

Product portfolio

Corporate Philosophy

Maitland Medical aim to develop long term partnerships with all of clients. Our objective is to make a valued and valuable contribution:

- addressing each organisation's legislative requirements
- helping to reduce absence, ill health and injury and the resulting costs
- improve the overall health and wellbeing of the entire workforce
- reduce overall costs and risks and provide a return on investment

Management Support & Advice

- ✓ Full access from 9-5pm Monday to Friday (excluding Bank Holidays) to clinical and administrative support and advice for Management & HR Teams
- ✓ Full access to a dedicated website for all the Management team
- ✓ Providing comprehensive support & centralised co-ordination of services with consistency of responses to clients with offices throughout the UK
- ✓ Telephone support and advice for line managers, HR administrators and Trustees
- ✓ Advise in areas including health surveillance & health assessment procedures
- ✓ Detailed and tailored annual reviews and reports
- ✓ Periodic account management reviews
- ✓ Retention and storage of medical records in line with legislation
- ✓ Audit and needs analysis of corporate occupational health provision and legal compliance
- ✓ Full Independent Occupational Health audits including performance review of existing OH provider / arrangements, OH organisation, assistance during any specialist recruitment
- ✓ Assistance with the drafting / development or revision of policies relating to health issues i.e. mental well being / anti-bullying / drugs and alcohol / smoking etc.
- ✓ Named Relationship Manager as single point of contact for all retained clients
- ✓ Named Occupational Health Physician and Advisor for all retained clients

Recruitment & Assessment of Fitness for Roles / Activities

- ✓ Tailored role specific employee recruitment health questionnaires on line or paper based
- ✓ Telephone assessments & GP referral as and when necessary
- ✓ Recommendations regarding adjustments that may need to be considered
- ✓ Health Assessments undertaken face to face at recruitment for specific roles
- ✓ Assessment of fitness for statutory purposes ie: Class 2 Driving licences/ fitness to fly / dive etc
- ✓ Health Surveillance / screening for baseline recordings at recruitment
- ✓ Tailored role specific night worker health assessments with provision for periodic reassessment
- ✓ Health assessments & advice for regular business travellers and those assigned and returning from overseas
- ✓ Drug and Alcohol Screening : immediate results and chain of custody testing
- ✓ Medical examination and application of criteria for ill health retirement reviews

Management Referrals on Account of Absence / Ill Health / Wellbeing

- Telephone support and advice for Management regarding individual cases
- Triage by clinical team regarding the most suitable assessments for each case referred
- Cross reference regarding specific job roles with recommendations regarding return to work
- Full range of sickness absence management services: telephone assessments / consultations / functional assessments etc

- Tailored reports cross referenced against the job role with advice and guidance for management
- Recommendations regarding adjustments that may need to be considered
- Management support and recommendations regarding return to work strategies
- Welfare support and advice
- Rehabilitation support and advice

Travel Health

- Health assessments for regular business travellers and those assigned and returning from overseas
- Travel health advice and vaccinations
- Fitness to travel documentation

On Line Services: Dedicated Web Sites

- Full access for subscribing customers by user password to a dedicated area delivering health related information and guidance
- Full access to the dedicated 'I Will' wellbeing website with health information, podcasts and videos, fact sheets, health programmes and action plans for employees in respect of health and wellbeing.

Site Services

- Full advice and guidance regarding appropriate requirements in respect of health surveillance and health screening services
- Health surveillance on site through DSE eye testing, forklift truck driver, skin testing, LGV / PSV licensing / hand, arm vibration / noise / respiratory function
- On site Workstation assessments & advice on ergonomics
- Home workers health assessments
- Preventative vaccinations
- Advisory support e.g. affect of medication on fitness for work and pregnancy risk assessments
- Critical incident support
- Training for Management and employees regarding certain in house surveillance activities & reporting requirements
- Occupational hygiene services

Health Promotion

- Education, screening and intervention initiatives in areas such as smoking cessation, weight control, healthy eating, alcohol, and fitness.
- Well-being events and resources
- Health awareness days / Lifestyle consultation days / health screening days
- Organisational challenges
- Workshop & seminars tailored to client requirements. These can include: Emotional Energy & Resilience / Personal Resilience / Stress management / Work life balance / Energising excellence in leaders / Personal Resilience training for employees / Resilience training for line managers / Team resilience sessions
- Training and Seminar days

Rehabilitation Support & Employee Assistance

- Services supporting early return to work after serious accident or illness
- Workstation assessments / advice, adaptive technology and ongoing support services for those with dyslexia / dysphasia / RSI / learning difficulties etc
- Short term, solution and brief focussed counselling & psychotherapy with onward referral to further agencies or resources where needed.
- Counselling and psychotherapy for employees including Specialist trauma therapies including CBT (cognitive behavioural therapy) and EMDR
- Telephone counselling, assessment and help-line in response to specific incidents/events
- Organisational trauma interventions & critical incident support on site
- Work related Mediation

Training Courses

Maitland are able to offer comprehensive training programmes for all topics relating to all their services and in respect of health and wellbeing. In addition we are able to offer:

- Training courses tailored to need i.e. epipen / anaphylaxis / dealing with epilepsy etc.
- First Aid training courses: refresher / updates and full courses provided
- Manual handling training
- Management Training in absence management / resilience

Drug and Alcohol Testing

- Advice and support in respect of the review / implementation / development of corporate policy, statements regarding drugs and alcohol
- Drug and Alcohol screening : At recruitment / post incident / with cause / random testing programmes including chain of custody

Legal / Insurance Support

- Independent assessment and reports
- Expert witness
- Underwriting support
- Personal injury reports
- Rehabilitation services & reports