

health  assured

NHS England & NHS Improvement

Your healthy advantage

Employee Assistance Programme (EAP) Presentation

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Health Assured Overview



Health Assured Values

Our vision:

Our vision is to help individuals to live healthier and happier lives.

#yourhealthyadvantage

Our mission:

To be the most trusted wellbeing provider in the UK.

Value

To always go
the extra mile

Integrity

Honesty and
Accountability at all
times

Excellence

Deliver high quality
performance and
outcomes

Respect

Embrace diversity
and ensure
inclusiveness

These core values, or VIER meaning four, mark our continued development and growth. This is an important step for the company and is a core element of Health Assured's culture, both internal and external.

About Health Assured



- ✓ Core values – Value, Integrity, Excellence and Respect (VIER)
- ✓ Support **13 million** lives across all sectors
- ✓ BACP accredited at organisational level
- ✓ UK-based service centres operate **24/7/365** for all calls
- ✓ 25% of weekly calls occur outside 9.00am-5.00pm
- ✓ Network of over **1,650** counsellors, 200 IACP counsellors
- ✓ Innovative technological development e.g. **app, Live Chat**
- ✓ First EAP provider to join **Stonewall Diversity Programme**
- ✓ Investors in People (Silver)
- ✓ Focus on client satisfaction - **4.8/5.0** on Feefo
- ✓ **56% improvement** in generalised anxiety (GAD-7)
- ✓ Support **51,000** organisations across the Group

Awards, Accreditations & Memberships

- Trusted public sector provider for CCS, NHS SBS, ESPO and YPO frameworks
- Best provider of Workplace Wellbeing Services at the Health Insurance Awards 2017, 2018, 2019 and 2020
- Innovation and Best Practice Award EAEF 2016
- Feefo Gold Trusted Service 2019, 2020 and Feefo Platinum Trusted Service 2021
- Nominee for Best Added Value Service in the Cover Excellence Awards 2018
- Accredited with the Workplace Wellbeing Charter
- Part of the National Suicide Prevention Alliance
- Race at Work Charter signatory
- Investors in People Silver Award



Our Reputation



Our Approach to Wellbeing

Wellbeing strategies

- Raise **awareness** of mental wellbeing
- Reduce stigma and educate
- Effective **signposting** and support pathways
- Up-skill **managers**
- **Consultative** support
- **Proactive**, not reactive support

Wellbeing goals

- Build **resilience** and engagement
- Create an **open and supportive** workplace
- Holistic **collaborative** approaches
- **Measuring** and monitoring impact



EAP Service Overview



Service Overview: Core EAP

- Up to 6 sessions of telephone or online counselling
- Full case management protocols for all structured counselling cases
- Unlimited access to 24/7/365 confidential telephone helpline
- Coverage for dependants and retirees (up to three months) within HMRC guidelines
- Self, manager, HR, physiotherapy, trade union and OH referrals
- Legal information services including debt & financial information
- 24/7 Crisis Assistance Support available
- Family advice line on topics such as childcare and eldercare
- Manager consultancy and support
- Online Health and Wellbeing Portal and mobile app

Improvement of symptoms associated with anxiety

56%

using the GAD-7 questionnaire

Information Services



Legal - Information on a **range of issues** including, but not limited to; motoring, consumer, family including dependant care, wills and commercial



Management Consultancy Support - Support for managers and HR representatives with day to day queries or areas they **may require additional support** with, such as; absence management, working with mental health, work related stress, communicating change and work/life balance

