

Passport to Potential

Taking action to achieve
reasonable adjustments at work



What is a health ability passport?

- A health ability passport is a document that details the **reasonable adjustments** agreed during discussions between a member of staff and their line manager.
- It can also be known as a “disability passport”, “health passport”, “adjustments passport” or “workplace adjustments passport”.
- The emphasis on the word **passport** is important as it reflects the idea of documentation that helps keep track of things at times of movement and change.



What is a reasonable adjustment

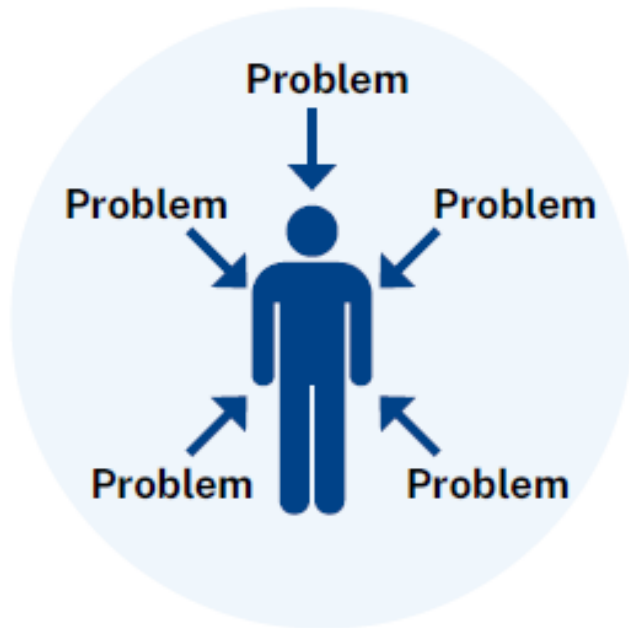
Reasonable adjustments are anything that remove or reduce **barriers** to allow people the best opportunity to do their jobs.

- Equipment
- Changes to working patterns
- Changes to the workplace
- Training
- Redeployment
- Employer policies and procedures

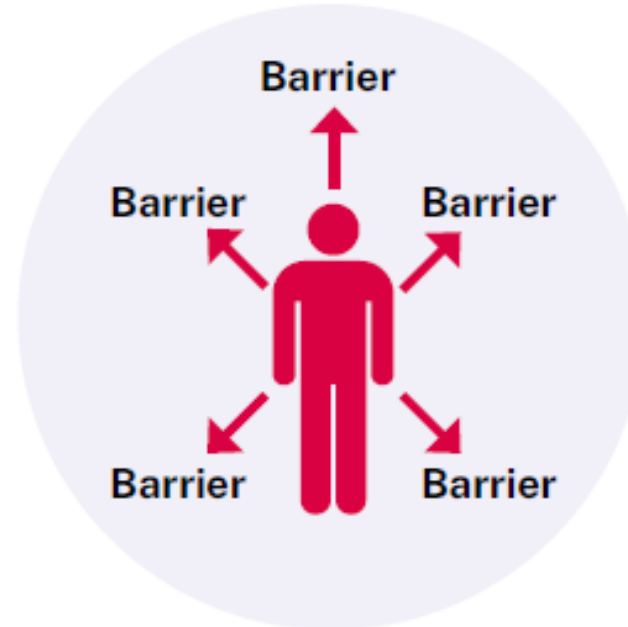


Understanding barriers

The Medical Model



The Social Model



Who can request reasonable adjustments?

Disability and discrimination

- Someone is disabled when they have a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on their ability to do normal daily activities – this is a legal, rather than a medical, definition. Anyone meeting this legal definition is entitled to reasonable adjustments by law.
- Employers are legally obligated to provide reasonable adjustments. Refusing to do so, or treating an employee differently due to their disability, could be discriminatory.
- Do better than baseline – if a request could significantly improve a person's experience and performance, why wouldn't you consider them?
- Think about breaking down barriers rather than specific conditions.

