



Ayrshire Medical Services

Incorporating
The Wellington Wellness Centre

*well*ington
mental health & wellness trust

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Our Services

Welcome to our 2020-2021 Services Directory.

The Directory lists all **AMS's** services, delivered on-site or at the Wellington Wellness Centre. Any newly introduced services can be found at www.ayrshiremedical.co.uk

A healthy workforce is a productive workforce: that's why we work with you to help you keep your workforce in the best possible health. We're always happy to discuss workplace health and welcome your call.

We look forward to speaking to you.

Roseanne Savage
Managing Director

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Health Surveillance

Many organisations confuse Health Surveillance with Health Promotion or Health Checks.

Health Surveillance is a system protecting both employers & employees and should be an integral part of your workplace. Health Surveillance is putting in place systematic, regular, and appropriate procedures to detect early signs of work-related ill health – often among employees exposed to certain health risks - then acting on the outcomes.

Within our wide portfolio of Health Surveillance programmes, we offer:

Annual Health Surveillance	Pre-Employment Checks/Medicals
PTS Medicals, with Drug & Alcohol Testing	Drug & Alcohol Testing

The Health Questionnaire & Clinic Review is wide ranging and focuses on an individual's health and their attitude to their health. Key discussion points, covering ability to drive/work in the Review centre on:

Neurological & Cardiovascular disorders	Diabetes, Epilepsy & Psychiatric disorders
Renal & Respiratory Disorders	Sleep & Visual disorders

The Assessment includes vision, hearing, lung function, HAVS, skin alongside routine medical tests giving your company assurance of your employees' fitness.

Specialist Testing

AMS offers specialist testing across many industries. The most popular tests we carry out are:

Wind Farm Medicals	Chester Step Assessments
Well Man & Well Woman Screening	Night Worker Assessments
Job Specific Urine Tests:	Blood Tests:
<ul style="list-style-type: none"> • Isocyanate • Nitro-glycerine • Metals: Chromium, Manganese, Nickel 	<ul style="list-style-type: none"> • Lead Blood Levels • Cholesterol • Blood Sugars

Lead Blood Test: Under HSE guidelines, only specially trained and registered doctors can review and report on lead blood testing. **AMS** work with three such doctors: all of whom are on the current HSE Register for lead review and reporting.

Other, more specialist, workplace tests are available: please get in touch to discuss your needs.

Sickness Absence Medicals

Sickness absence is worrying for employers. The possibility of tribunal actions or discrimination claims can lead to employers not managing sickness absence as well as they might.

Our specialist medical team can help you with your sickness absence management, through carrying out sickness absence medicals. These medicals assess the individual's health and wellbeing, discuss health concerns and consider goals for the future. The service is completely confidential and includes:

A full medical questionnaire	Discussion on the current absence
Previous medical history	Current medical concerns
Discussion of specific points/questions raised by the employer in the referral process	Appropriate examinations or tests

Our referral form allows you to provide extensive information about the individual's job, their working environment and their current state of health.

After a sickness absence medical, a comprehensive report will be sent to you, summarising the findings and offering advice & recommendations.

Mental Health and Wellness

New to the **AMS** services roster are mental health and wellness services.

Services are delivered discretely, and in confidence, at our own private wellness centre, the **Wellington Wellness Centre**. The Centre offers a safe, comfortable place for individuals to explore, understand and start to cope with their needs and difficulties.

Counselling Services

Professional counselling forms the core of our mental health and wellness services. Core services include:

Face to Face Counselling	Telephone Counselling
Online or SMS 'Chat' Counselling	Email Counselling

For employers, having access to a mental health and wellbeing service allows potential problems to be addressed early and **before** they impact in the workplace.

For most employer referrals to us, our recommended route is an initial face to face session, from there, a suitable programme of support will be designed for the individual. That support may be face to face, digital or by phone.

Employee Assistance Programme

Employee Assistance Programmes (EAP) are becoming increasingly popular in the workplace. Fully funded by the employer, a programme may offer support with health and wellness, with financial matters, with legal matters – any or all of life’s challenges may be supported by an EAP.

