

Amina Yusuf
Customer Support Advisor
Employer HR file

Date: 14 July 2026
Our Reference: RTWF/760224A1
Document Type: Meeting notes

Return to Work Form

1. MEETING PURPOSE

This meeting was convened to discuss Amina Yusuf's return to work following a short-term sickness absence that began on 12 May 2026.

The primary objectives were to confirm Amina's fitness to resume her duties as Customer Support Advisor, address concerns relating to symptoms experienced on 20 May 2026 which led to an early departure from a shift, and to agree any necessary temporary workplace adjustments in line with the Sickness and Return-to-Work Procedure (Willow House Care v2.1).

The meeting also aimed to clarify the process for ongoing monitoring and review of Amina's health and work arrangements, ensuring her wellbeing and safe performance in her role supporting the Customer Service team at the Norwich base.

Review Schedule

Review	Owner	Due Date	Evidence Required	Status
Initial review	Tom Brennan (Line Manager)	25 May 2026	Review notes	Scheduled
Final review	Tom Brennan (Line Manager)	20 May 2026	Outcome record	Pending

MEETING NOTES DETAILS

Employee
Amina Yusuf

Role
Customer Support Advisor

Case type
Return-to-Work Meeting

Reference
HRA-760224A1

KEY DATES

Completed
14 July 2026

First review
25 May 2026

Final review
20 May 2026

Owner
Tom Brennan (Line Manager)

SUPPORT NOTE

Keep the record factual, avoid unnecessary medical detail and review any support or workplace adjustment actions with the employee.

Continued

Return to Work Form

2. ATTENDEES AND CONTEXT

Employee: Amina Yusuf, Customer Support Advisor.

Line Manager: Tom Brennan.

The meeting took place within the context of Amina's role in the Customer Service team, which supports rural care rotas and the mobile check-in system.

Note: The rota coordinator was not required to attend, but involvement may be considered if further adjustments to shift cover are needed.

3. DISCUSSION SUMMARY

Amina confirmed experiencing dizziness during her shift on 20 May 2026, which prompted her early departure from work. She reported feeling anxious about lone working under these circumstances.

Tom Brennan observed that on 20 May, Amina appeared pale and displayed slowed responses, raising concerns about her immediate safety, especially regarding lone client visits.

Prior to the meeting, informal support was provided, including shift swaps and one-off cover, although no formal phased return had commenced.

The team reviewed supporting documents including the shift log from 20 May, employee text messages from 12 to 13 May, rota cover notes, and relevant meeting minutes to understand the situation fully.

Possible short-term adjustments were discussed to promote a safe and supportive return, including a two-week period of reduced shift length and a temporary suspension of lone visits until a review can determine readiness to resume such duties.

Continued**Return to Work Form****4. AGREED ACTIONS**

Tom Brennan will arrange temporary rota adjustments to implement the reduced shift pattern and ensure that Amina does not conduct lone visits during the two-week adjustment period.

The meeting minutes and summary will be prepared and sent as a PDF by email to Amina and added to her HR file.

Amina agreed to seek advice from her GP if symptoms such as dizziness persist and to provide any required fit note documentation to HR promptly.

Tom will monitor Amina's performance and safety during this adjustment period, maintaining contact and support as appropriate.

A review meeting is scheduled for 8 June 2026 to assess Amina's health, discuss any ongoing symptoms, and determine suitability for resuming full duties.

Both Amina and Tom confirmed their agreement to the temporary adjustments and the follow-up arrangements.

5. SIGNATURES

Employee: _____ Date: _____

Line Manager: _____ Date: _____

Continued
Return to Work Form

6. AMENDMENT CONTROL

Any changes to the facts, decisions, actions, evidence, responsibilities or review dates should be agreed in writing and recorded as an amendment to this document.

Appendix A - Amendment Log

Amendment Date	Section Updated	Previous Position	Updated Position	Approved By