



In-Work Support Case Scenarios

John is now working in a computer repair firm and has been there six months. He runs an initial brief diagnostic software check on PCs that have been brought in for repair. When faults are easily detectable, John is able to rectify most of these, but passes others to the manager or a colleague, both skilled IT technicians. He works 1300 -1600, Tues – Fri. His living situation and support network remain as described in his original profile

Sharon, the employment worker has recently met with John in his workplace and John's manager caught her for a word on her way out.

Consider the scenarios below which Sharon is either raising with you individually or at a whole team meeting. Each scenario is separate i.e. view them in isolation rather than thinking more than one is happening at once

What might you suggest to Sharon? Would you also consider any direct involvement yourself, or from others in the team?

1. John's employer told Sharon that he is generally happy with John's work but that he sometimes tries to solve things on his own, rather than sticking to his role or checking. On one recent occasion this led to a significant amount of data being lost on one PC that was in for repair. He wants John to make sure he asks when encountering any areas of uncertainty, but does not want John to feel put down
2. John has been getting on very well at work and a vacancy has just come up which his manager has suggested he applies for. This will involve going from 12 to 25 hours per week and an increased level of technical expertise; the employer is happy to fund John attending a course to support this. The CMHT also feel John is doing well and had been considering discharging him back to Primary Care support. What are your thoughts about the job progression and discharge?
3. John's manager has raised concerns about John's personal hygiene. Other staff have mentioned this to the manager and he is also concerned about reactions from customers who come to collect their PC's and have brief



contact with John. The manager feels very awkward about raising this with John

4. John does not work on Mondays. When he comes in on Tuesdays, he sees a large number of PCs that need attention and feels very stressed by this. He wants to catch up with the work and not get behind, but is aware he makes more mistakes on Tuesdays and is worried about this
5. John says he is confident with his day-to-day work and enjoys it when he can just be on his own and get on with things. He says when he arrives the others are usually having lunch in a communal area he has to walk through and he feels very self-conscious, not knowing what to say. He also thinks they talk about him afterwards. John says this has been getting worse and he is now worrying about this all morning before going to work. Last week, he was 10 minutes late, having walked around the block a few times before having the confidence to go in.
6. John has reported an increase in hearing voices, which make derogatory remarks about him, and also more difficulty in taking in what others are saying to him. John does not link this to work stresses and says he feels no worse at work than anywhere else. However, he is worried about the effects his mental health is having on his work performance (he is getting little sleep at night and is often very tired). His manager has also expressed concerns to Sharon about how well he is. John is wondering if it is better for him to go off sick.