Every EAP is different and every EAP is unique to the organisation it was created for.

Why choose the AMS Wellington Wellness Centre for your EAP

AMS work with you, and for you, to create your organisation’s own EAP: you can choose to focus your EAP only on health & mental wellbeing or on financial support. The most successful, and best used, EAPs combine both health and financial matters support.

We provide professional, credible information to employees. Typically, we provide:

Confidential Support

Counselling: face to face & remote

Health & Wellness Advice

Help with some financial matters:

Services are regularly added to our EAP roster: our website www.wellingtonwellness.co.uk holds the latest information, advice and guidance available to assist your employees.

Full confidentiality is maintained so your employees can use your EAP without fear. All our service providers are fully trained and registered in their professional fields and work to **AMS's** standards.

Health Promotion Workshops & Training

Health promotion in the workplace works: employees have a better understanding of how their health can affect their working and home life and employers have a better understanding of how to help employees be healthy and productive.

Mental Health: In an interactive session, we take the stigma out of mental health and explore the relationship between physical health and mental health. Stories are shared: they bring forward real life experiences which resonate with those individuals who still feel they cannot speak out.

The sessions promote mental health in a positive way: they help people to move forward and work through their personal issues and concerns.

Healthy Hearts: These interactive sessions help your workforce to gain an understanding the simple things they can do to make their heart healthier. The sessions give a real insight into how the heart works and how what we consume affects our bodies. Factors covered include exercise, diet and family history.

Smoking Cessation: an informative session which gives results. Attendees have stopped smoking almost immediately the sessions finish, helping both their health **and** their bank balance.

Delivered by a nurse trained in vascular conditions, this interactive session gives a true-life picture of exactly what smoking does to the arteries leading to heart disease and stroke.

Stand Down Talks

If your organisation has regular stand downs to discuss health & safety or to keep employees informed more generally, then you might like one of our lively and popular Stand Down talks.

Centred on occupational health, our Stand Down talks are delivered right across the UK. We've talked about drugs in Dundee, Mental Health in Monmouth and Healthy Hearts in Hounslow.

Whatever occupational health message you want to get over, we've probably delivered a Stand Down on it. All our talks are fully interactive and delivered by fully trained health professionals. Employees are encouraged to engage and find out just how important looking after their physical and emotional health truly is.

Risk Assessments

All employers are legally required¹ to actively protect the health & safety of their workforce and all employers to assess health & safety risks to their employees while those employees are at work. Workplaces are not only the office or the factory, they can also be cars, building sites, lorries, fields, schools . . . anywhere work takes place, health & safety risks to the workforce must be assessed.

AMS carry out a wide range of Risk Assessments for clients including:

Upper Limb Disorders – Work Station Assessments: our full, on site risk assessment helps employers identify potential risks and possible ways to reduce those risks.

Display Screen Equipment: The Display Screen Equipment Regulations 1992 require employers to analyse workstations to assess and reduce risks. Our swift and thorough risk assessment will help you reduce risk for your workforce.

Pregnancy Risk Assessments: All employers are required, but not legally obliged, to carry out a full workplace risk assessment on a newly pregnant woman's working environment. The employer must see that no risks are present to mother or unborn child.

Diabetic Risk Assessments: Many people with diabetes have full working lives. If you are advised a member of your workforce has diabetes, you will need to hold an initial risk assessment and then review it annually or when there is a significant change in working practice or the health of the employee.

Epilepsy Risk Assessment: If you have an epileptic employee, you have a duty of care to ensure their wellbeing and safety. AMS will work with you and your employee to risk assess their workplace and advise on a care plan in the event they have a seizure in the workplace.

¹ The Management of Health & Safety at Work Regulations 1999

Drugs & Alcohol in the Workplace

Drug & alcohol misuse is a serious problem in the workplace. Not only for the misuser but also their co-workers and the wider organisation. It's not just street drugs (cannabis, cocaine, heroin, etc.) which can be misused, prescription drugs can be misused too. There are no stereotypical drug or alcohol misusers—everyone is at risk.