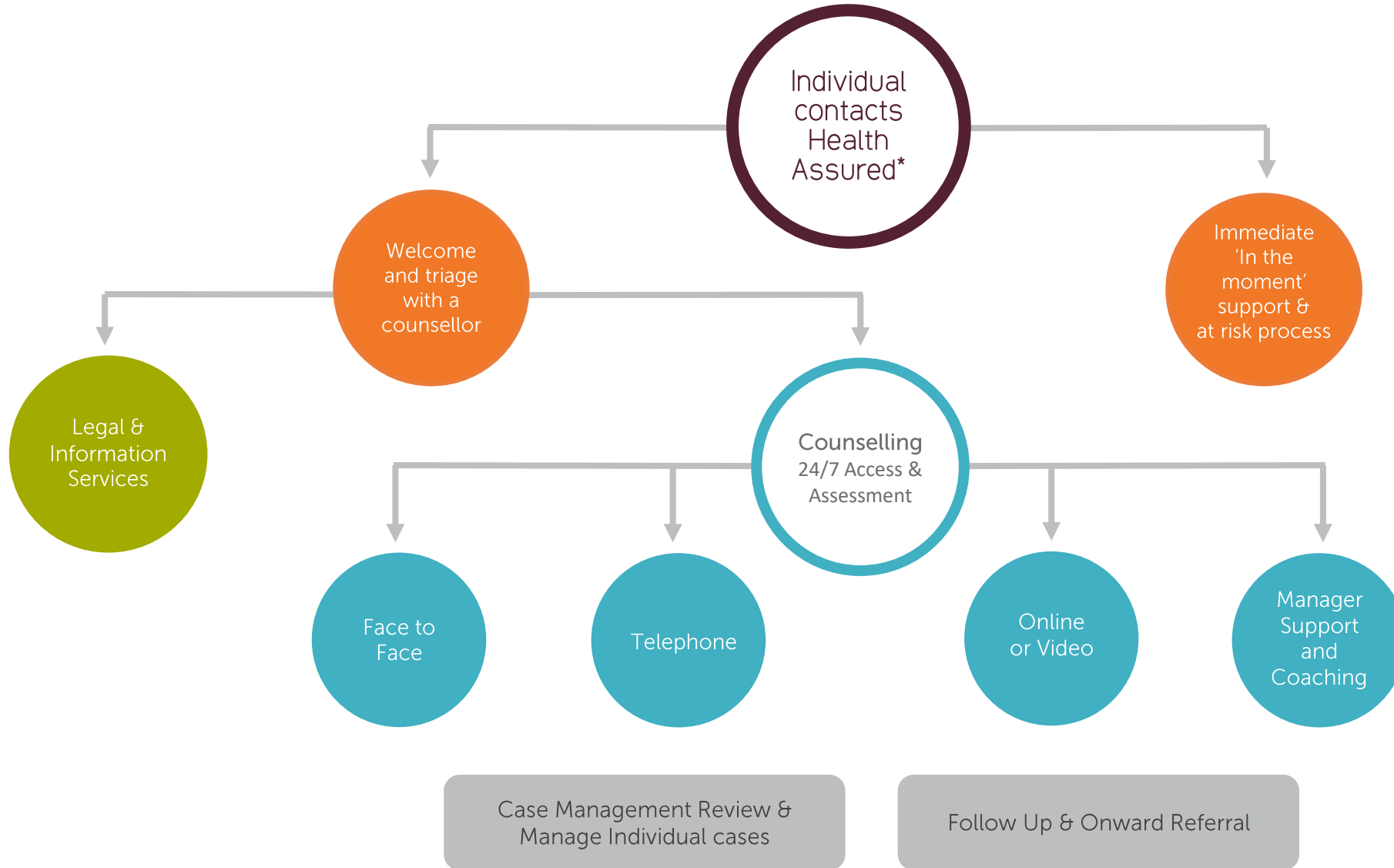


24/7 Crisis Assistance Support - Bespoke response **24/7/365** for critical incidents that occur in the workplace through **in-house trauma practitioners**



Signposting - Counsellors directory for **specialist signposting** onward referral to support within the employees' locality

Self Referral Pathway



*Via Freephone, Email, Health Portal, LiveAgent, Mobile App, Translation Line or Relay



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 of:



