

Your FAQ's WorkWell

What is WorkWell?

WorkWell is here to support you if you have a disability, physical or mental health condition which is having an impact on you staying in work or being able to return to work.

We focus on prevention and take a personalised approach to understand your unique situation. If you've recently left work or are finding it hard to stay in work because of a barrier due to health or disability, we're here to help you take the next step.

WorkWell is designed for you if you're ready to explore your options and take positive steps toward overcoming health-related barriers that make work challenging. You'll work one-on-one with a dedicated health and work coach to create a personalised action plan that supports your health, wellbeing, and work goals.

We're here to offer you useful information, advice, and guidance. We can also connect you with other healthcare professionals, community organisations, or work-related services to assist you to developing and completing your work-related next steps. Together, we'll help you build the confidence and tools you need to return to work or thrive in your current role.

Who would not be suitable for WorkWell?

WorkWell is best suited for you if you're motivated to take steps toward returning to work or staying in work. It may not be the right fit if you're not ready to take personal action, have been out of work for a long time, or are facing severe, long-term mental health challenges, or need ongoing, intensive support.

We will do our best to signpost to alternative services if we feel WorkWell may not be the best option for you.

What happens if I'm referred to WorkWell but I'm not eligible?

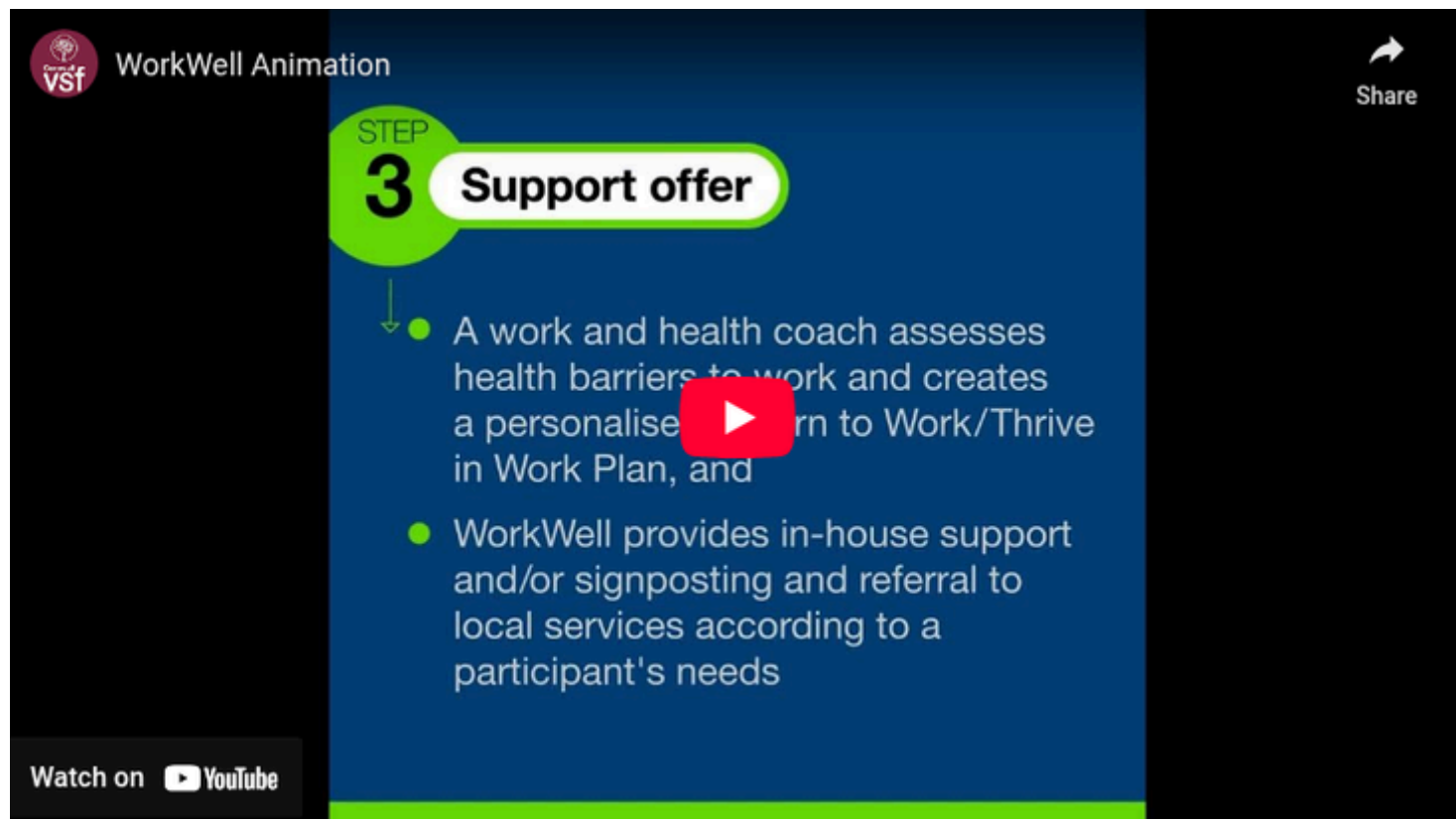
If WorkWell isn't the right fit for you, don't worry – we'll still offer helpful information and guidance. We'll connect you with other services that may better meet your needs, whether that's work, health, social care, or community support. If necessary, we'll also refer you to the appropriate services to make sure you get the help you need.