Completing a health ability passport

Meeting with your line manager

External advice

Agreeing a way forward

Documentation and review

Sharing with the team



Making the most of your meetings

Employee

This is a positive step – It isn't disciplinary or a complaint

Would you like support from a union rep?

You are your own expert, and your manager will be learning about you

Describe your health issue and the barriers you need to break down

Consider your boundaries



Making the most of your meetings

Manager

This is a positive step – It isn't disciplinary or a complaint

Agree confidentiality

Follow their lead

Listen actively and ask clarifying questions

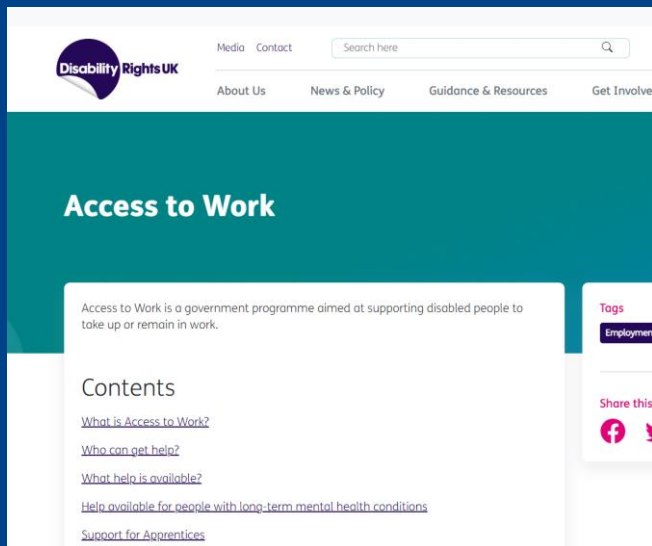


Support from Occupational Health

- Provide an assessment and make recommendations about what reasonable adjustments may be suitable and what work can be undertaken.
- Bring a wealth of knowledge on what is possible and can equip your manager to best understand your situation and what would help.
- The person is still the expert and sometimes may not agree with the recommendations.
- Could be self-referred or referred by manager - Check your organisational provision and policy
- When should they be involved?
- Consider other third part organisations like Access to Work and disability charities.



Access to work



The screenshot shows the Disability Rights UK website. The header includes the logo, navigation links (Media, Contact, Search here), and a search bar. The main content area features a green banner with the text "Access to Work". Below the banner, there is a paragraph: "Access to Work is a government programme aimed at supporting disabled people to take up or remain in work." A "Contents" section lists several links: "What is Access to Work?", "Who can get help?", "What help is available?", "Help available for people with long-term mental health conditions", and "Support for Apprentices". There are also social media sharing icons for Facebook and Twitter.

www.disabilityrightsuk.org/resources/access-work



The screenshot shows the GOV.UK website. The header includes the GOV.UK logo and navigation links (Home, Benefits, Benefits and financial support if you're disabled or have a health condition). The main content area features a large heading: "Access to Work: get support if you have a disability or health condition". Below the heading, there is a "Contents" section with a list of links: "What Access to Work is", "Eligibility", "Apply for an Access to Work grant", "After you apply for the grant", "Claiming money from your grant", and "Renew your grant".

www.gov.uk/access-to-work




The screenshot shows the GOV.UK website. The header includes the GOV.UK logo and navigation links (Home, Welfare, Welfare reform, Access to Work guide for employers). The main content area features a blue banner with the text "Guidance Access to Work factsheet for employers Updated 13 June 2023". Below the banner, there is a section titled "Applies to England, Scotland and Wales". The "Overview" section states: "Access to Work is a publicly funded employment support grant scheme that aims to support disabled people start or stay in work. It can provide practical and financial support for people who have a disability or physical or mental health condition. Support can be".

www.gov.uk/government/publications/access-to-work-guide-for-employers/access-to-work-factsheet-for-employers

Documentation & Review

- It is vital that documentation captures everything that has been agreed.
- A regular review helps to consider how things are working and can provide a confirmation that things are going well.
- Keep track of what hasn't worked and why so that you don't have to revisit old ground if circumstances change

RCN Health Ability Passport  Royal College of Nursing

A suggested template

| | |
|---|--|
| This is the health ability passport of: | |
| Completed on: | |
| Following a meeting on: | |
| With their line manager: | |
| Add review dates here as they occur: | |

This document should be shared only as agreed. It is confidential.
Please store in line with policy.

