

Step One – Check Eligibility for Funding

Brain in Hand can be funded via Access to Work (AtW), within pre-employment support schemes, or privately by the candidate or their employer. If you are seeking AtW or other funding, please ensure that the candidate's eligibility has been confirmed.

If you work within a pre-employment setting please signpost your candidate and Workplace Assessor to Brain in Hand as soon employment has been secured, so that we can support their transition into the workplace.

Step Two – Submit a Referral

Assess the candidate's fit for Brain in Hand, then complete a referral at <http://braininhand.co.uk/workplace-assessors/>. We will ask for the candidate's:

- contact details
- role and working hours
- supporters
- needs and preferences
- reason for referral
- funding pathway.

If the candidate is not present and/or you are unable to answer fully, we will ask the candidate to confirm any missing details when they register.

Step Three – Receive a Quote

We will send you a quote outlining the recommended package of support for inclusion within your recommendations. Please let us know once the funding has been approved, so that we can contact the candidate as soon as possible.

We can provide an indication of the likely employer and/or social contributions that may be necessary, but DWP will make this judgement on a per case basis.

Step Four – User Registration

We will confirm the funding and ask the candidate to register to tell us about their preferences and the people they would like to involve in their support.

We will confirm the next steps with the candidate and any supporters and match them to a local Brain in Hand Specialist.

Step Five – Support Provision Delivery

The user's Brain in Hand Specialist will contact them to arrange their first session at home or at work. We encourage users to invite their Job Coach, Mental Health Support Worker or another supporter (such as a family member or line manager) to at least one of the sessions if possible.

To find out more or **request a quote** please visit braininhand.co.uk/workplace-assessors call us on 01392 247 909 or email workplace@braininhand.co.uk

How is Brain in Hand delivered?

User Registration

We ask all new referrals to [register with us online](#) (or by phone) so that we can ensure we have the individual's contact details, the details of any supporters they would like to help them arrange their support and also any communication needs or preferences. This also enables us to best match the individual with a local Approved Brain in Hand Specialist.

At registration we also confirm the details of who will be funding their provision, check again that they have compatible smartphone / tablet device, explain what we do with their data and why, and confirm the next steps with them so they are fully informed.

Brain in Hand Specialist Support

The user's Brain in Hand Specialist will deliver face-to-face and remote support using a person-centred, solution-focussed approach (please see full guidance below).

The individual will need to arrange somewhere quiet for up to 2 hours each time for their personal-planning sessions, either at home or at work, where they can use a laptop or pc connected to the internet. We encourage individuals to invite their Job Coach, Mental Health Support Worker or another supporter (such as a family member or line manager) to at least one session.

Subscription Activation

We will activate the user's Brain in Hand subscription remotely by sending a secure link via email; although most choose to wait until during their first session with their Brain in Hand Specialist to set up their accounts.

If users do not schedule their first session, we will always activate their licence remotely within 90 days of receipt of payment, to give them access to the support independently.

On-Demand Remote Support (where purchased)

Users may receive remote support from a Brain in Hand Response Service if they choose to. This is typically available during their working hours and helps users to learn to make the best use of their technology to support independence when facing new challenges. Brain in Hand's Response Services are not crisis services and not a replacement for Job Coaching, Mental Health Support Services or other workplace on-site support.

Brain in Hand will match the user to the most appropriate response service for their needs and working hours. Outside of working hours most users choose to turn this feature off, but some will nominate another supporter or service to receive their Traffic Light notifications.

A proportion of users or their employers may opt to fund the social contribution to ensure the Response service is available outside of working hours, for users who find it particularly beneficial to support independence.

Subscription Renewal

Many will access funding for Brain in Hand for a number of years, for as long as they are using it and finding it beneficial. We will tailor the renewal package to meet the needs of the individual and the engagement of their supporters, and to ensure we are always delivering the most appropriate level of support for the user's circumstances.

Brain in Hand will manage the renewal process with the user, workplace and the funder. We will make contact up to two months before the end of each subscription year and provide a subscription renewal quote or confirm the date that we will cancel the support provision if there is no engagement.

