



Service Guide

Helping to maintain a healthy workforce

Contents

Welcome	3
About KML Occupational Health	4
Workplace illness & injury statistics	9
Accreditation and Standards	10
Services	11
Health Surveillance	12
Medicals	14
Know Your Numbers Assessments	16
Case Management	17
Fitness for Work	18
Drug & Alcohol screening	19
Specialist Service	20
Working Environment	21
Workplace Wellbeing	22
Testimonials	24
Service delivery KPI's	25
Contact details	26



KML Occupational Health

Introduction

Welcome to KML Occupational Health, a modern, dynamic and professional occupational health service, working across multiple industries and business sectors, providing national coverage and a broad range of services.

About

KML Occupational Health (KML OH) was originally formed as an internal occupational health provider in early 2014 and is a registered business in its own right.

KML OH has grown in size through reputation and service offering, leading to a well-established client base across multiple business sectors, whilst still supporting the original internal business proposition.

KML OH provides its service to thousands of individuals and offers over 20 different types of medicals/assessments including a number of delivery options in order to be as flexible and accessible as possible for its clients.

Our philosophy is that fit, healthy and motivated employees are key to the success in any well run company, we aim to provide the best possible OH support aimed at keeping people fit, getting back to work and keeping them there.

Our strap line is: **Helping to maintain a healthy workforce**



KML Occupational Health

Our Values

KML Occupational Health, mission statement is helping to maintain a healthy workforce.

We do this by providing a broad range of services, support, advice and guidance in order to achieve our client's requirements.

We pride ourselves on our values of being professional and attentive whilst listening to our customers needs and doing the right thing.

Our Approach

We offer a modern, bespoke occupational health service, whilst acting as a consultancy in occupational health advising our clients on best practice, mandatory and regulatory requirements through, policies & procedures, Health and Safety Executive's (HSE) governance and other influencing factors.

KML Occupational Health operate using the latest specialist equipment that meets the highest standards and compliance for HSE categorisation on specifications. We use the latest technology to ensure accuracy, portability, usability and visual aids for the best patient and client experiences.

Our People

We take pride in what we do; we are professionally experienced and trained in occupational health. Our people strive to make the difference to each individual; every clinician promotes a friendly, approachable and professional environment through service delivery.

KML OH fully support CPD requirements and make sure our team are sufficiently trained with appropriate qualifications, skills and experience for their roles.



KML Occupational Health

Our Service Delivery

KML OH provides a number of different service delivery options to maximise accessibility.

- 🌱 Our Clinical Mobile Unit is a readymade, clinical environment, equipped with the latest technology that comes to site for service delivery
- 🌱 Our portable equipment allows us to come to you and use an appropriate space to conduct our services
- 🌱 We have clinics available for our clients to attend
- 🌱 We provide remote support options such as online digital portals/documents and telephone services

Our Structure

KML OH has a structured team, through a clear defined line on clinical practice and reporting, a business prospective coherent through a fully comprehensive management system and service offering.

Reporting and structure:

Clinical

- 🌱 Occupational Health Physicians (Inc. GMC Specialists)
- 🌱 Occupational Health Advisors
- 🌱 Occupational Health Nurses
- 🌱 Occupational Health Technicians
- 🌱 Occupational Health Coordinators
- 🌱 Occupational health Administrators
- 🌱 Specialist Service: Paramedics (HCPC) – if required