How do you start tackling drug & alcohol misuse in your workplace?

All organisations, large and small, should have (and enforce) a Drug and Alcohol policy. Even if you don't think you have a problem, having a policy in place enables you to deal with any future incidents. A policy also helps you meet Health & Safety requirements.

Implementing random drug & alcohol testing and 'For Cause'² testing is far more straightforward when you have a robust policy in place. And that policy should be backed up with regular Drug & Alcohol Training & Advice.

Drug & Alcohol Training and Advice

Tackling drugs & alcohol in your workplace starts with a robust training programme.

AMS offers:

Drug & Alcohol Training for Managers and Supervisors, and
Drug & Alcohol Awareness Courses for workforces

Both programmes have a common core covering:

- What the law says
 - Common misconceptions demolished
- Commonly abused drugs
 - The various drug groups
- Signs & symptoms of drug and/or alcohol abuse or misuse
- The dangers of drug & alcohol misuse in the workplace
- Testing: types of test and what they show
- Policies and procedures

In addition, the Managers & Supervisors course covers:

- Employers' responsibilities to their workforce and wider society.
- Procedures for incidents needing evidence gathered to legal standards (For Cause testing)

² Gathering of test samples to a standard suitable for the Courts.

Drug and Alcohol Testing

Random workforce testing for drugs & alcohol reduces injuries and accidents.

Random workforce testing, backed up by a robustly enforced drug & alcohol policy, is effective in ensuring employee compliance.

AMS delivers workforce drug & alcohol testing, simply and easily. We:

- Come to your premises or your sites – we can test anywhere with a toilet
- Don't disrupt your working day by demanding employees come to a testing centre
- Swiftly identify any potential problems with the minimum of fuss
- Use highly trained individuals to supervise tests

Tests used are:

Dip & Read: These tests, produce a result within 5 minutes from the test being conducted, making them ideal for pre-employment or general workforce testing. After an incident, Dip & Read testing gives a swift preliminary result while Chain of Custody test results are processed.

Chain of Custody: Chain of Custody tests are used after incidents and are legally admissible.

Any sample tested under Chain of Custody undergoes two separate screens. The first is immunoassay, which rapidly identifies negative samples. Negative immunoassay screens are reported back to you by email, normally within 48 hours.

Confirmation Testing: Gold Standard ISO/IEC 17025:2005 Positive immunoassay screens will require further testing to identify, very precisely, the drugs present in the sample.

All **AMS's** confirmatory Chain of Custody undergo GC-MS³ testing, which is considered the Gold Standard of UK drug testing. Results are fully defensible in an industrial tribunal, an employment tribunal, a law court or other examination.

³ Gas Chromatography - Mass Spectrometry

UK Wide ‘For Cause’ Service: Available 24/7/365

After an incident, you need fast, independent testing to chain of custody standards.

AMS’s Drug & Alcohol ‘For Cause’ Service operates UK wide 24 hours per day, 365 days per year. We meet the UK standard of on-site collection within 2 hours anywhere in the UK.

We deliver a fully-compliant, legally defensible, end-to-end chain of custody solution. Highly trained, robustly audited Collection Officers collect urine, saliva, and hair samples, and carry out breathalyser tests Road Safety Standards. Dip and Test and Chain of Custody tests follow.

By using us, a fully independent professional service, your organisation is protected against any allegations of bias during the testing process, allowing you to maintaining company policies and requirements.

Medication Advice Service

With the focus on street drugs, the effects of prescription drugs are often overlooked. Prescription drugs can have side effects which affect a worker’s ability to work.

AMS’s Medication Advice Service assesses the drugs your workers have been prescribed and advises on if, and how, those drugs might affect workplace performance and workplace safety. We use NICE guidelines, up to date medical information and take into account a wide range of factors, including:

Type of medication	Reason for medication (underlying condition)
Dose level & frequency of taking medication	Other medication also being taken
Type of work done	Shift Pattern (if relevant)

Offered UK wide, this service is provided on a ‘no hidden costs’ annual retainer basis, meaning you can use the service as often as you need – all within your standard fee. Organisations can choose the level of service most relevant to their needs.

