

health  assured



Issues that Health Assured Support

Health and Lifestyle



Physical Health | Sleep | Medical Information | Mental Health | Sickness Absence | Critical Incidents
Rehabilitation | Addiction | Cancer Survivorship | Terminal illness | Menopause Support

Legal Information



Probate and Wills | Legal Queries | Caring for a Dependent | Debt and Financial | Buying a Home
Separation & Divorce | Employment Law and HR Advice Line

Work Life



'Leavism' & 'Presenteeism' | Managing Change | Return to Work | Bullying and Harassment
Life Coaching | Redeployment | Redundancy | Retirement | Stress

Home Life



Identity and LGBTQ+ | Domestic abuse | Discrimination | Childcare | Eldercare | Dependent Care
Bereavement and Loss | Relationships and Marital



Who are Health Assured?

- ☺ UK/Ireland-based service centres operate 24/7/365 for
- ☺ Support **12 million** lives across all sectors
- ☺ 25% of weekly calls occur outside 9.00am - 5.00pm
- ☺ Network of over **2,000 counsellors**, 200 IACP counsellors
- ☺ Innovative technological development e.g. app, LiveChat
- ☺ First EAP provider to join Stonewall Diversity Programme
- ☺ Investors in People (Silver)
- ☺ Focus on client satisfaction - 4.9/5.0 on Feefo
- ☺ 56% improvement in generalised anxiety (GAD-7)
- ☺ Support 51,000 organisations across the group



Service Overview

- Unlimited access to 24/7/365 confidential telephone helpline, LifeChat and email
 - Up to 10 sessions of telephone face to face and online counselling sessions, per issue, per year
 - Legal information services including debt and financial information
 - Computerised CBT programmes available
 - Medical information by qualified nurses Monday - Friday, 9am - 5pm
- Family advice line on topics such as childcare or eldercare
 - Coverage for dependents and retirees (up to 3 months) within HMRC guidelines
 - Online Health and Wellbeing Portal
 - Manager consultancy and support
 - Wisdom Mobile App

