

A stylized, light brown silhouette of a human torso, showing the neck, shoulders, and back, positioned on the left side of the page.

# Managing musculoskeletal pain when working from home

Briefing pack for staff  
May 2020

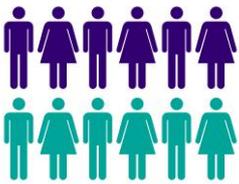
## What?

This briefing pack is designed to help support you during the Covid-19 restrictions where you may be working from home much more than usual, for a sustained amount of time. This has the potential to cause an increase in musculoskeletal (MSK) pain. The briefing pack summarises the current best evidence about managing MSK pain. This evidence falls broadly into three themes: prevention, reducing impact and returning to work if you've been off.

It is designed to introduce the most up-to-date evidence and novel approaches to managing MSK pain in a way that you can apply. It will also cover how to access equipment that might help you while working from home.

## Why?

Reducing MSK issues in our Trust is really important; especially now many staff may be working from home to a greater or lesser degree, for a sustained period:



MSK problems are the Trust's second biggest cause of absence. But, during the Covid-19 pandemic, with more people working from home it's possible this might be magnified. Things like sitting down for lots more time than usual, workload pressures, the stresses and strains of working in new and unfamiliar ways and less than ideal computer/desk set up, not to mention the increased impact of psychological issues, can all lead to more MSK issues. It is therefore key to look at ways to prevent, or reduce the impact of these problems when they do happen.



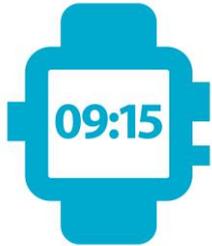
The cost to the individual is really important too. It's not nice being in pain and not able to do the things important to you. Especially if this affects how you're able to exercise or your mood with your family, both things that are absolutely key to health and wellbeing in the current climate.

It is accepted that pain is affected by lots of different factors. The most common way we think of pain is through a biopsychosocial model. That is, there are biological, psychological and social factors that all come together to make someone's pain experience. The balance between these factors will vary widely from person to person.

Understanding which of these factors are present and how they affect you is really important in reducing how pain impacts on you and allowing you to keep doing the things important to you.

## How?

### Prevention



Inevitably many people will develop MSK issues at some point. The chances of developing MSK pain are higher if you spend a sustained part of your working day sitting down. If you're working from home it is therefore crucial to get up and move regularly throughout the working day, ideally every 30-60 minutes. The Trust physiotherapist has produced [a series of desk exercises](#) here and during the pandemic is also releasing weekly 2 minute desk exercise videos. You can find these sessions on the following channels:

Twitter [@JoeLoftusPhysio](#)

[Staff Facebook Group](#)

[YouTube "The Occ Health Physio"](#).

None of this replaces keeping physically active, which is the single most important thing you can do to reduce MSK pain related to home working. Whether it's running, cycling, a brisk walk or online exercise it really doesn't matter. The key thing is that it's exercise of at least moderate intensity.

Lots of people worry about developing pain because they're working from home a lot more and might not have the usual desk set up they have at work. The simple answer here is that if it's comfortable then it's OK. Don't worry too much about posture as what is comfortable is really very individual. In fact, staying static in any posture is much more likely to cause pain than slouching, just keep moving and vary your position.

That said, some people will find they're missing the equipment they have in the office, their chair isn't comfortable or they're struggling hunched over their laptop. Individual advice and guidance can be accessed if required on [carrying out a DSE assessment](#). If you feel you need to access equipment from work, such as office chair or computer screen to improve your home workstation environment, discuss and agree this with your line manager. Your line manager will need to be aware and record equipment details where it has been agreed for it to be used by you at home. If support is required to transport equipment from office base to home, this can be provided by the Logistics Department, please contact [logistics.lypft@nhs.net](mailto:logistics.lypft@nhs.net) to arrange this.

The flip side of this is that lots of people are taking the chance to exercise more than usual. This is great, but has the potential to lead to MSK pain if you start an unfamiliar activity at a level you aren't yet ready for or are exercising way more than usual. Just like in sport, preventing injury means building up gradually; the couch to 5K plan is an excellent example of this gradual build up.