Option 1: Standard Office Hours (0900-1700), Monday to Friday, including bank holidays

Option 2: 24-hour coverage, 7 days a week, 365 days a year.

Sharps' Training

'Ouch!' No one likes to admit they have experienced a workplace needlestick injury. For many, they are the stuff of nightmares, and one with far reaching consequences if not managed properly.

To help those in workplaces where needlestick injuries could be experienced, **AMS** delivers Sharps Training across the UK. Sessions are delivered by qualified nurses, who have first-hand experience of sharps and managing needlestick injuries. Topics covered include:

Who is at risk	Mental & Physical Effects
Impact in the Workplace	Implications of a Needle Stick Injury
Facts & Fiction	What the Law says
Employer & Employee Obligations	Prevention in the Workplace
How to deal with a needlestick injury	What happens after a needlestick injury?
Vaccinations: are they needed?	Question & Answer Session

Vaccination Services

Workplace Safety Vaccinations

Many workers are at risk of needlestick injuries. It's not just needle users, like health care workers, at risk: grounds' workers, rail workers, sewage & water workers and many others are also at risk.

Vaccination makes working safer and **AMS** provides a range of workplace safety vaccinations including:

Hepatitis B (Hep B)	Hepatitis C (Hep C)
Tetanus	Polio

If a worker has received a needlestick injury, we out blood tests to determine antibodies & levels, and are able to give much needed advice and reassurance to both worker and their employer.

Flu Vaccinations

AMS offers a comprehensive, highly competitively priced annual flu vaccination service. Flu never goes away. It comes round every year and affects all workplaces, large or small. True flu, rather than a cold, is nasty and leads to extended sickness absence.

Keeping your workforce healthy goes a long way towards fighting flu. The simplest way to increase workforce resilience, and reduce winter absenteeism, is to offer workplace flu vaccinations. The flu vaccine is very safe, takes a few minutes to administer and will last around a year.

Prevention is 90% of the cure - and is proved through lower winter absenteeism.

Our Partners

We partner with selected service providers to offer a fully rounded health and well-being service.

Cram Osteopaths

Osteopathy is a widely recognised system for detecting, treating and preventing health problems, particularly muscle and joint problems.

For over 10 years, we have partnered with one of Scotland's leading osteopathic practices, Cram Osteopaths, who have practices across Scotland. Cram Osteopaths' aim is to swiftly reduce their patients' pain and then keep them healthy. The team know how challenging aches, pains and injuries can be and they work with patients to put patients' bodies into the best possible condition to treat or heal the issue each patient is facing.

Cram Osteopaths: www.cramosteopaths.co.uk

RCR Safety and Training

Good workplace health and wellness comes from good working practices. Good working practices are put in place, and maintained, through good safety practices and good training. That's why we partner with RCR Safety and Training.

Working across the same industries as we do, RCR carry out health & safety audits, review current processes & procedures, and advise on what training (new or refresher) is needed. All training is delivered to nationally recognised standards and guidelines. Where applicable, training is accredited by an appropriate awarding body. Bespoke company, or industry, specific training can be provided.

RCR: www.rcrsafetytraining.com/

Rhona McKerral (HR Fellow) CIPD

Workplace medical, health and wellbeing issues often need the expert advice and assistance of human resources support that's why we have partnered with an outstanding HR Fellow who has over 30 years' experience in the field of Human Resources. Rhona provides a wide range of services including:

- Investors in People
- Recruitment & Selection
- Team building
- Appraisals & Performance review implementation
- Terms & Conditions of employment
- Disciplinary & Grievance Procedure
- Wellbeing, mental health & Stress Policies & Procedures
- Redundancy programmes

For more information visit Rhona at <https://www.linkedin.com/in/rhona-mckerral-09253364/>

*The Wellington Wellness Centre
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"Working Hard to Keep You Well"