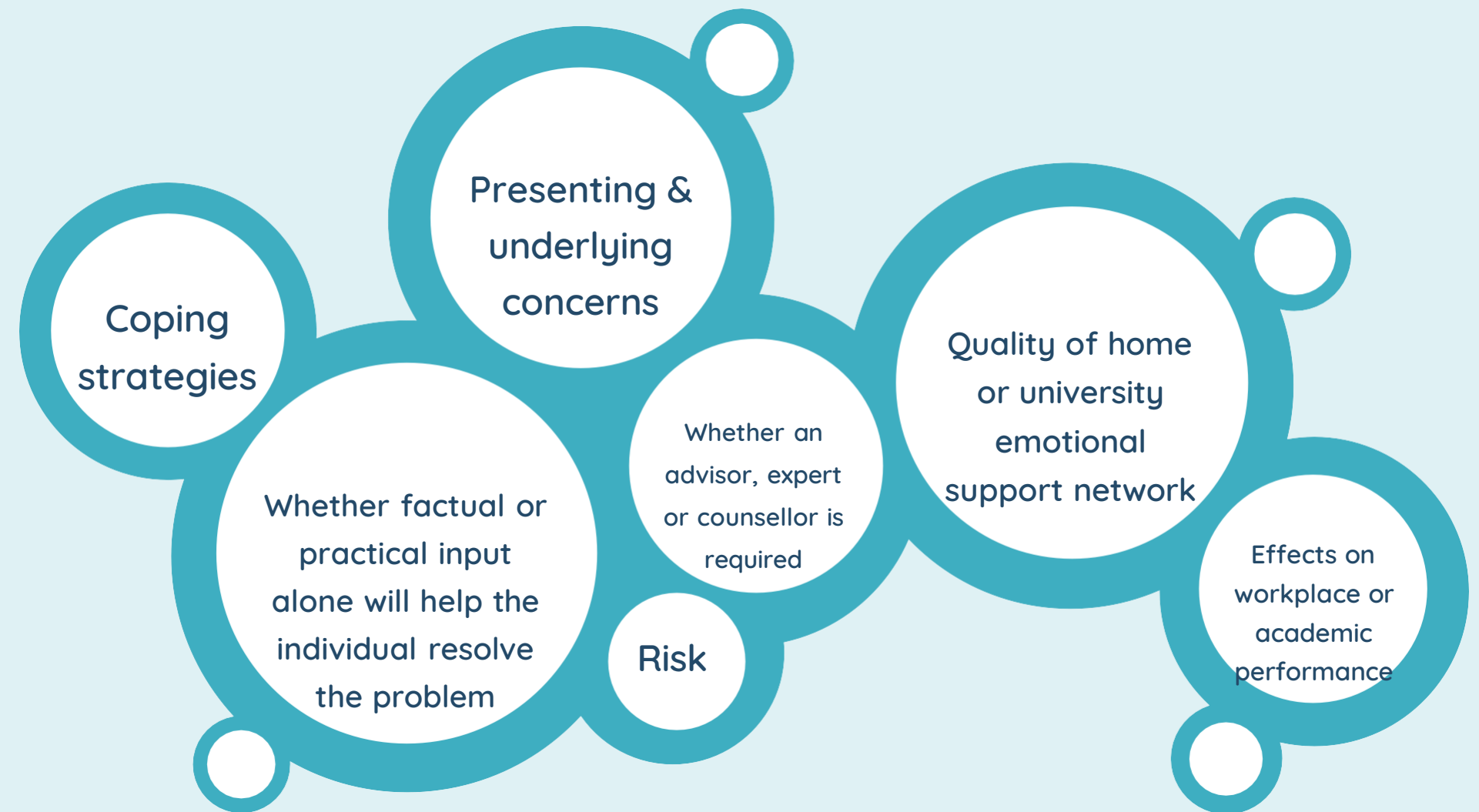
*Partners, spouses, and any dependents between the age of 16-24 who are still in full time education.



Effective Triage with BACP

Telephone Counsellor

A first intake biopsychosocial assessment and triage is carried out on every first call. This enables a clear picture to emerge.



1-2-1 Financial Coaching



Who are Munny?

Munny is an organisation launched by a group of finance professionals in collaboration with an Ofsted & Ofqual accredited training provider. At our core, we believe that financial empowerment is a fundamental right that should be accessible to all.

The Munny Financial Coaching 1:1 will include:-

Up to 3 sessions per person per issue, 30-minute sessions i.e. 3 sessions on Retirement and then later in the year 3 sessions on debt

What areas are covered under Financial Coaching?

Munny can support with a vast array of topics including, but not limited to:

- Budgeting
- Credit reports/rating
- Savings
- Household bills
- Pension planning
- Mortgage/property
- Investments
- Debt Support

Life and Leadership Coaching

Coaching is a process that helps a person to focus on their 'here & now', supporting them to identify the challenge and create goals that they can use to work on to make progress moving forward and maximising their potential.