What is Brain in Hand?

Brain in Hand's unique software is packed with features to help reduce anxiety, remember events, feel supported and get the most out of their time at work.

People can identify situations where they have difficulty and plan strategies in advance. Smartphone technology means these are always available through the Brain in Hand App to refer to when needed and keep them on track.

Everyone uses Brain in Hand a little differently. Some might use Brain in Hand to develop and **reinforce workplace processes**, or to support wellbeing, social/communication or behavioural strategies that will impact their ability to engage with their employment.

Using Brain in Hand can also enable employees and their Job Coaches or Line Manager to **communicate effectively** and develop the kind of support that works best for them.

A Tailored Approach

Brain in Hand Specialists use a personalised, blended approach, which includes:

- **Modular workbook materials** designed to enable individuals to use strengths-based thinking to identify achievable goals
- At least 4 hours of **face-to-face personal planning sessions**, to develop solution-focused and practical strategies and enable people to develop the skills to identify their own solutions to overcome their own specific barriers to learning
- **In-person, remote and tutorial-based assistance** with setting up the Brain in Hand software in a way that best suits the user's individual needs
- **Collaborative working** with an individuals' supporters to embed Brain in Hand into their regular practice and enhance communication about individual needs and challenges.

A2W-funded users will receive the support of a Brain in Hand Specialist as part of their provision and will be encouraged to invite their individual supporters to participate collaboratively.

Accessible and Inclusive Assistive Technology

Brain in Hand Software promotes independence by providing individuals with:

- An intuitive **web application** providing a structured but flexible framework for users to manage and organise their time, identify situations they find difficult, and plan strategies in advance.
- A safe place with **secure storage** for users to create and evolve strategies their way; whether independently, collaboratively with supporters (such as a Non-Medical Helpers), or to signpost to university services or resources.
- Access on the go via a **mobile application**, always available wherever and whenever, to quickly find their best solutions to day-to-day challenges and unexpected events; so that ideas are independently remembered, used, and reinforced.
- **Reminders** for important tasks and events, and the positive strategies to overcome them; empowering individuals to build new habits and to reinforce positive self-management strategies.

- **Traffic Light tool**, encouraging users to record how well solutions have worked for them and to reflect on how they're feeling; this helps people to identify and reward their successes and to highlight difficulties.
- **Prompts** remind users to regularly think about progress, and to capture their patterns of high or low mood; because, particularly when anxious, some people will need a little extra help to recognise how well they are doing.
- **Personalisation** enables users to create a system that is right for them; using colour, hyperlinks, emojis, widgets, and many other customisations, each person can make Brain in Hand their own.
- **Templating*** local information to signpost to workplace initiatives and resources can encourage early engagement and familiarity with processes and services that might otherwise not be accessed.

Not all features of Brain in Hand Software will be appropriate for every user; the Brain in Hand Specialist will support the individual to develop their account in a way that best suits their specific needs.

* If no local workplace-specific Templates have been developed, A2W-funded users will identify individual signposting with their Brain in Hand Specialist.

Visibility and Understanding

Brain in Hand Insights encourage individual reflection and enhance communication between individuals, supporters, and organisations. Insights can also demonstrate service-wide trends to enable common difficulties to be addressed globally through wider adaptations:

- An individual **Timeline** of app activity provides a tangible and visual cue to enable individuals and their supporters to communicate effectively, identify patterns, highlight and discuss difficulties, emphasise achievements, and help structure sessions to co-produce new person-centred strategies.
- Individuals, and supporters with access to the account, can add **Comments** to timeline activity, to collaborate and continuously improve outcomes based on detailed feedback.
- Updates about **Tasks Completed** can help users to pinpoint and celebrating success; Incomplete Tasks can highlight important aspects of their working life that they are struggling to manage independently.
- **Notifications** provide an automated and accessible way for people to let supporters know about a difficulty that they might struggle to disclose otherwise, encouraging earlier uptake of support prior to escalation into crisis.
- The **Dashboard** monitors a cohort of individual users, giving visibility of activity and enabling teams to target support through the informed management their allocation of licences.
- **Data Reports** provide a detailed understanding of an individual's support needs over time and help identify gaps in provision so that resources can be directed towards initiatives where demand is high.
- **Evaluations and Feedback** evidence the impact Brain in Hand is having on both individuals and support services; as well as showcasing unique user stories.