If you develop an MSK problem there is lots you can consider to prevent it resulting in absence. Having a cooperative, constructive conversation with your manager to agree any simple, temporary adjustments at work is a quick and effective way of going about this. This is also a great time to self-refer to the Occupational Health Physiotherapy service by emailing

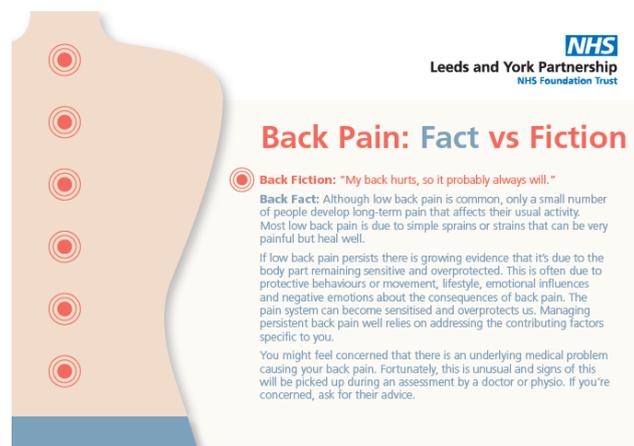
[joseph.loftus@nhs.net](mailto:joseph.loftus@nhs.net) or calling the Occupational Health Admin Team on 01924 316031. You should also consider initiating a discussion about how working from home is affecting you in your regular supervision.

Our physio appointments are currently provided by video calling and are a great way to access quick assessment and advice which might help nip a problem in the bud.

### Reduce impact

Most people are well versed in identifying and addressing any physical factors at work that are causing or aggravating an MSK issue. Whether it's an uncomfortable chair or laptop, to workload resulting in people feeling unable to take a break to move away from the desk, there are often common sense adjustments that allow someone to recover and progress back to their usual function.

Research in recent years has shown that other things strongly affect how much impact MSK pain (especially back/neck pain) has on a person's work and functional ability too. Things like having really negative beliefs or a poor understanding of back pain can mean a person does not recover as well or as quickly. Other things like stress, anxiety and depression, conflict in the workplace or other work issues, as well as family or personal issues, can also have a negative effect on pain and function. All of these issues may be easily amplified during the current pandemic.



For more information about back pain myths and how you can help tackle them, click on the image to the left to download our back pain myths flyer.

### Case study

*“Like lots of people I started working from home. After a week or so my neck started to become quite uncomfortable which could be really distracting and I stopped running as I was worried that the impact would jar it and make things worse.*

*I was also caring for my mother who has underlying health conditions and this plus juggling childcare, shopping and the difficulties of working away from my team was making me feel stressed and tense.*

*I spoke to the physio who gave me some simple exercises, assured me it was OK to keep running and I started using a relaxation App too. But what really helped was discussing my problems with my manager who reassured me that I shouldn't feel tied to my laptop and we negotiated how I could vary my work to allow me to feel more relaxed about taking care of the other parts of my life.*

*I still get the occasional ache but things are much better. If I hadn't had the support from my manager I really think my stress and tension would have stopped me improving as much as I have."*

This case highlights brilliantly how negative thoughts and emotions can impact on the way we experience pain and can be a big barrier to getting back to moving normally and reducing pain.

Support available to you includes a dedicated mental health nurse in our Occupational Health and Wellbeing department, as well as a host of other professionals dedicated to your health and wellbeing. This is in addition to the access to counselling and support services through our independent Employee Assistance Programme. Contact details are below.

Useful links:

### **Employee Assistance Programme – Health Assured**

You can access [the Health Assured website](#) for information and advice on a wide variety of areas including physical and emotional health and wellbeing. You can also download their app for free – just search “**Health e-hub**” in the **App Store** or **Play Store**.

Download the [psychological survival guide for working from home](#).

#### *Support return to work*



If you're off work, having an open and constructive conversation with your manager about your needs and what they can and can't do to support a return to work (RTW), is a great start. Often when a person is off work they lack clarity about what will be expected of them in the short term upon their RTW which can fuel anxiety and be a barrier to them getting back in a timely manner. Your manager may be able to make reasonable adjustments on a temporary basis, or support a phased return if appropriate.

If a colleague is off work with an MSK issue it is expected that they will be referred to Occupational Health. Your manager should discuss this with you and agree what questions you'd both like advice on from the Physio/Occupational Health Advisor. This is designed to allow you to agree a return to work plan. Agreeing this plan sooner rather than later can help your manager plan how your team will operate in the interim while offering you reassurance and clarity.

Once you return to work the plan should be implemented, monitored and adapted as needed.

**Want more info?**

Occupational Health

T: 01924 316031

E: [occupationalhealth.lypft@nhs.net](mailto:occupationalhealth.lypft@nhs.net) or [Joseph.loftus@nhs.net](mailto:Joseph.loftus@nhs.net)

Follow on Twitter for updates @JoeLoftusPhysio and @SWYPFTOH

### Useful links

[Visit the Occupational Health pages on Staffnet.](#)

[Watch a series of desk-based exercise videos.](#)

[Download the NHS Employers 'Back Pack'.](#)

Visit the [Staff Health and Wellbeing website](#) where you can find the health and wellbeing pack.