



Proclaim Care

Equipping a mum with the tools to be her best self

This case study tells the story of a successful return to work through vocational rehabilitation.

Background

Agnes* is married with a young child. She's a foreign national who has been exposed to the effects of war. Because of this, she's experienced significant mental health issues, including severe depression, anxiety and alcohol dependency.

Agnes was working full-time in an office-based admin role, but found she was struggling.

For the last year, Agnes has been accessing services through her private medical insurance. She's been seeing a consultant psychiatrist and was attending weekly Cognitive Behavioural Therapy (CBT) sessions.

Treatment and support

Agnes was referred to Proclaim Care following an unsuccessful return to work organised by her employer.

She'd leant heavily on her employer for support with her mental health, even texting late at night. Her employer wasn't sure how helpful or sustainable this was for either of them and was concerned about boundaries. Through her employer's group income protection, they were able to access vocational rehabilitation from Proclaim Care.

Proclaim Care assigned Agnes a rehabilitation specialist, who spoke with her psychiatrist and CBT therapist. They both suggested that work could provide significant purpose in Agnes' life, and said that Agnes was doing well with her CBT and psychiatry. Her rehabilitation specialist started to work on a structured return to work plan. Agnes, her employer, and her medical professionals were all involved in building the plan.

Agnes' employer's main concern was their ability to manage her mental health during her return to work. So Proclaim Care set up four weeks of mediation between Agnes and her employer. A mental health strategy reset the working relationship between them and they set agreed boundaries to enable Agnes to return to work successfully.

Outcome

A mediator worked with Agnes and her employer on a strategy that would highlight any early signs of relapse. This enabled Agnes to return to her role successfully long-term. And it equipped her employer with further skills to support Agnes should she relapse.

With support from her rehabilitation specialist at every step, Agnes successfully completed an eight-week gradual return to work programme.



*Proclaim Care and AIG Life real-life customer case study. September 2020. The image shown is for illustrative purposes and names have been changed for confidentiality. The customer was able to access support from Proclaim Care through their employer's group income protection policy.