A2W-funded users' dashboards and accounts will be administered by Brain in Hand.

Early Intervention

Brain in Hand Targeted Support improves the engagement of individuals by offering a discreet, technology-enabled alternative to face-to-face contact:

- **On-Demand Remote Support** enables a timely and effective intervention to be directed in response to notifications; users may receive a connection to a Brain in Hand Response Service to help them make the best use of their technology and to support independence when facing new challenges.
- **Proactive Contact** can be scheduled according to individual engagement with Brain in Hand, to review progress towards goals and to encourage individuals to make the most of their support.

On-Demand Remote Support is not a crisis service and not a replacement for Job Coaching, Mental Health Support Services or other workplace on-site support.

Brain in Hand will match the individual to the most appropriate Response Service for their needs and working hours. Outside of working hours most users choose to turn this feature off, but some will nominate another supporter or service to receive their Traffic Light notifications. A proportion of users or their employers may opt to fund the social contribution to ensure the Response service is available outside of working hours, for users who find it particularly beneficial to support independence.

Continuation and Transition

Brain in Hand Passporting enables those individuals who benefit from using Brain in Hand to continue to be funded to do so as they transition from school, college or university into employment.

For some, Brain in Hand may be a short-term intervention to help them consolidate new behaviours; but for others it's a long-term adaptation that enables them to succeed.

Our **Subscription model** ensures that individuals can access Brain in Hand for as long as they are using it and finding it beneficial; funding is only utilised where a need is confirmed.

Please note: Brain in Hand will manage the renewal process with the user, workplace and the funder. We will make contact up to two months before the end of each subscription year and provide a subscription renewal quote (based on recent usage) or to confirm the date that we will cancel the support provision if there is no engagement.

How is Brain in Hand accessed?

The user's Brain in Hand cloud-based account can be accessed via a secure website (webapp) using any internet browser – no software installation is required on a pc/laptop.

The Brain in Hand mobile app can be downloaded to smartphones or tablet devices from:

- The Apple App Store onto iOS devices (version 8+)
- The Google Play Store onto Android devices (version 4.0.3+).

A licence subscription is required to log into an account.

Who is Brain in Hand for?

Brain in Hand is suitable for people whose condition impacts their ability to make decisions about, and respond quickly to, everyday challenges (typically those with impairment to **executive functioning**, **memory deficit** or a **mental health** difficulty, particularly **anxiety**).

People with the following diagnoses that may benefit from utilising Brain in Hand to support them to overcome their barriers to work (this list is not exhaustive):

- **Autistic Spectrum Disorder** including Asperger syndrome and other Pervasive Development Disorders such as PDA and PDD-NOS
- **Attention Deficit Disorder (ADD) or Attention Deficit Hyperactivity Disorder (ADHD)**
- **Specific Learning Disability (SpLDs)** such as dyslexia, dyspraxia, dyscalculia
- **Tourette's**
- **Hearing or Visual Impairment** where this impacts language development
- **Acquired brain injury** including traumatic injury or stroke
- **Physical Difficulties / Chronic Medical Diagnoses*** including, but not limited to, ME, MS, Narcolepsy, diabetes, epilepsy
- **Depression***
- **Bipolar Disorder***
- **Post-Traumatic Stress Disorder (PTSD)**
- **Generalised Anxiety Disorder (GAD)**
- **Obsessive Compulsive Disorder** including PANDAS
- **Phobias*** including agoraphobia, social anxiety disorder, specific phobias
- **Personality Disorder***
- **Anxiety Disorders** including social anxiety disorder, eating disorder, panic disorders
- **Psychotic Illness*** including: Schizophrenia
- **Conversion / Somatoform Disorders*** including BDD, Functional Neurological Symptom Disorder.

