

# COVID-19 Support Services Update

## 27/04/20

Everybody's job has been affected by the COVID-19 pandemic and, as time progresses, we are seeing the emergence of various new challenges.

For home workers, many do not have a dedicated workspace and are trying to replicate their office set up as best they can. For those that do have a dedicated workspace, it is unlikely that they will be accustomed to working at home for such long periods of time. Some may require specialist equipment, furniture or software, which they are used to having at work.

For essential workers - the healthcare staff, the cleaners, the retail staff, the food delivery workers - the heroes who provide our much-needed services - all are experiencing changes to their working conditions. Many are working longer hours and most are having to wear uncomfortable and impractical PPE whilst they perform new and more challenging tasks.

It is inevitable that this is starting to take its toll on people's physical wellbeing

I would like to reassure you that PAM's MSK & SpLD services are operating an adapted model in order to help you manage these challenges - without impacting our ability to deliver reliable and effective service provision.

Please do not hesitate to contact PAM regarding any of our services.

Yours Sincerely

**Claire Glynn, BHSc Hons, MCSP, HCPC, PGCE**  
**Head of MSK Services**

Please see below for further information about the services available.

**Quick access to effective physiotherapy & SpLD services**



## Ergonomics & Wellness Products

PAM Health is still open for business and able to supply all of your home working ergonomics equipment, furniture and assistive technology: [www.pamhealth.co.uk](http://www.pamhealth.co.uk)



## Physiotherapy Information Line (PhIL)

PAM has operated remote services for physiotherapy assessment, treatment, intervention and advice for many years. We continue to have both the resources and the facilities to deliver this for new and existing clients.

Our Physiotherapy Information Line (PhIL) remains fully operational and supportive in treating, advising & reinforcing rehabilitation for employees experiencing musculoskeletal distress or discomfort.

Advice, guidance and support regarding condition management and recovery are provided which includes tailored exercise programmes using our online digital platform.

## DSE & Ergonomics Services

We have the capacity, senior specialism & resource to provide assessments and support through secure remote video facilities, enabling access to these services during this time of difficulty. PAM's experts are trained to a highly specialised criterion to facilitate efficient & high-quality delivery of observational and assessment services which are traditionally delivered 'in the workplace'.

## Special Learning Difficulty (SpLD) Services

All workplace needs assessments for Neurodiverse conditions are continuing to be completed remotely by our dedicated team of SpLD Professionals. This includes:

- Ergonomics / Workstation Assessment
- Mental Health Workplace Needs Assessment
- Dyslexia Workplace Needs Assessment
- Autism Workplace Needs Assessment
- ADHD Workplace Needs Assessment
- Workplace Needs Assessment
- Coping Strategy Coaching
- Dyspraxia Workplace Needs Assessment
- Hearing / Visual Impairment Needs Assessment

Please note 'diagnostic' assessments cannot be delivered remotely, as advised by the SpLD Assessment Standards Committee (SASC).

## PCA (Physical Capability Assessment)

Our MSK clinicians are experienced and trained to carry out a full subjective assessment of an employee's symptoms and a professional analysis of their movements using remote video facilities.

A full history of the colleague's required activities and difficulties at home and at work are documented to ensure comparisons can be made and suitable conclusions drawn.

Reports are concise and we also document reasons for adjustments and support to enable the individual to remain in work in a substantive role.

## Restraint Assessment - Control & Restraint, MWRVA & Physical Intervention

The Restraint Assessment is provided for clients in a mental health setting who run mandatory training courses to teach staff how to prevent danger and injury when working with mental health patients.

We have adapted our service in order to be able to support essential workers within a mental health environment using our secure remote video facilities.

Our assessment provides information to employers regarding an employee's ability to conduct specific techniques before attending a training course.