

Work Package 2 Support2Work research: Do EAs make a difference, what difference, who for, and how do they do it?

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1. Background

Model of care: Referral to NHS TTs; identification of work related issue(s) and if the patient is open to employment related support they get referred to an Employment Adviser

- Purpose being to gain, retain or return to work
- EAs were introduced at different times in different areas
- Different service models

2. Research

2.1. Do EAs make a difference in supporting service users to work?

2.2. If so, what difference do they make, and for who?

2.3. How do EAs make a difference?

3. Methods

In-depth qualitative interviews with staff and service users across 12 Talking Therapies Services

4. The 12 Talking Therapy Services:

- Across England, mixture of urban and rural, and service models
- Being interviewed at each site:
 - 1 Service Lead
 - 1 Senior EA
 - 1-2 EAs
 - 1 Therapist
 - 4-6 Service users

5. Total participants

- 60 service users
 - 20 employed and going to work
 - 20 employed and off sick
 - 20 not working

- ~48 Employment Advice Service staff (managers and frontline)
- 12 Therapists

6. Questions we're asking in the interviews

6.1. Service Users:

- Personal background, work histories and current circumstances
- Journey into Talking Therapies
- Journey into and through EA service
- Impact and outcomes of EA service
- Where are they now?

6.2. Staff:

- Background and approach
- Referrals and assessments
- 'Typical' service pathway
- What works well, for who and why?

7. How we analyse

- Finding themes across interviews
- Looking at people's journeys