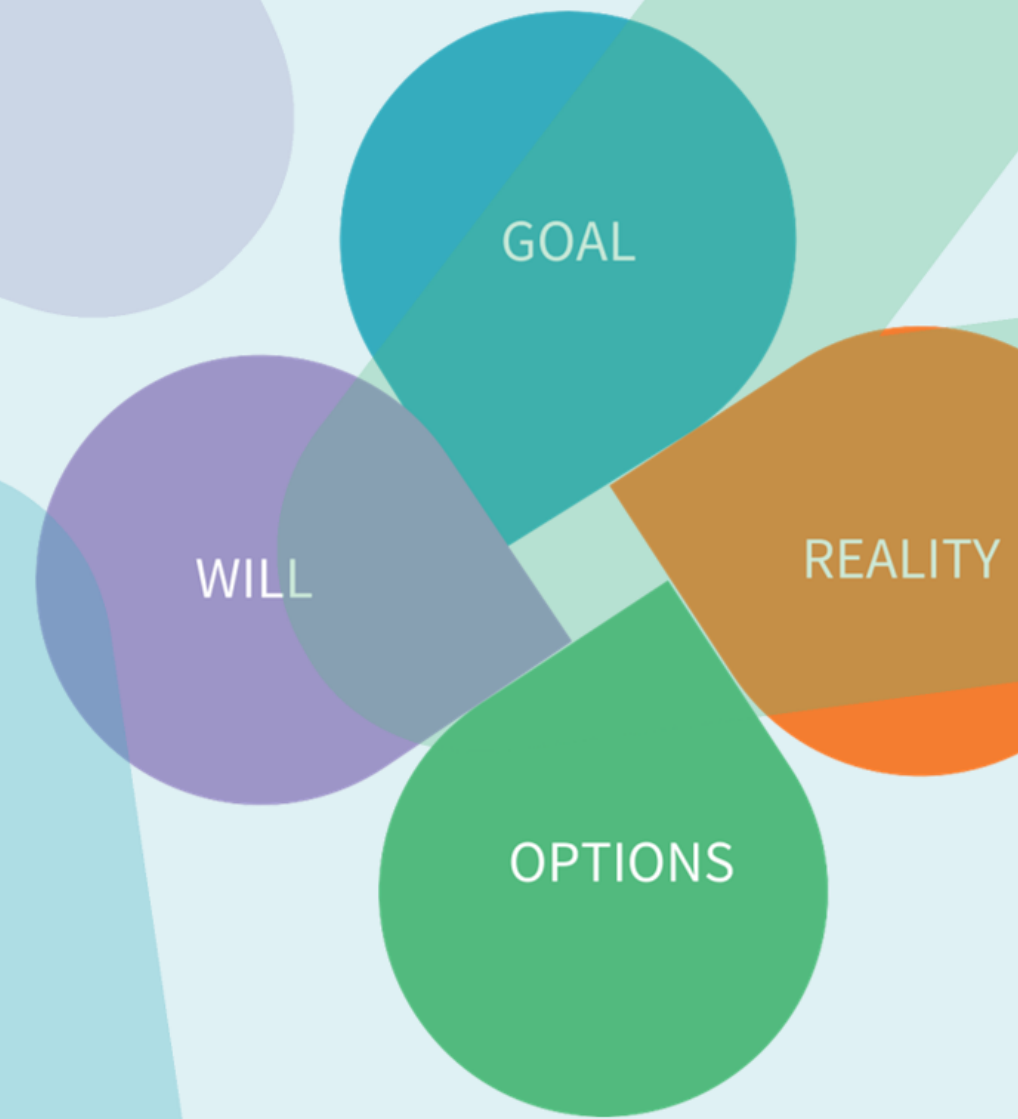
Using the 'GROW' model (Goal, Reality, Options, Will) coaching focuses on development, whether it is a life skill and/professional skill.

Your individuals will be entitled to up to 4 sessions of development coaching for both profession and life skills for a wide range of topics including:

- Wellbeing
- Career progression
- Personal/professional relationships
- Work/life balance
- Stress Management
- Coping with change
- Communication



PEAK
PERFORMANCE



In-house Legal and Financial Information

Legal consultation and information on a range of issues including personal, financial and legal matters of any reasonable kind. We are one of the only providers with an in-house Legal and Financial helpline.

Examples that we address daily include, but are not limited to:

- ☉ Debt support
- ☉ Consumer rights
- ☉ Family and matrimonial law
- ☉ Civil litigation
- ☉ Motoring offences
- ☉ Probate and wills
- ☉ Landlord and tenant
- ☉ Housing and property law
- ☉ Investments
- ☉ Retirement
- ☉ Immigration



- ☉ In-house legal professionals with a Law degree and completed/working towards a Legal Practice Course (LPC)
- ☉ Recently partnered with **Irwell Law**.
- ☉ Signposting to appropriate specialist organisations such as **Step Change Debt Charity** and ACAS

SilverCloud: The leading provider of Digital CBT Interventions

As part of Health Assured's clinical interventions, your people will be set up with online CBT programmes (if appropriate) via email support. Available on desktop, mobile, and tablet, the SilverCloud platform is user friendly, engaging, and hosts over **30 support programmes**.