Business

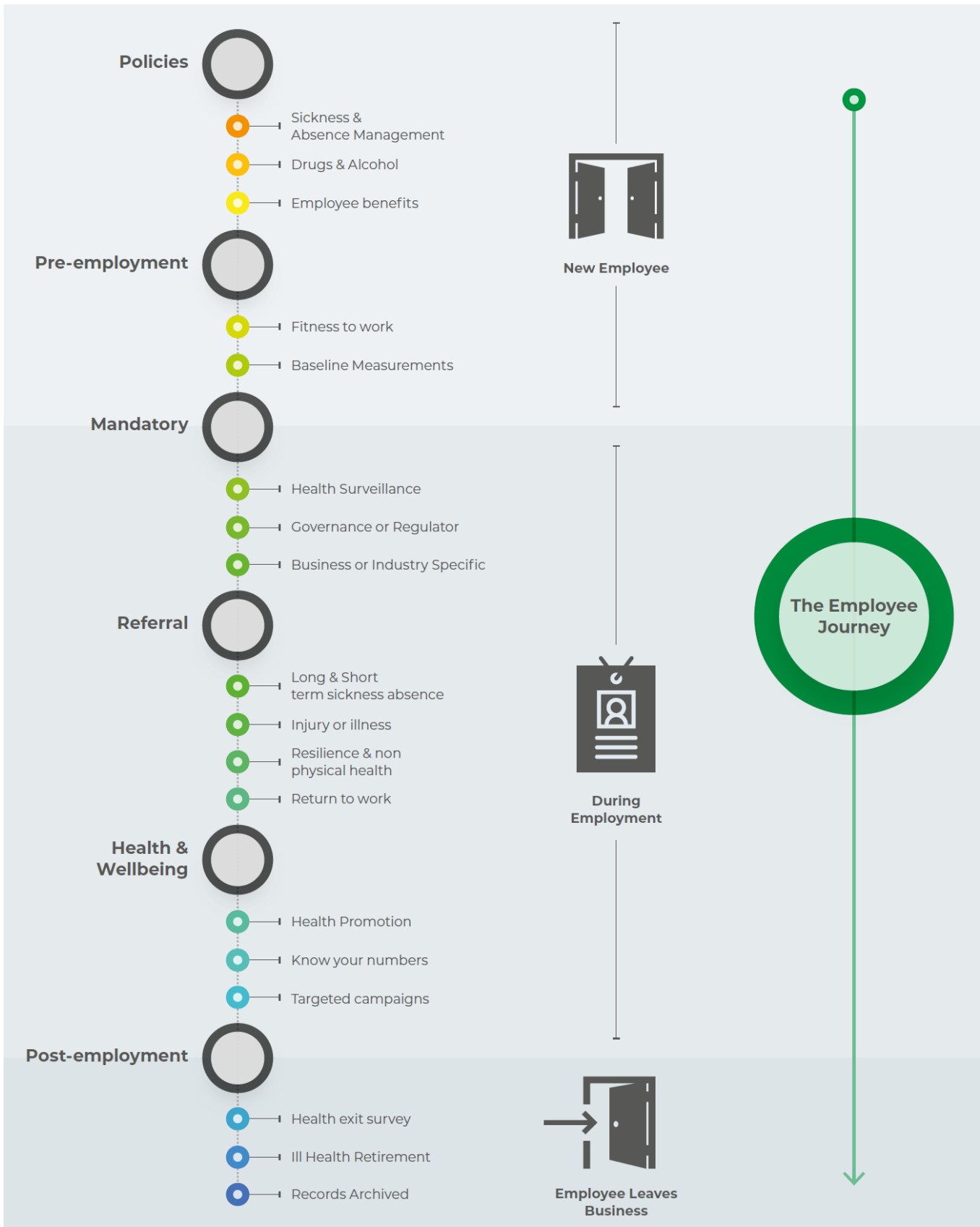
- 🌱 KML Occupational Health Managing Director
- 🌱 KML Occupational Health Clinical Director
- 🌱 KML Occupational Health Operations Director



← Managing Health & Wellbeing across all occupations →



Managing Health & Wellbeing



The O2 London Arena



Workplace illness & injury statistics

Illness - **1.8 million** people who worked during the last year were suffering from an illness they believed was caused or made worse by their work (2021/22)

Working days lost – **36.8 million** days were lost due to work-related ill health or injury

Injuries – **123 workers** were killed at work (2021/22)

RIDDOR reported injuries at work **61,713 employees** (2021/22)

Cost to Britain - Injuries and new cases of ill health resulting largely from current working conditions cost society an estimated **£18.8 billion** in 2019/20



Accreditation & Standards



Safe Effective Quality Occupational Health Service
Registration number: 0276



Railway Industry Supplier Qualification Scheme
Registration number: 4824



OPAS G2 – Civica Computing Systems
KML Occupational Health database



Information Commissioners Office
Registration number: ZA079893

**Data
Security**

Cyber Essentials Plus
Information Security Management ISO27001
NHS - Data Security & Protection Toolkit (DSPT)

Core Services



Health Surveillance

Ongoing systemic health assessments designed to detect and monitor work related ill health



Medicals

An examination to assess a person's state of physical health or fitness for work



Case Management

Supporting your business and employees in the management of ongoing health concerns



Fitness for Work

An assessment to identify if you are fit for work and to carry out a specific task/s against your job role



Drug & Alcohol Screening

A two part screening process for the workplace to identify the misuse of drugs and alcohol



Specialist Service

An onsite Paramedic service providing emergency first aid, to reduce onsite emergency response times

Health Surveillance



Health Surveillance

Ongoing systemic health assessments designed to detect and monitor work related ill health

Health surveillance is a system of ongoing health checks designed to detect and monitor signs of employees work related ill health, these health checks may be required by law for employees, operatives, agency staff or subcontractors who are exposed to:



Noise
Vibration
Ionising radiation
Solvents
Fumes



Dust
Biological agents
Substances hazardous to health
Work in compressed air

KML OH provides a full range of services and assessments which are fully compliant with the statutory health screening requirements under working regulations.