Issues Health Assured Support

Health and lifestyle

- Physical health
- Medical information
- Mental health
- Sickness absence
- Critical incidents
- Eldercare
- Rehabilitation
- Addiction
- Cancer survivorship
- Terminal illness

Legal information

- Probate and Wills
- Legal queries
- Caring for a dependant
- Debt and financial
- Buying a new home
- Separation and divorce

Work life

- 'Leavism' and 'Presenteeism'
- Managing change
- Return to work
- Bullying and harassment
- Redeployment
- Redundancy
- Retirement
- Stress

Home life

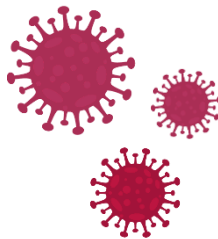
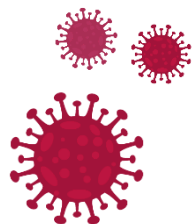
- Identity and LGBT
- Domestic abuse
- Discrimination
- Childcare
- Eldercare
- Dependent care
- Bereavement and loss
- Relationships and marital

**Please note this list is not exhaustive*

Service trends

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COVID-related calls
Over 3,000

We received over 3,000 calls related to COVID-19 and the pandemic in 2020.

Along with creating over 70 unique digital resources across our online FAQs and blog, Health Assured is proving vital in getting people through the pandemic.



Most common day of the week

People called our helpline most often on **Mondays**—the beginning of the week is always the hardest.

Out of hours calls
22%

We received 22% of calls out of standard office hours—we're not just helping people with the 9-5.



Most popular time to call the helpline

People called most often between **10am and 2pm**—our afternoons may be busy, but we're always available 24/7.

Biggest % rise in counselling calls
Anxiety

We saw a **36% rise** in calls to the counselling helpline for support with anxiety.

Top 5 reasons for calling

The top 5 reasons for calling accounted for 76% of all calls to the helpline.

Biggest % rise in advice calls
Housing

We saw a **85% rise** in calls to the advice line for support with housing.

Anxiety



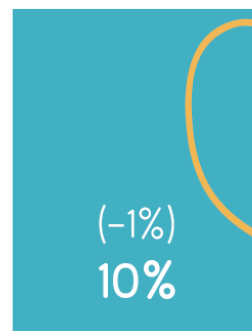
Low mood



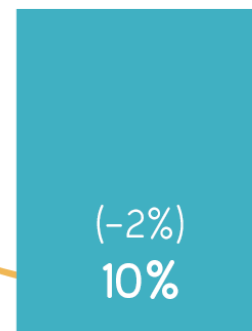
Employment



Partner

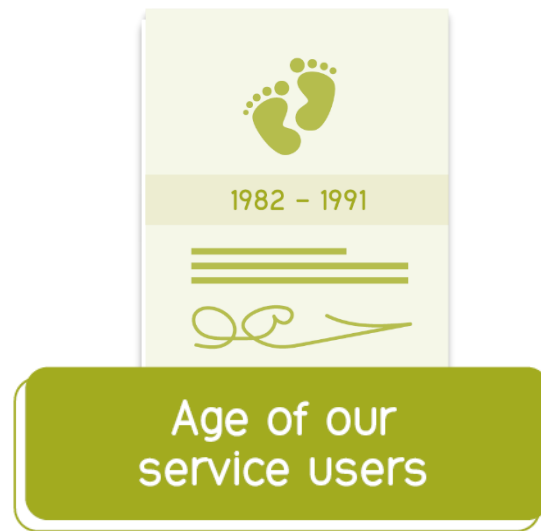


Depression





54% of those out of work at the start of therapy are back in work at the end (v 42% in 2019)



We saw the highest usage of the service from employees aged **30-39 years old**.



Healthcare was, unsurprisingly, the sector we supported the most last year, with our team providing 34% more support to this industry than in 2019.