The nature of your disability or neurodiversity (step 3)

Occupational Health and other third-party recommendations (step 4)

What adjustments do you think would benefit you? (step 5)

1

The way forward (step 6)

| Action | Date / Responsibility | Review Date |
|--------|-----------------------|-------------|
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Sharing with the team (step 7)

Signed (employee):

Print name / date:

Signed (line manager):

Print name / date:

2

Sharing with the team

- Adjustments tend to fail when others don't have a supportive attitude and it is easier to support someone when we know the facts.
- Disclosure means more employment rights under legislation
- No longer having to mask or hide who you are
- Challenging attitudes so people consider skills and potential and see the value of working differently



When things aren't working out

Delays in implementation

- Problems with suppliers and funding
- Were the actions clearly stated and assigned?



Failed adjustments

- Is it the adjustments or other factors (staff shortages) that make them feel unsustainable?
- Are the rest of the team supporting or undermining? Is it time to share more and harness more support?
- What other options are available? This is not the end; it is just a step along the way

Remember, in relation to disability, employers are legally obligated to provide reasonable adjustments. Outside advice can be helpful to get things back on track (OH, HR or Union rep)





Getting started



Health ability passports

How to agree sustainable reasonable adjustments



Contact Quick links Log in **BECOME A MEMBER**

Membership Employment and Pay Professional Development Library Get Involved Get Help News & Events About RCN Learn [^]

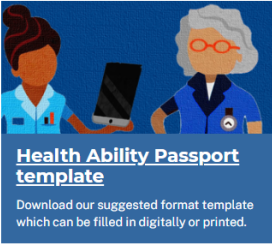
Health Ability Passport Guidance

You are here: [Royal College of Nursing](#) / [Get Help](#) / [Member Support Services \(MSS\)](#) / [Peer Support Service](#) / Health Ability Passport Guidance


A health ability passport is a document that details the reasonable adjustments a staff member with health or disability issues needs at work.

Our guidance suggests a format and process for completing a passport, which hinges on open, supportive discussion between line manager and employee.

- > Introduction
- > The Social Model of disability
- > What is a Health Ability Passport?
- > What are the benefits of employing and retaining staff with impairments?
- > What are reasonable adjustments?
- > The Role of Occupational Health
- > Seeking additional advice on reasonable adjustments
- > Students on placement



Hard copy: Publication No. 010 855
Online at www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Health-Ability-Passport



Home / Resources

Topics Networks Reso


Guidance

NHS health passport

This health passport allows individuals to record details about their disability, health condition or learning disability.

24 November 2022

[READ HEALTH-PASSPORT.PDF](#)



<https://www.nhsemployers.org/publications/nhs-health-passport>

Join the RCN peer support network

Putting you in touch with peers who have a similar situation or experience. We have student, nursing support worker, nurse and retired members in the group.

<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services>



Join Peer Support

Join our network for members with lived experience of ill health, disability and neurodiversity to give & receive support.

The following slides contain links to case studies and resources relating to:

- Physical disability
- Chronic illness and fatigue
- Stress and Mental Health
- Neurodivergence



Physical disability



Stuart's story

Watch Community Health Care Support Worker Stuart discuss the changes needed for an inclusive health sector as he reflects on his nearly 30 years in the profession with lived experience of disability.



Jody's story

Hear Jody's story about the barriers she has faced during her nursing career and how her current employer got support right from interview onwards.



Avril's story

Avril is of short stature and has overcome many barriers to deliver great care. She talks about seeing the person, not the disability, in her story.



Sammi's Story

Sammi is a nurse and she is Deaf. In this video she discusses reasonable adjustments, tackling disability at interview and gives tips for line managers and workplaces on how to be inclusive.