Audiometry Testing (Hearing) - The Control of Noise at Work Regulations (2005)

Lung Function Testing (spirometry) - Control of Substances Hazardous to Health Regulations (2002)




Skin Surveillance - Control of Substances Hazardous to Health Regulations (2002)

An on-site service for skin checks, our skin checking service is very convenient, simple and causes minimal disruption with the medical review only taking 10 minutes per employee.

Health Surveillance

Hand Arm Vibration Syndrome - Control of Vibration at Work Regulations (2005)

Our service covers the full range of HAVS screening from:

-  Tier 1 & 2 questionnaire assessments
-  Tier 3 physical assessment
-  Tier 4 physical assessment with our own OH Physician for diagnosis

Asbestos (Licensed & Non-licensed) - Control of Asbestos Regulations 2012

We have our own appointed Doctor/s on the HSE specialist register (1 of only 200 approx. in the country).

Lead - Control of Lead at Work Regulations (1998)

We have our very own appointed Doctor/s on the HSE specialist register (1 of only 165 approx. in the country).

Radiation - Ionising Radiation Regulations 2017 (IRR17)

We have access to appointed Doctors on the HSE specialist register

Medicals



Medicals

An examination to assess a person's state of physical health or fitness for work

KML Occupational Health provides medicals which reflect and support your business including any specific set of requirements. We already provide industry approved and recognised medicals. In addition to these medicals we can accommodate any new requirements and provide a medical to include a series of assessments for your compliance.

Safety Critical Worker

KML OH defines a Safety Critical activity as one which poses an immediate risk to an individual or an immediate risk to others around them.

A Safety critical worker medical includes monitoring with a repeat medical delivered again every 3 years or when risk assessment, circumstances change and dependant on age of the individual.

Assessments: Pre-assessment questionnaire, Audiometry (hearing test), Spirometry (lung function test), Skin, Urinalysis, Visual Acuity – including colour / vision screen, Height, Weight and Body Mass Index (BMI), Blood pressure, Musculoskeletal assessment and Resilience (non physical health).

Medicals

Network Rail

KML OH is a registered and approved Network Rail supplier for medical assessments and Alcohol & Drug screening. KML OH is RISQS accredited through Audit.

Competency Specific Medical formally known as a, Personal Track Safety Medical (PTS) - KML OH will deliver the medical, upload results onto Sentinel and record elsewhere appropriately in accordance with procedures.

Assessments: Pre-assessment questionnaire, Audiometry (hearing test), Visual Acuity – including colour, Urinalysis, Height, Weight and Body Mass Index (BMI), Blood pressure, General Health, Lifestyle, Psychological Wellbeing, Musculoskeletal Assessment, Alcohol & Drug screening (optional).

Corporate

KML OH can provide executive and non-executive medicals which reflect your business needs. This can include assessments such as display screen equipment (DSE), lifestyle, and general health screening, to more comprehensive health checks for example diabetes and cholesterol tests, ECG, musculoskeletal and other assessments.

All our medicals come with feedback and advice; this data can be reviewed and presented anonymised for trend analysis to best help any business take the appropriate action.

Other

Additional medicals which may be recognised by industries or business sectors where by KML OH have experience in delivery.



Night Worker



Confined space



Working at height



Fork lift truck driver



Crane driver



Tower crane driver

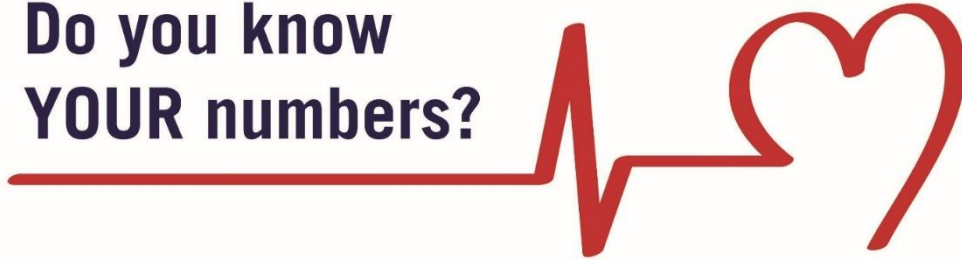


Plant operator



Demolition operative







Do you know YOUR numbers?