Programmes cover Wellbeing, Mental Health and Chronic Health. They include the below and more:

- ☺ Space for Resilience
- ☺ Space from Money Worries
- ☺ Space from Stress
- ☺ Supporting teens and children with low moods and anxiety
- ☺ Space from Anxiety
- ☺ Space from Depression
- ☺ Space for Sleep
- ☺ Space from Phobia
- ☺ Space from OCD
- ☺ Space in Diabetes
- ☺ Space in Lung Conditions
- ☺ Space in Chronic Pain
- ☺ Space in CHD
- ☺ Space drug use and alcohol



Online Menopause Programme

The 5-week Right Steps course includes the following modules*

- ☺ **Welcome:** Setting out what you will learn, and how it works
- ☺ **Session 1:** Menopause overview
- ☺ **Session 2:** Identifying triggers. Stress & lifestyle, challenging thought, pacing activities, problem solving, relaxation & physical activity
- ☺ **Session 3:** Managing hot flushes, managing thoughts and beliefs, managing behaviours, healthy activities
- ☺ **Session 4:** Managing night sweats, stressful thoughts about sleep, sleep stages, sleep needs, sleep hygiene, tackling worries
- ☺ **Session 5:** Maintaining gains, being kind to yourself, support networks, relaxation, mindfulness & physical activity



*First and last sessions include GAD, PHQ, WSMS & goals. Every weekly session includes a daily diary, menopause check in, hot flush rating scale & a "how am I doing" to track progress.



Freephone

A true 24/7/365 service, no answering machines, separate triage team

LifeChat or Video call

No AI involved, accessible via the MHA app

Email

If an employee prefer, we can offer initial access to the service via email before a telephone triage

Interpreters and Translation Services

High quality interpreters and translation services in over 240 languages

Relay

Supporting those who are deaf, hard of hearing or speech impaired

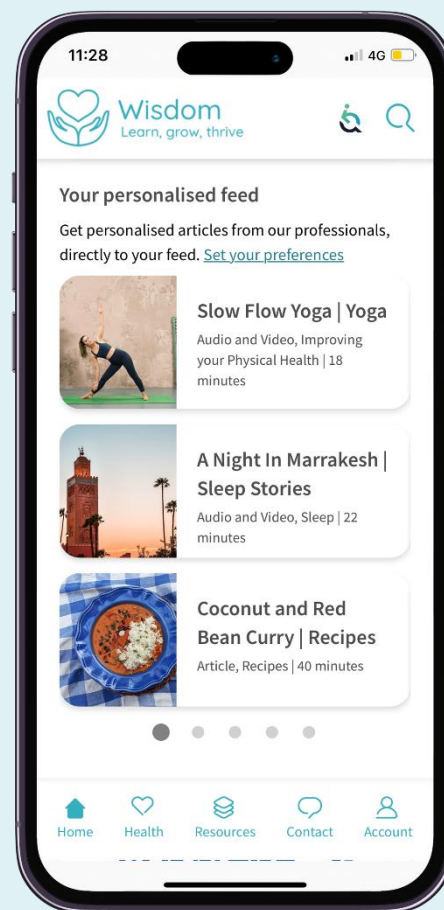
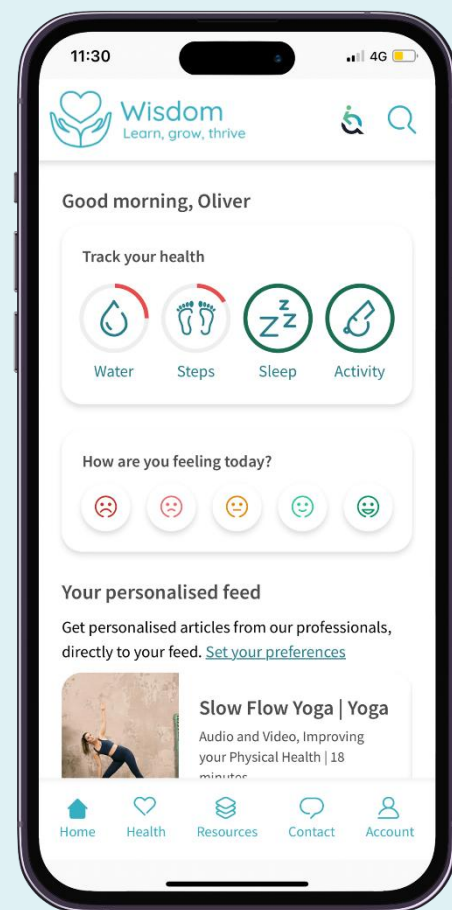
Accessibility