<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Member-Stories>

Chronic illness and fatigue



Ana's story

Hear from Ana as well as her line manager, Head of Nursing and RCN Officer about how an innovative approach to adjustments kept her in work and the benefits of this for all involved.



Laura's story

Laura shares her experiences of nursing with a diagnosis of MS. She describes her redeployment journey, tips for disclosing a disability and how the Peer Support Service can help.

Garth Ravenhill



Privacy policy



Royal College of Nursing
Garth Ravenhill - Nursing with a disability or neurodiversity

SOUNDCLOUD

Share



5:04

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Patricia's story



Privacy policy



Royal College of Nursing
Long Covid - Patricia's Story

SOUNDCLOUD



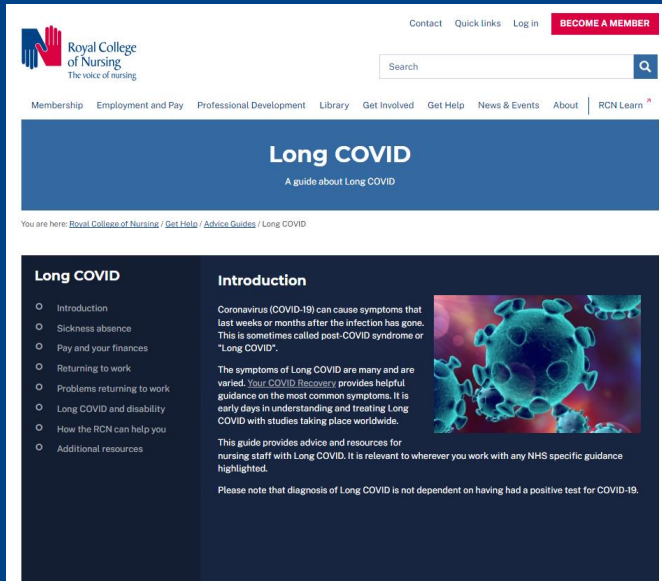
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14

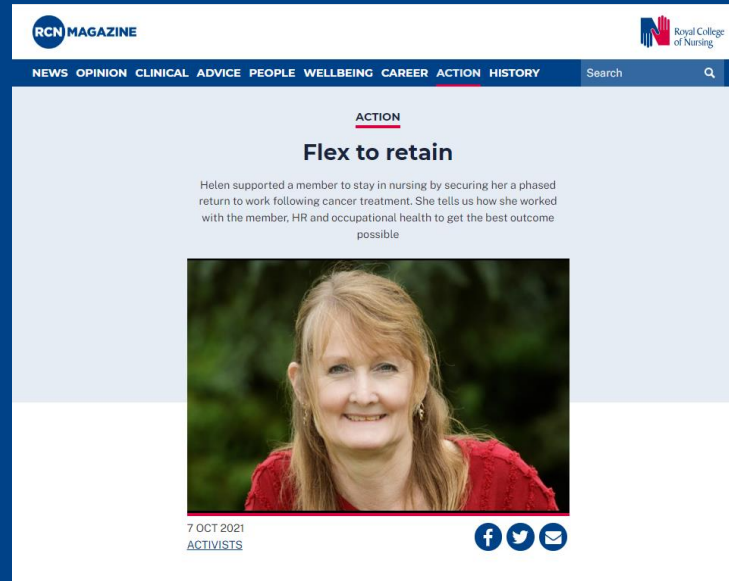
<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Member-Stories>