“Know your numbers” is a mini health check. It is a quick assessment that aims to help employees gain knowledge of key health statistics and encourage awareness about common physical wellbeing concerns.

The assessment is 20 minutes long and it is carried out by our Occupational Health Technicians. Employees can attend our clinics (Esher, Surrey and Thames Road, Silvertown) to have this assessment done or we can attend employee’s workplace.

The checks within the assessment are as follows:

-  Height, Weight and BMI
-  Blood Pressure
-  Total Cholesterol
-  Blood – Sugar Levels / Diabetes
-  Body Fat %
-  Hand Grip Dynamometer

Case Management



Case Management

Supporting your business and employees in the management of ongoing health concerns










An occupational health assessment is an independent clinical assessment performed by an occupational health professional providing the employer with an opinion on an employee's fitness for work with any adjustments which should be considered.

KML OH will work with you to ensure that our OH team have a robust understanding of your employee's roles and responsibilities and your scope for accommodating any sickness absence or capability concerns.

Employee's must consent to this service and be made aware of the purpose of the occupational health referral.

Occupational health reports are objective and pertinent (within the constraints of employee consent and confidentiality)

The services we offer are as follows:

-  Management referrals
-  Complex cases
-  Return to work assessments
-  Sickness absence management
-  OH Physician – Specialisms or complex case management
-  Employee Assistance Programme (EAP) – Full-service scope
-  Counselling Services
-  CBT / EMDR
-  Physiotherapy

Fitness for Work



Fitness for Work

An assessment to identify if you are fit for work and to carry out a specific task/s against your job role

KML OH provide comprehensive and continuing care; occupational health are mainly responsible for advising employees and employers on fitness for work and on the potential for work to cause illness, whilst considering the health and safety of the workforce and individuals.

Fitness for work can mean a culmination of assessments to achieve a desired outcome and typically a fitness for work certificate is produced for individual records.

The type of fitness for work services KML OH provide caters for a variety of industries and business sectors please see detail below.

Pre-employment or placement screening

A questionnaire based assessment with periodic review on the current health status for an individual "health declaration" working to the equality act 2010. (online and hard copy formats available)

Assessment

Both physical and non-physical, which can be covered by health surveillance or other mandatory and regulatory requirements, please find detailed below the core assessments KML OH can deliver.



Audiometry
Lung function
Skin
Blood pressure
Urinalysis
Questionnaires
Diabetes



Cholesterol
Height, Weight and Body Mass Index (BMI)
Musculoskeletal
Hand Arm Vibration Syndrome - Tier 1 to 4
Vision
Psychological Wellbeing
Electrocardiogram (ECG)

Fitness for Work

Medicals

A series of assessments identified to support fitness for work requirements and any tasks associated with a job role for example a Safety Critical Medical recognised within the construction industry.

Case management

Return to work assessments which require professional guidance and support in order for the individual to return to work safely, keeping them in work with ongoing support for both the employee and employer.

Health & Wellbeing

KML OH can support your health and wellbeing programme in order to maximise workforce engagement. We see health and wellbeing as physical and non – physical elements and a well thought out strategy will support your business immensely.

Having the appropriate health and wellbeing programme set up in the work place will support topics such as mental health, work related stress, depression and health promotion in general.

Employee Assistance Programme (EAP)

EAP service, offers everyone access to 24/7/365 independent and completely confidential employee assistance, support and advice services.

Whatever the situation, EAP consultants, who are fully qualified counsellors or psychotherapists, will help clarify the issues that your employees are facing and, if appropriate, put them in touch with the expert help they need.

Non Physical Health

KML OH can support your business by providing advice, guidance and training, for managing non physical health & wellbeing requirements such as mental health first aid training, management referrals for stress and anxiety.

Drug & Alcohol Screening



Drug & Alcohol Screening

A two part screening process for the workplace to identify the misuse of drugs and alcohol








The misuse of drugs and alcohol is a serious problem in the workplace, not only for the misusers but also for employers, colleagues and the public.

The possession of some drugs is illegal; other prescribed drugs and over-the-counter medicines can also have side effects which could affect safety.

Testing for drugs and alcohol has been mandatory in the Railway Industry for some years and many Construction companies already undertake drug and alcohol testing to ensure that workers are safe to work on sites and to protect members of the public from accidents due to misuse of drugs and alcohol.

Alcohol or drug problems should always be treated primarily as a health problem rather than a reason for immediate dismissal. Employers should encourage employees who show signs of developing such problems to seek help.