Technology

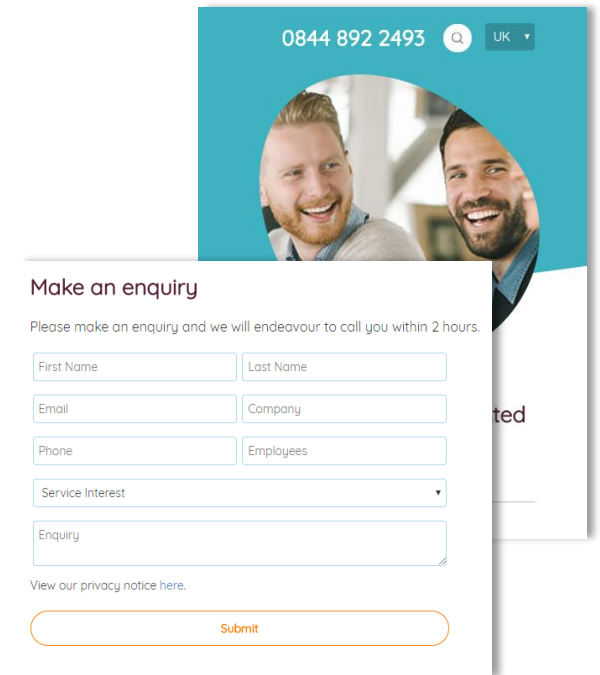
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How do I access the service?

We truly believe in **promoting equality and diversity**. Our internal culture is to **embrace diversity** and **protected characteristics**, and we ensure that our services are delivered in a **sensitive manner**;

- **Freephone** - a true **24/7/365 service**, no answering machines, separate triage teams and all calls answered in the UK
- **Online Web Access** – My Healthy Advantage **app** and online health & wellbeing **portal** allowing for increased accessibility
- **Email** – if an individual would prefer to contact the service via email, we can offer **initial access via email**, before telephone triage
- **Relay** - Supporting those who are **deaf, hard of hearing or speech impaired**
- **Interpreters & Translation Services** - high quality interpreters and translation services in over **240 languages**
- **LiveAgent** - access through **instant chat**, via our online portal



0844 892 2493  

Make an enquiry

Please make an enquiry and we will endeavour to call you within 2 hours.

First Name Last Name

Email Company

Phone Employees

Service Interest

Enquiry

[View our privacy notice here.](#)

Our digital support



- LiveAgent instant Live Chat – humans rather than AI
- Monthly webinars including Recognising Stress, The Art of Motivation, Building Personal Resilience, Mental Health First Aid
- Four week programmes including Quit Smoking, Sleep, Losing Weight, Drinking Less
- Mini health assessments including BMI, sleep, alcohol, anxiety and depression
- Wellbeing articles and fact sheets on topics such as sleep apnoea, menopause, internet safety, eating disorders, gender reassignment, self-harm and consumer vulnerability
- Awareness Day information such as OCD week of action and self-injury awareness day
- Drives engagement in partnership with newsletter

Log out Contact Us Search

health assured 0800 028 0199

Home Our Services Life Support Work Life Physical Health Emotional Health Wellbeing Resources

Your healthy advantage
Welcome to your health portal.
Whatever your goals, we are here to help you reach them.

Your wellbeing matters to us.
Listed below are a few things you may wish to take a look at on this website.

Episode 3 Part 3: BrightTV - powered by Health Assured: feat. Andy Reid MBE

We are excited to reveal the third episode of our new BrightTV series featuring Andy Reid MBE – war veteran, triple amputee and motivational speaker. Andy shares his inspiring story having overcome adversity to rebuild a life full of opportunity and positivity. Watch part 3 now!

This month...
Health Assured
Ep.3 Part 3 BrightTV - powered by Health Assured: feat. And...
Andy Reid MBE
— PART 3 —




BrightTV - Episode 3 Part 3

My Healthy Advantage



My Healthy Advantage 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.