Chronic illness and fatigue



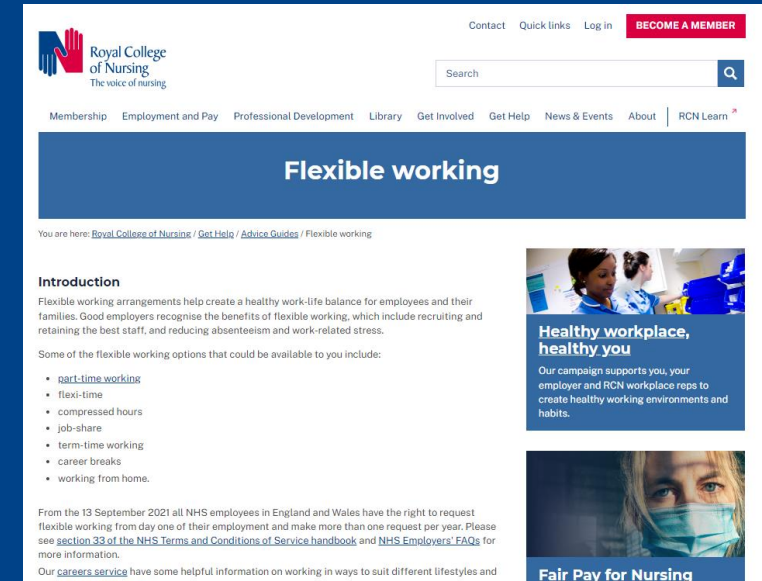
The screenshot shows the Royal College of Nursing website with the 'Long COVID' guide. The page title is 'Long COVID' with the subtitle 'A guide about Long COVID'. A navigation menu includes 'Membership', 'Employment and Pay', 'Professional Development', 'Library', 'Get Involved', 'Get Help', 'News & Events', 'About', and 'RCN Learn'. A search bar is visible. The main content area has a dark blue header with the title 'Long COVID' and subtitle 'A guide about Long COVID'. Below this, a breadcrumb trail reads 'You are here: Royal College of Nursing / Get Help / Advice Guides / Long COVID'. The page is divided into a left sidebar with a 'Long COVID' section containing a list of links (Introduction, Sickness absence, Pay and your finances, Returning to work, Problems returning to work, Long COVID and disability, How the RCN can help you, Additional resources) and a main content area with an 'Introduction' section. The introduction text states: 'Coronavirus (COVID-19) can cause symptoms that last weeks or months after the infection has gone. This is sometimes called post-COVID syndrome or "Long COVID".' It also mentions that symptoms are varied and that the RCN provides helpful guidance. A small image of a coronavirus particle is shown. At the bottom, it notes that diagnosis is not dependent on a positive test for COVID-19.

<https://www.rcn.org.uk/Get-Help/RCN-advice/long-covid>



The screenshot shows the RCN Magazine website with the 'Flex to retain' article. The page title is 'Flex to retain' under the 'ACTION' category. The article text reads: 'Helen supported a member to stay in nursing by securing her a phased return to work following cancer treatment. She tells us how she worked with the member, HR and occupational health to get the best outcome possible'. Below the text is a portrait of Helen, a woman with long brown hair wearing a red top. The date '7 OCT 2021' and the category 'ACTIVISTS' are displayed. Social media sharing icons for Facebook, Twitter, and Email are visible.

<https://www.rcn.org.uk/magazines/Action/2021/October/Flex-to-retain>



The screenshot shows the Royal College of Nursing website with the 'Flexible working' guide. The page title is 'Flexible working'. A navigation menu includes 'Membership', 'Employment and Pay', 'Professional Development', 'Library', 'Get Involved', 'Get Help', 'News & Events', 'About', and 'RCN Learn'. A search bar is visible. The main content area has a dark blue header with the title 'Flexible working'. Below this, a breadcrumb trail reads 'You are here: Royal College of Nursing / Get Help / Advice Guides / Flexible working'. The page is divided into a left sidebar with an 'Introduction' section and a main content area. The introduction text states: 'Flexible working arrangements help create a healthy work-life balance for employees and their families. Good employers recognise the benefits of flexible working, which include recruiting and retaining the best staff, and reducing absenteeism and work-related stress.' It also lists some flexible working options: part-time working, flexi-time, compressed hours, job-share, term-time working, career breaks, and working from home. Below the text is a small image of a nurse in a blue uniform. At the bottom, there is a section titled 'Fair Pay for Nursing' with a small image of a nurse wearing a face mask.

<https://www.rcn.org.uk/Get-Help/RCN-advice/flexible-working>

Stress and Mental Health



Lauren's story

Lauren is an autistic nurse with diagnoses of EUPD, PTSD & depression. She shares the adjustments that help her at work and what makes her a great nurse.