***Please note:** where these physical or mental health disorders are the primary diagnosis Brain in Hand will be suitable to help address barriers arising from the impact on executive functioning, memory or associated anxiety, but would not be suitable to support a recovery model without clinical involvement.

What is Brain in Hand for?

Individuals may use Brain in Hand to identify, recall, reinforce and implement strategies they develop (independently, or with their job coach, mental health support worker or other workplace support) to overcome workplace barriers that arise from their disability; including:

- Planning, organisation, time management, establishing and maintaining routines
- Less reliance on others to problem solve and make decisions, or to initiate, monitor or inhibit actions
- Reinforcement of workplace or learning strategies (e.g. where there are working and/or short-term memory deficits, difficulties with decision making or high anxiety)
- Ability to regulate emotions and manage anxiety or mood
- Improved independence in travel (in terms of travel confidence, motivation, access strategies, and managing associated anxiety)
- Improved independence in work
- Monitoring and improving levels of energy, concentration, confidence and motivation
- Reduction in other support
- Job retention or improved attendance.

Other Workplace Support Provision

Brain in Hand is **not a replacement for a Job Coach or Mental Health Support Worker**, but it can effectively complement the support provided by these services or other Workplace on-site disability and wellbeing support.

It's useful to include guidance in the Needs Assessment Report for Job Coaches or MHSSs to use Brain in Hand collaboratively with users to: **gain insight** into specific difficulties, **focus and structure** support sessions, **reinforce coping strategies** developed and **build confidence and independence**.

Full guidance for workplace supporters, including a step-by-step guide for using Brain in Hand collaboratively in support sessions can be found at:

www.braininhand.co.uk/workplace/

Brain in Hand Specialists

As well as being experts in embedding Brain in Hand practice into a variety of support settings, all our Specialists have professional or personal experience of supporting those with mental health difficulties, autism, SpLDs or brain injury and an understanding of the impact hidden impairments may have on learning, confidence and independence.

They are practitioners with an understanding of person-centred working and solution-focused techniques, with patience and the ability to communicate and quickly build rapport with people with anxiety or who might find communication difficult.

All Brain in Hand Specialists will:

- have attended a 2-day induction and successfully completed knowledge and performance checks
- passed at least two observations of practice in the field
- attend quarterly skills updates and undertake an annual knowledge and CPD review.

Find out more

There are a number of ways in which you can get a better understanding of Brain in Hand.

Training

Get started now by accessing **free training and webinars** for workplace professionals.

- **Join a webinar** – we run a series of taster webinars (60mins each) for workplace professionals. Visit www.braininhand.co.uk/webinar/ to book a place.
- **Online Awareness Session** – schedule an online training session for you and any interested colleagues to provide an overview and demonstration (typically 60mins).
- **Full Training Session** – We visit Job Centres and assessment centres to deliver workshops (90-120mins), so that everyone can familiarise themselves with the features and advantages of Brain in Hand, hear stories from our users, learn interactively and find out more about the recommendation process.

Demonstration Account

You can also familiarise yourself with the software and show candidates some of the strategies from a demonstration account.

Just **download the free Brain in Hand app** from the App or Google Play store onto your iOS or Android smart devices (phones or tablets/iPads).

The login details are:

- Username: workplace@BiH-demo
- Password: demo (all lower case)

(Please do not share login details with candidates, as it does not have full functionality).

We would be happy to provide you and your colleagues with a demonstration account for your organisation following awareness training or webinar attendance.

Information for Workplace Assessors

Please bookmark www.braininhand.co.uk/workplace-assessors to view the most up to date **step-by-step guides** to making recommendations.

Here you will also find resources to help you:

- Find out more
- Assess and recommend
- Quote for Brain in Hand
- Show videos and provide resources to candidates during needs assessments.

Contact Us

Call us on **01392 247 909** or email workplace@braininhand.co.uk if you have any questions or need additional support.