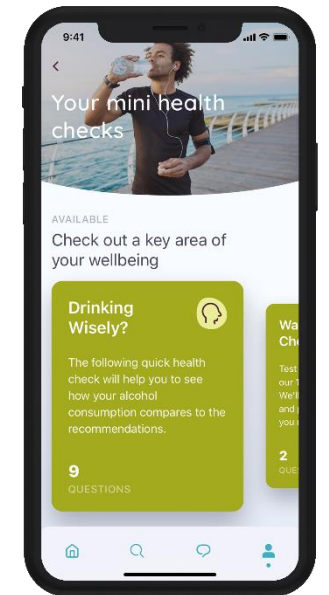
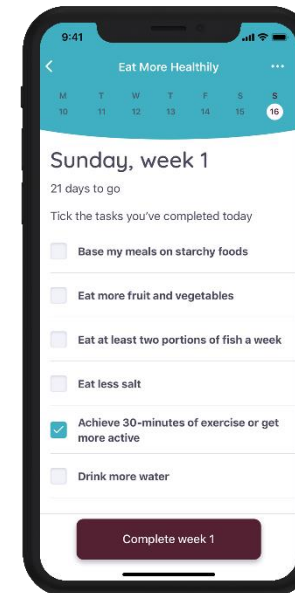
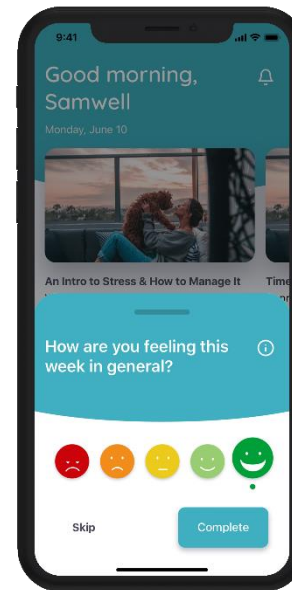
Features include:

Wellness

-  **Weekly mood tracker**
Users can track and reflect on their emotional, physical and financial on a weekly basis
-  **Four week plans**
Support with quitting smoking, losing weight and coping with pressure
-  **Mini health checks**
Covering topics such as height and weight, sleep and mental health

User wellbeing

-  **Personalisation**
Specify preferences and topics to populate a personalised newsfeed and account with tailored resources, tools and learning materials
-  **Support**
Contact Health Assured confidentiality via phone, request a call back or live chat to speak directly with our team

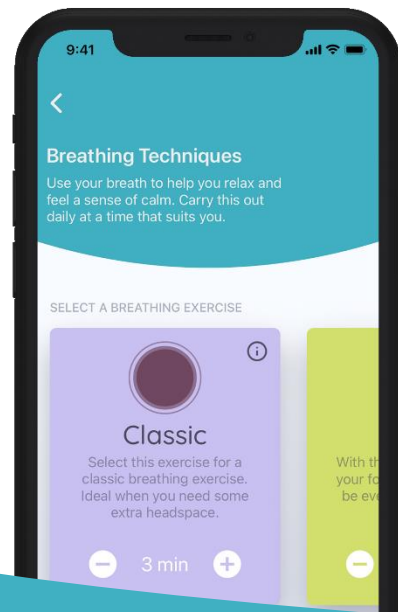


Breathing Techniques – New Feature

Guided breathing exercises, designed to help you relax and feel calm

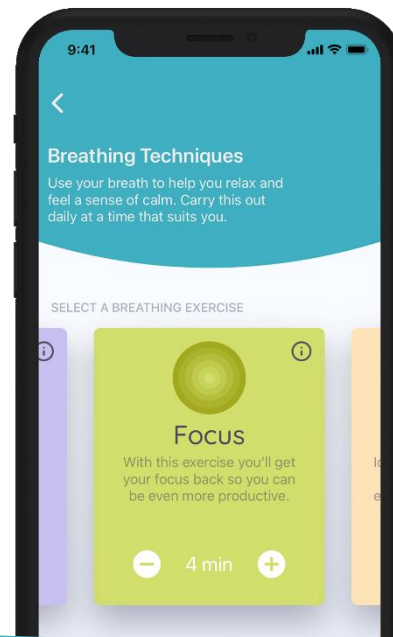
Classic

- 'Box breathing' technique
- Focuses the mind and relieves stress by using equal deep breaths