<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Member-Stories>



The screenshot shows the RCN website's 'Managing stress' page. It features a header with navigation links, a search bar, and a main heading 'Managing stress' with an illustration of two people shaking hands. Below the heading, there is a sub-heading 'Nursing staff are brilliant at coping and don't find it easy to admit that they are experiencing stress.' followed by introductory text and a list of resources. At the bottom, there are two buttons: 'Signs and symptoms of stress' and 'Strategies and support for stress'.

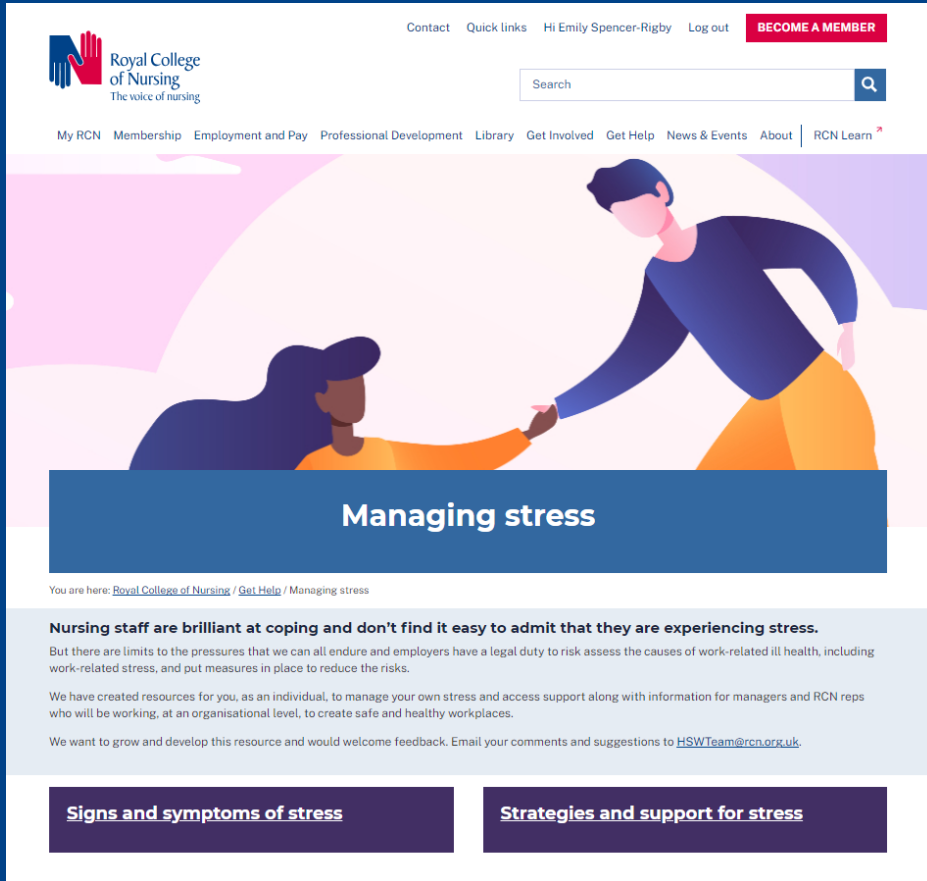
<https://www.rcn.org.uk/Get-Help/Managing-stress>



The screenshot shows the RCN website's 'Flexible working' page. It features a header with navigation links, a search bar, and a main heading 'Flexible working'. Below the heading, there is an introduction section, a list of flexible working options, and a section titled 'Healthy workplace, healthy you' with a sub-heading 'Fair Pay for Nursing' and an image of a nurse wearing a mask.

<https://www.rcn.org.uk/Get-Help/RCN-advice/flexible-working>

Stress and Mental Health



The screenshot shows the top navigation bar of the Royal College of Nursing website. It includes the RCN logo, a search bar, and a 'BECOME A MEMBER' button. Below the navigation is a large illustration of two people shaking hands, with the text 'Managing stress' overlaid. The main content area contains a breadcrumb trail, a paragraph about nursing staff coping with stress, and two call-to-action buttons: 'Signs and symptoms of stress' and 'Strategies and support for stress'.

