



# Proclaim Care

## Helping an employee get back on their feet

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

### Background

Barbara\* had a fall, fracturing her hip and elbow in the process. She had to have surgery to fix her hip fracture.

She was given the all-clear to return to work eight weeks after her surgery. She wasn't allowed to drive, and she couldn't sit for longer than 30 minutes at any one time because of the pain and discomfort in her hip.

Barbara enjoys her role as a Marketing Officer; however, her office is a 10 mile, 25-minute drive for her. So she was keen to start working from home as soon as possible.



### Treatment and support

Barbara's employer looked to Proclaim Care for help with her vocational rehabilitation after her surgery. They were able to access vocational rehabilitation through their group income protection policy. Barbara was assigned her own rehabilitation specialist, who suggested Barbara complete a self-referral form so she could access NHS physiotherapy sessions. She attended these sessions every other week.

Barbara had started a gradual home working plan. Her rehabilitation specialist liaised with her employer to ensure Barbara had everything set up at home to be able to do her job.

Five months after her fall, Barbara had to undergo more surgery to remove metalwork. A month after her second surgery, Barbara was able to drive and make a return to the office. Her rehabilitation specialist contacted her employer to arrange an assessment of the workplace. This was to identify whether any modifications were needed to support Barbara on her return to the office. The rehabilitation specialist guided Barbara and her employer through the process and suggested that she should take regular breaks to prevent any stiffness in her hip and leg. Suitable equipment was also recommended to ensure Barbara was sat as ergonomically as possible throughout her day.

### Outcome

Working closely with her rehabilitation specialist, Barbara achieved a successful and sustained return to work. And built back up to her original hours.

\*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.