KML OH provides the following drug & alcohol screening services outlined below:

-  Point of care testing – onsite results within 5 minutes, POCT cups substance screening type & cut off levels tailored to the needs of the business
-  Chain of custody – a chronological documentation or paper trail, showing the collection, transfer, receipt, analysis, storage, and disposal of the sample
-  Workplace screening
-  Network Rail – RISQS approved service provider
-  For cause service – national coverage, 365 days, 24/7 service, 2 hour response time
-  Random, unannounced and periodic reviews
-  Medical Review Officer (MRO)

Specialist Service



Specialist Service

A onsite Paramedic service providing emergency first aid, to reduce onsite emergency response times

There is a growing demand for onsite Paramedic services for high risk industries and business sectors.

KML OH specialist service support businesses that operate in high risk & hazardous environments such as; petrochemical and gas plants, power stations, projects requiring demolition and decommissioning and off shore oil rigs.

KML OH can offer a unique approach to emergency first aid and occupational health by combining the two services together thus supporting; fitness for work, medical, health surveillance and emergency first aid onsite as a first responder.

KML OH provides the following Specialist services:

- 🌱 Onsite Emergency First Aid
- 🌱 Fully equipped and qualified HCPC registered Paramedics
- 🌱 Dual onsite services: Occupational health & Paramedic
- 🌱 Drug & Alcohol screening
- 🌱 Onsite triage service to reduce workforce downtime

Workplace Wellbeing











Wellbeing

The state of being comfortable, healthy, or happy.

KML OH recognise that employee wellbeing is good for people and organisations. Promoting wellbeing can help prevent stress and create positive working environments where individuals and organisations can thrive. Good health and wellbeing contributes towards employee engagement and organisational performance, this helps promote a positive culture within the workplace.

KML OH can provide services to improve and promote wellbeing within the workplace:

-  Occupational Health services for proactive and reactive measures
-  Health Insight Medicals (know your numbers)
-  Mental Health First Aid – Training
-  Policy and procedural advice and guidance
-  Health promotion and awareness days
-  Workplace health and wellbeing surveys for targeted initiatives
-  Recommend or utilise Employee Assistance Programmes (EAP)
-  Support with Social media and marketing awareness content

Clinical Mobile Unit



Testimonials

“ I’m very happy with the service I receive. KML OH is responsive and engaged in the needs of our business and I have confidence in the ability of the staff that I deal with regularly. We’re a small but growing business in the UK and KML can meet our needs at a competitive price.”

Sally, HR Director

“ I would happily recommend KML OH to other business; overall I have been exceptionally happy with the service provided. Appointments are booked with ease and the response is swift.”

Maria, HR Business Manager

“ KML OH response time on pre-placement questionnaires is excellent; the outcome is usually sent through to the relevant HR consultant within 48 hours.

Case management provided by KML OH has also been very good. Again, turnaround time on referral submitted to KML is pleasingly quick. The reports produced in dealing with the referral are comprehensive, detailed and easily understandable. Recommendations are set out in simple, easy to follow terms, which is very welcome.”

Jeremy, HR Business Partner










“ Very Professional Staff - Never had this with any other company, which is a shame because it was more than expected and reassuring, very good.

The Clinical Mobile Unit was very clean & tidy, quick checks, great experience, recommended for everyone.”











General, Service Delivery Feedback

Summary

Your Trusted Occupational Health Service Provider:

-  Hold all reputable and recognised certifications
-  High level service values
-  Strong financial backing
-  Fully GDPR compliant
-  Secure IT infrastructure and document management systems
-  Strong clinical governance – Supported by specialist GMC Physicians
-  Bespoke and flexible service delivery models – plus online capabilities
-  On-going CPD programme for all KML OH staff
-  UK wide coverage

Key Performance Indicators:

-  Fitness for work certificates – **within 2 working days (typically same day)**
-  **Monthly** reports – detailing service delivery activity
-  Booking confirmations – **within 48 hours**
-  Fitness reporting escalation process – outcomes **within 72 hours** upon receipt
-  Case management - reports **within 48 hours**
-  Photo ID medical cards (optional) – **within 72 hours**
-  Minimum delivery of **6 medicals** per clinic day
-  Not fit to work individuals – **actioned immediately** for site notification
-  Reporting onto Sentinel – **within 24 hours**
-  Drug screening - laboratory results reporting onto Sentinel – **within 24 hours**

Contact Details

Contact

Fay Reddin

Operations Manager

KML Occupational Health

Mob: 07809 206808

KML OH Team

Tel: 0207 643 1028

Website: www.kmloh.com

Bookings: admin@kmloh.com

Head Office

St Andrew's House

Portsmouth Road

Esher

KT10 9TA

Registered in England No. 8884968