How long will I receive support through WorkWell?

The length of support is based on your personal needs and preferences. While there's no fixed duration, WorkWell is designed to offer short-term, supportive help over weeks rather than long-term, intensive assistance over months

What can I expect if I'm referred to WorkWell?

[This video below](#) helps explain what a journey through Work Well might look like.



The screenshot shows a YouTube video player interface. In the top left corner, there is a logo for 'Vsf' and the text 'WorkWell Animation'. In the top right corner, there is a 'Share' button with a right-pointing arrow. The main content area has a dark blue background. On the left side of this area, there is a green circle with the word 'STEP' in small white letters above the number '3' in large white letters. To the right of this circle, the text 'Support offer' is written in white. Below this, there is a list of two bullet points, each preceded by a green dot. The first bullet point is 'A work and health coach assesses health barriers to work and creates a personalised plan to Work/Thrive in Work Plan, and'. The second bullet point is 'WorkWell provides in-house support and/or signposting and referral to local services according to a participant's needs'. A red play button icon is overlaid on the text of the first bullet point. In the bottom left corner, there is a black bar with the text 'Watch on' followed by the YouTube logo and the word 'YouTube'.

WorkWell Animation

Share

STEP
3 Support offer

- A work and health coach assesses health barriers to work and creates a personalised plan to Work/Thrive in Work Plan, and
- WorkWell provides in-house support and/or signposting and referral to local services according to a participant's needs

Watch on YouTube

Will participating in WorkWell affect my benefits?

No, joining or leaving the WorkWell service will not impact your benefits in any way. WorkWell can help you ensure you're receiving all the support you're entitled to.

Can WorkWell support people who are self-employed or want to become self-employed?

Yes, WorkWell can support you if you're self-employed, want to start or return to self-employment.

What is the difference between WorkWell and Occupational Health?

Occupational Health typically works with your manager to support your return to work, help you stay at work, and provide advice to them on any reasonable adjustments. The manager can then decide whether this is feasible within the workplace.

WorkWell can complement and supplement Occupational Health by offering an impartial, confidential, and holistic approach. While Occupational Health focuses on workplace adjustments, WorkWell is centred around you as an individual. We help you build confidence in your abilities and work with you to create a personalised action plan based on what you feel you need. Our goal is to ensure you feel supported, nurtured, and empowered to move forward.

Does my employer need to know about me being involved in WorkWell?

You're in control—sharing your plan with your employer is completely your choice. It can be helpful if you'd like support in returning to work or staying in work, but we'll never contact your employer without your permission. All conversations remain private and confidential.

Can I be eligible for WorkWell without a formal diagnosis of a health condition or disability?

Yes, you can self-declare your health condition or disability to be eligible for WorkWell, even if you don't have a formal diagnosis from a GP or hospital.

What is the difference between the Government's Access to Work support and WorkWell?

There are 4 key differences: between our local WorkWell service and the Government's Access to work programme. These are below:

1. **Local Knowledge:** WorkWell is a local service, so we have a strong understanding of the support and services available in your area.
2. **Personalised Approach:** We take a holistic, individual-focused approach. This means that even if two people have the same diagnosis, their experiences and needs at work may be very different, and we tailor our support accordingly.
3. **Quick Response:** We offer fast support, with first contact made within a week, ensuring you get the help you need quickly.
4. **Flexible Support:** WorkWell gives you the option of receiving support by phone, online or face-to-face, depending on what works best for you.

If I am currently out of work, do I need to have a job in mind to get support from WorkWell?

No, you don't need to have a specific job in mind. A WorkWell coach will help you explore your options and think through the steps needed to find the right job or employer.



01872 266383

**8am - 8pm
365 days a year**

email: workwell@kernowgateway.org.uk

WorkWell is a national scheme led by the Department of Work and Pensions and Department for Health and Social Care, which will be delivered locally by Kernow Community Gateway.



SELF-REFER