awareness Training	<p>Duration: One Hour Purpose: A training and seminar session in order to raise awareness of Neurodiversity and the impact of this upon an individual, particularly whilst they are working.</p>

Disclaimer advice

This report is a Workplace Needs Assessment, which identifies relevant guidance and support on how the individual can be best supported from the information obtained during the assessment process.

Analysing discussions left Please note that this report is independent from the diagnostic assessment report. Therefore, this report does not constitute a diagnosis and should not be used as confirmation of a diagnosis.