A New Age of Wisdom



Wisdom provides an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness. The features are designed to improve the user's mental and physical health by using personal metrics to set goals and achievements, which include:



Your Health



Interactive mood tracker

You will receive regular prompts to track your mood - helping you identify patterns and trends.



Four-week plans

Our four-week plans allow you to reach your health goals and track your daily progress.



Mini health checks

Take a minute to check in with yourself by using the health checks to assess your mental wellbeing.

Wellbeing



Personalisation

Wisdom allows you to personalise your homepage so you can access tailored content and resources.



Helpline

Our helpline is available 24/7, 365 days a year.



Live chat

The Live Chat feature allows you to contact a wellbeing counsellor using live messaging and video calls.

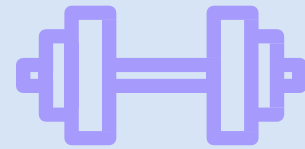
For your Physical Health

Wisdom contains a range of tools and features to help you keep on top of your physical wellbeing.



Hydration

Staying hydrated is essential for your mental wellbeing. Track your water intake and reach a healthy amount every day.



Guided Workouts

Get moving with our guided workouts, fitness and yoga sessions, and HIIT for beginners.



Healthy Recipes

Stuck for meal ideas? Browse our healthy and delicious recipes to boost your diet.



Step Tracker

Wisdom tracks your steps, activity, and shows your statistics. Just put your device in your pocket and go.

For your Mental Wellbeing

We've got your mental wellbeing covered with everything you need to improve your mental health.



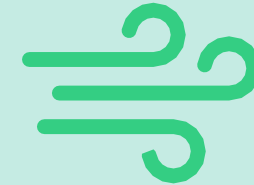
Soundscapes

Listen to our range of calming soundscapes to help you relax and get a healthy, restful sleep.



Podcast Series

Tune in to Peace of Mind, an original podcast series where we dive into a range of mental health topics.



Breathing Exercises

Let your breath flow with our range of guided exercises to help with stress relief and improve your mindfulness.



Meditations

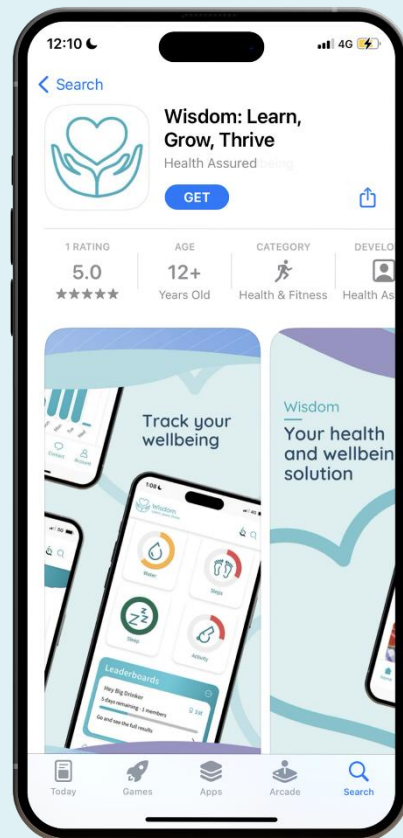
Try a guided meditation from Wisdom and develop your mindfulness techniques.