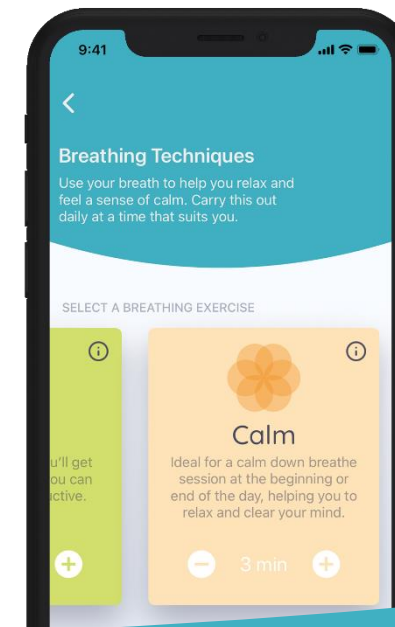
Focus

- Ujjayi technique
- Activates the 'relaxation response' to reduce stress and its effects



Calm

- Guided 4-7-8 breathing technique
- Encourages the mind and body to unwind and destress



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BrightTV powered by Health Assured

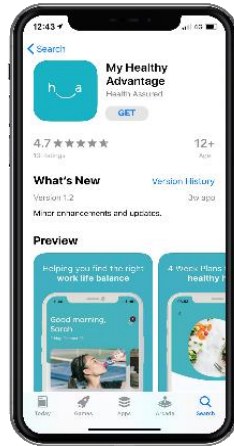
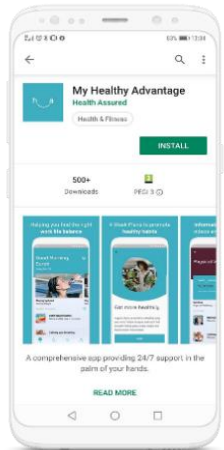
- Connecting you with well-known names and faces on a monthly basis.
- Telling you about their lives, struggles and unique experiences.
- Amazing names and incredible inspiring stories including Dame Kelly Holmes, Ruby Wax OBE, Andy Reid MBE, Sally Gunnell OBE, Gemma Oaten and Clarke and Carrie Carlise.
- Free to access via our MHA app and online Health and Wellbeing portal



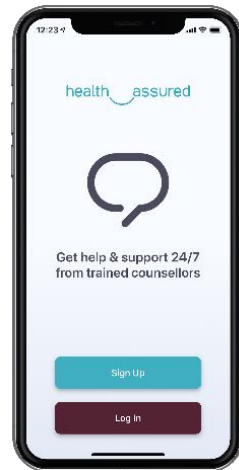
Download and register

Follow these simple steps to download and register your My Health Advantage app

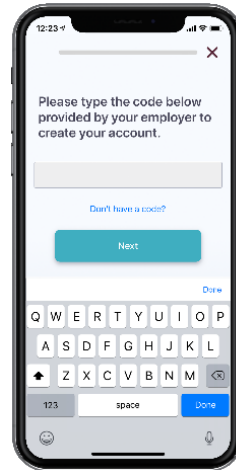
1. Download



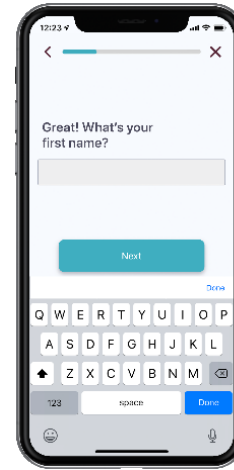
2. Register



Sign up



Enter code



Enter your details



Personalise
your preferences



Welcome to
My Healthy Advantage

Thank you
health  assured



healthassured.org

Health Assured Ltd, The Peninsula, Victoria Place Manchester, M4 4FB