Contact Quick links Hi Emily Spencer-Rigby Log out **BECOME A MEMBER**

Royal College of Nursing
The voice of nursing

Search

My RCN Membership Employment and Pay Professional Development Library Get Involved Get Help News & Events About RCN Learn

Managing stress

You are here: [Royal College of Nursing](#) / [Get Help](#) / Managing stress

Nursing staff are brilliant at coping and don't find it easy to admit that they are experiencing stress.

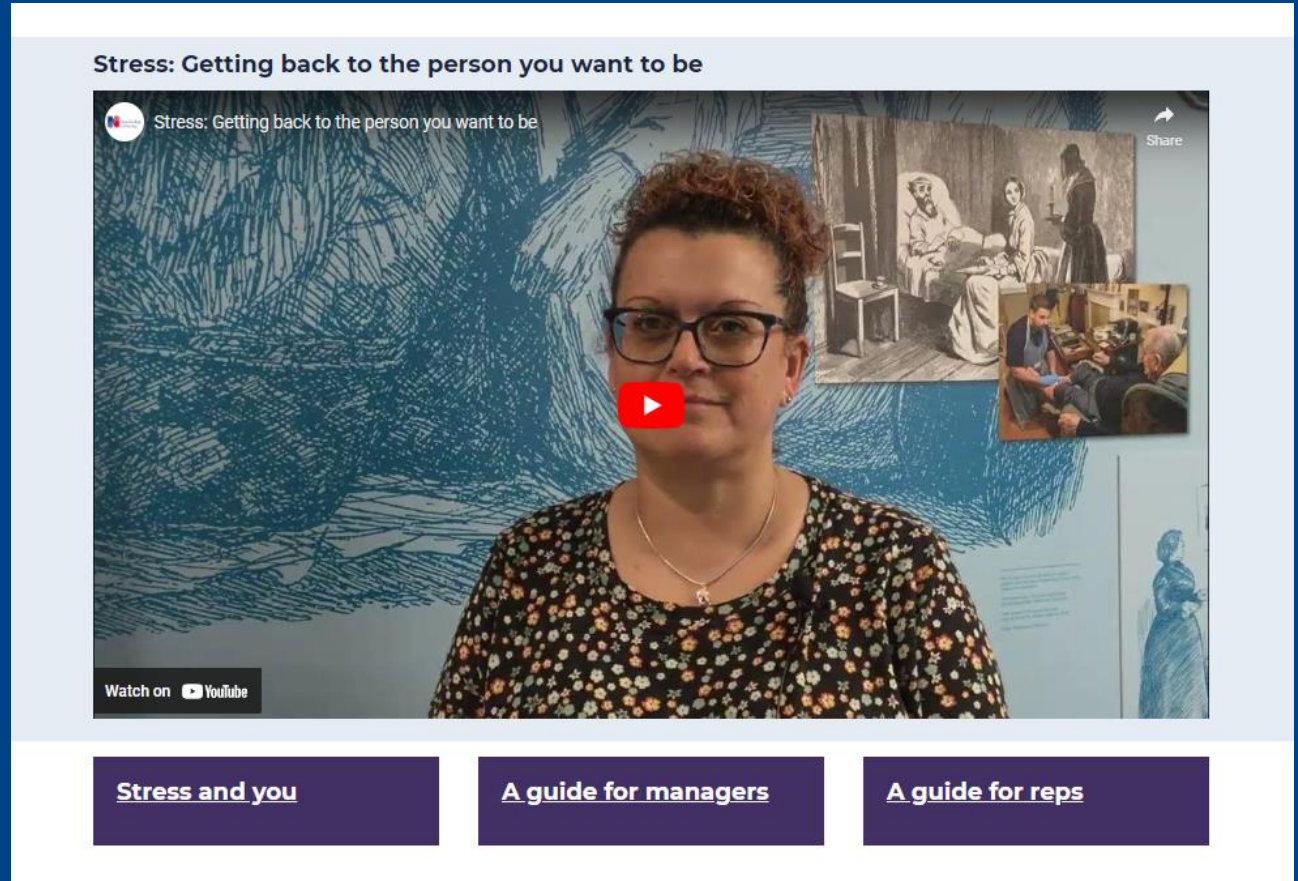
But there are limits to the pressures that we can all endure and employers have a legal duty to risk assess the causes of work-related ill health, including work-related stress, and put measures in place to reduce the risks.