Download and Register

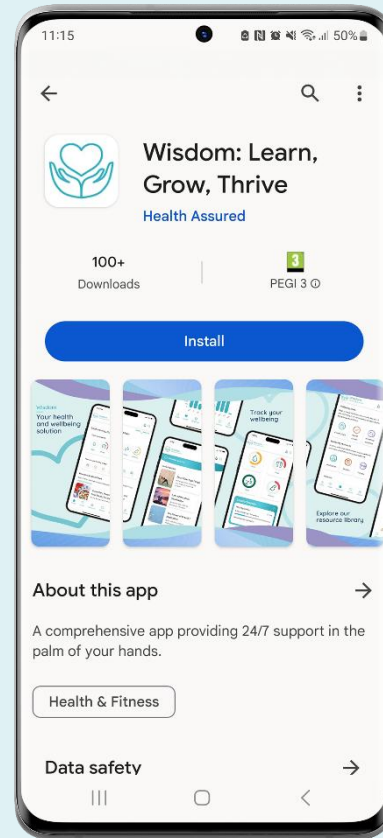
Your Code is
MHA100626



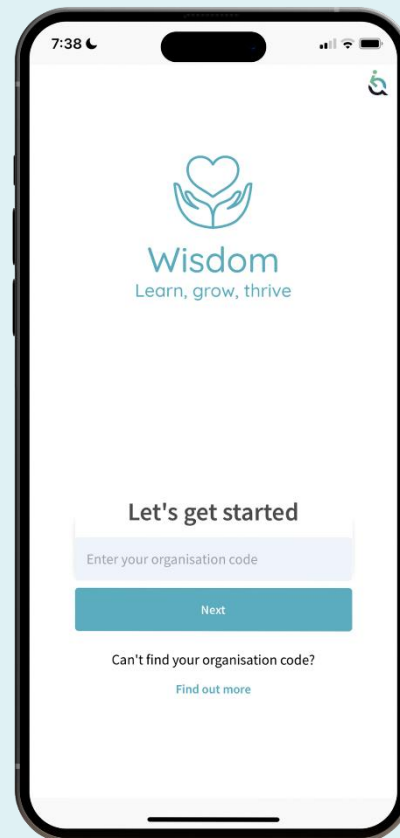
Follow these simple steps to download and register your WISDOM app