We have created resources for you, as an individual, to manage your own stress and access support along with information for managers and RCN reps who will be working, at an organisational level, to create safe and healthy workplaces.

We want to grow and develop this resource and would welcome feedback. Email your comments and suggestions to HSWTeam@rcn.org.uk.

[Signs and symptoms of stress](#)

[Strategies and support for stress](#)




The screenshot shows a video player interface. The video title is 'Stress: Getting back to the person you want to be'. The video content features a woman with glasses and a floral top speaking. In the background, there are sketches of a nurse caring for a patient and a person sitting at a desk. Below the video player are three call-to-action buttons: 'Stress and you', 'A guide for managers', and 'A guide for reps'.

Stress: Getting back to the person you want to be

Stress: Getting back to the person you want to be

Share

Watch on  YouTube

[Stress and you](#)

[A guide for managers](#)

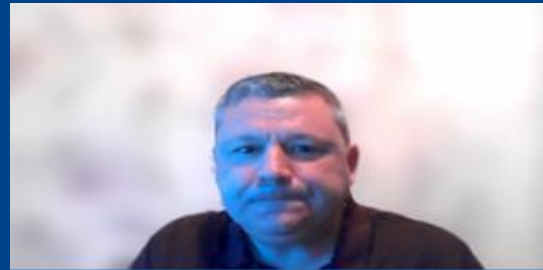
[A guide for reps](#)

Neurodivergence



Amelia's story

Amelia shares her experience as a nurse with ADHD and Dyspraxia. She reflects on the value of promoting support and listening to lived experience at work.



Hedley's story

A mental health nurse and clinical educator with a later life diagnosis of Asperger's (Autism), Hedley discusses the value of being able to be yourself at work.



Kaynath's story

Kaynath is a third year nursing student and is dyslexic. She shares her experiences of the degree and her advice for other neurodiverse students.

<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Member-Stories>

Neurodivergence

Membership Employment and Pay Professional Development Library Get Involved Get Help News & Events About RCN Learn

Neurodiversity Guidance

For Neurodivergent healthcare professionals and healthcare students and their managers, mentors, teams and union reps.



You are here: [Royal College of Nursing](#) / [Get Help](#) / [Member Support Services \(MSS\)](#) / [Peer Support Service](#) / Neurodiversity Guidance

This ever growing resource combines the professional expertise and lived experience of RCN members. Together we celebrate and support Neurodivergent nurses, nursing support workers and nursing students.


Download our latest neurodiversity guidance

GUIDANCE FOR EMPLOYERS, MANAGERS, STAFF AND STUDENTS


POCKET GUIDE




What is Neurodiversity?
Find out more about Neurodiversity.




Neurodiverse Nursing
Support for neurodivergent nurses, nursing support workers and student nurses.




Guidance for Managers
Suggestions for supporting Neurodivergent staff.




Recruitment
Inclusive recruitment tips for candidates or recruiters.





Further ND resources
Interviews, members stories, articles, groups, reading lists & more



Join Peer Support
Speak to other neurodivergent RCN members.




Neurodiversity Pocket guide



Neurodiversity:

Supporting neurodivergent members and creating inclusive workplaces



<https://www.rcn.org.uk/Get-Help/Member-support-services/Peer-support-services/Neurodiversity-Guidance>

<https://www.rcn.org.uk/Professional-Development/publications/neurodiversity-supporting-neurodivergent-members-uk-pub-010-399>