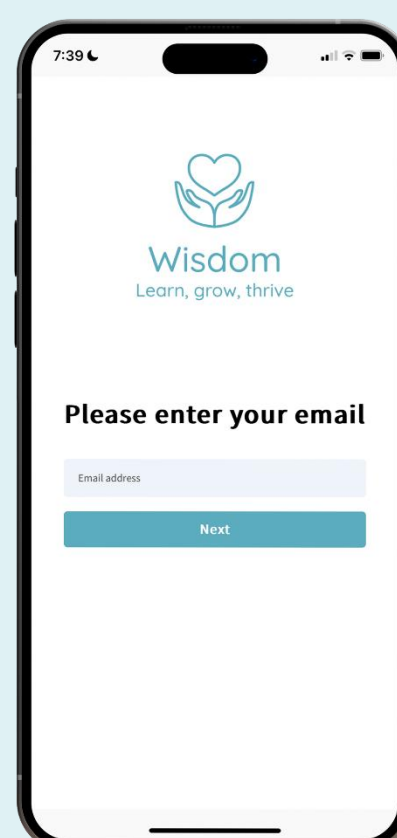
Get it on the
App Store



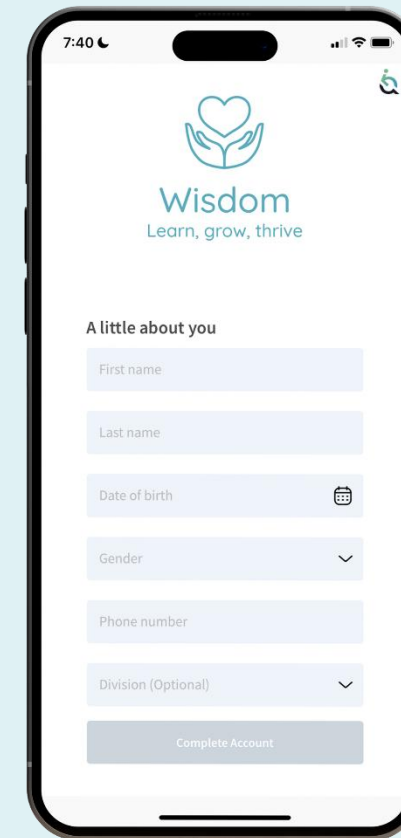
Get it on the
Play Store



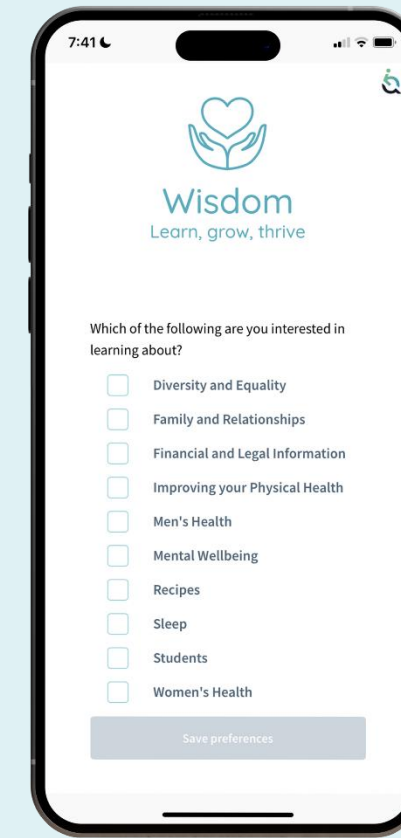
Enter
your code



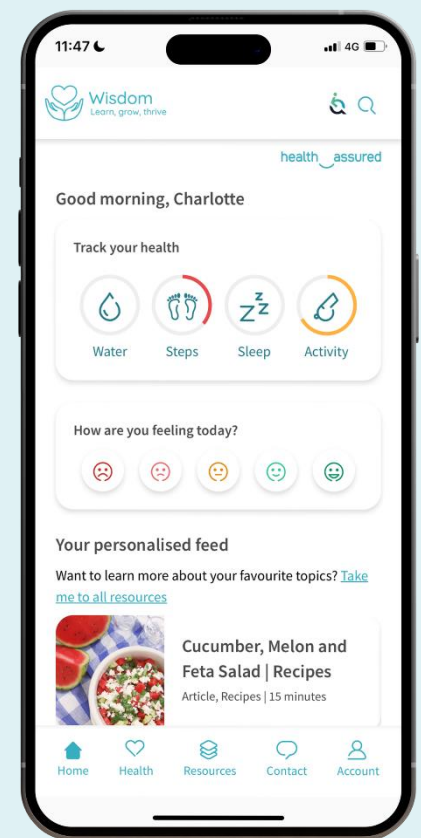
Sign up
via email



Enter
your details



Personalise
Preferences



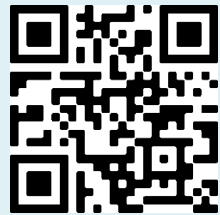
Welcome
to Wisdom

Also register online
wisdom.healthassured.org

bright



Thank you for your time today



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Also register online wisdom.healthassured.org



Mental
Health
Hour



Spotify
Playlists

For more information about your EAP, you can reach out
to People@xlinks.co.

