

health  assured



# Who are Health Assured?

- ☺ **UK-based** service centres operate 24/7/365 for all calls
- ☺ **BACP accredited** at organisational level
- ☺ 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: Complete EAP

- ☺ Unlimited access to 24/7/365 confidential telephone helpline, LiveChat and email
- ☺ Up to 8 sessions of face to face, telephone or online counselling including CBT techniques
- ☺ Legal information services including debt and financial information
- ☺ Menopause programme (Rightsteps)
- ☺ Medical information by qualified nurses Monday - Friday, 9am – 5pm

- ☺ Family advice line on topics such as childcare or eldercare
- ☺ Coverage for dependants 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.



# 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:

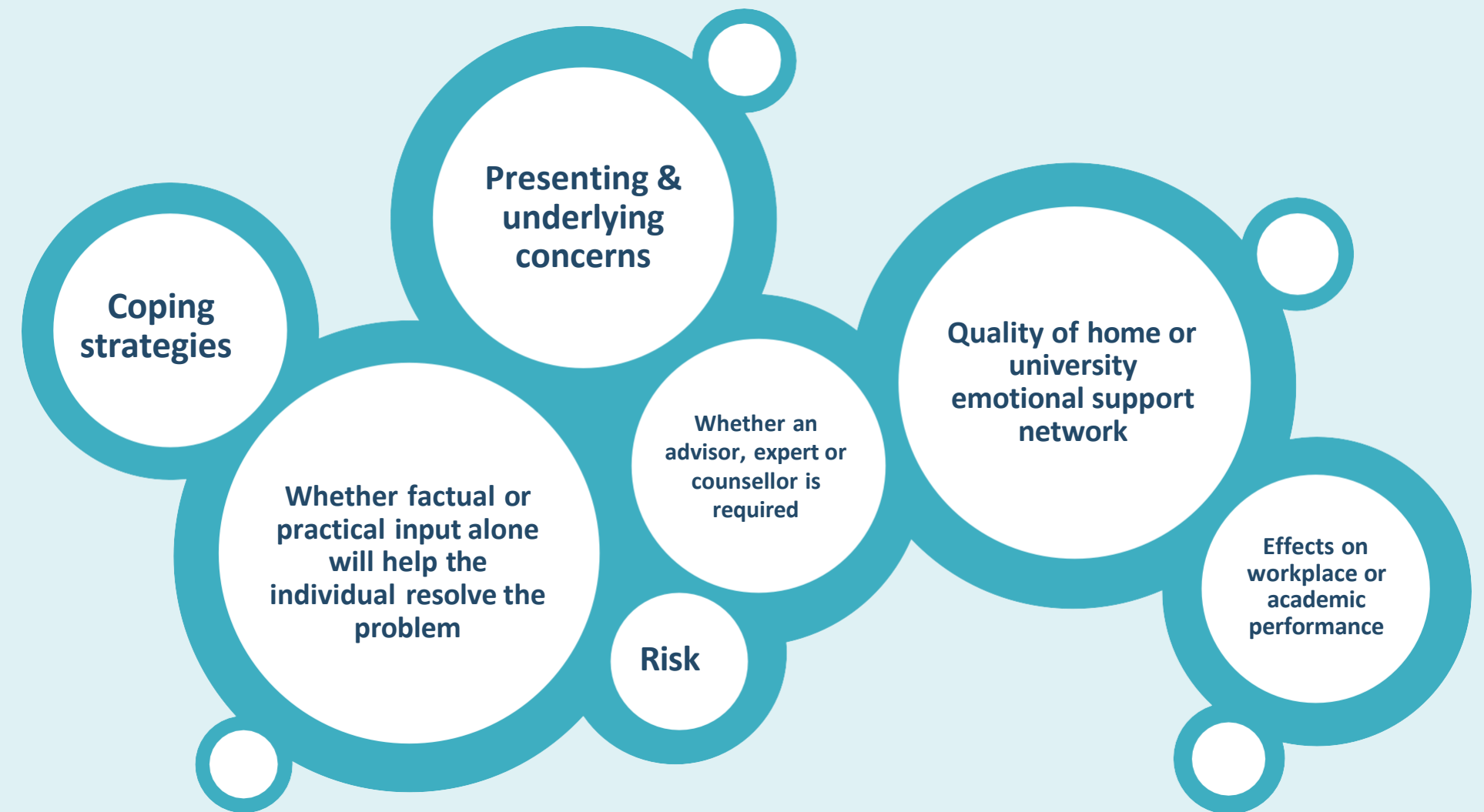
- ☉ Debt support
- ☉ Consumer rights
- ☉ Family and matrimonial law
- ☉ Civil litigation
- ☉ Motoring offences
- ☉ Probate and wills
- ☉ Landlord and tenant
- ☉ Housing and property law
- ☉ Investments
- ☉ Retirement
- ☉ Immigration



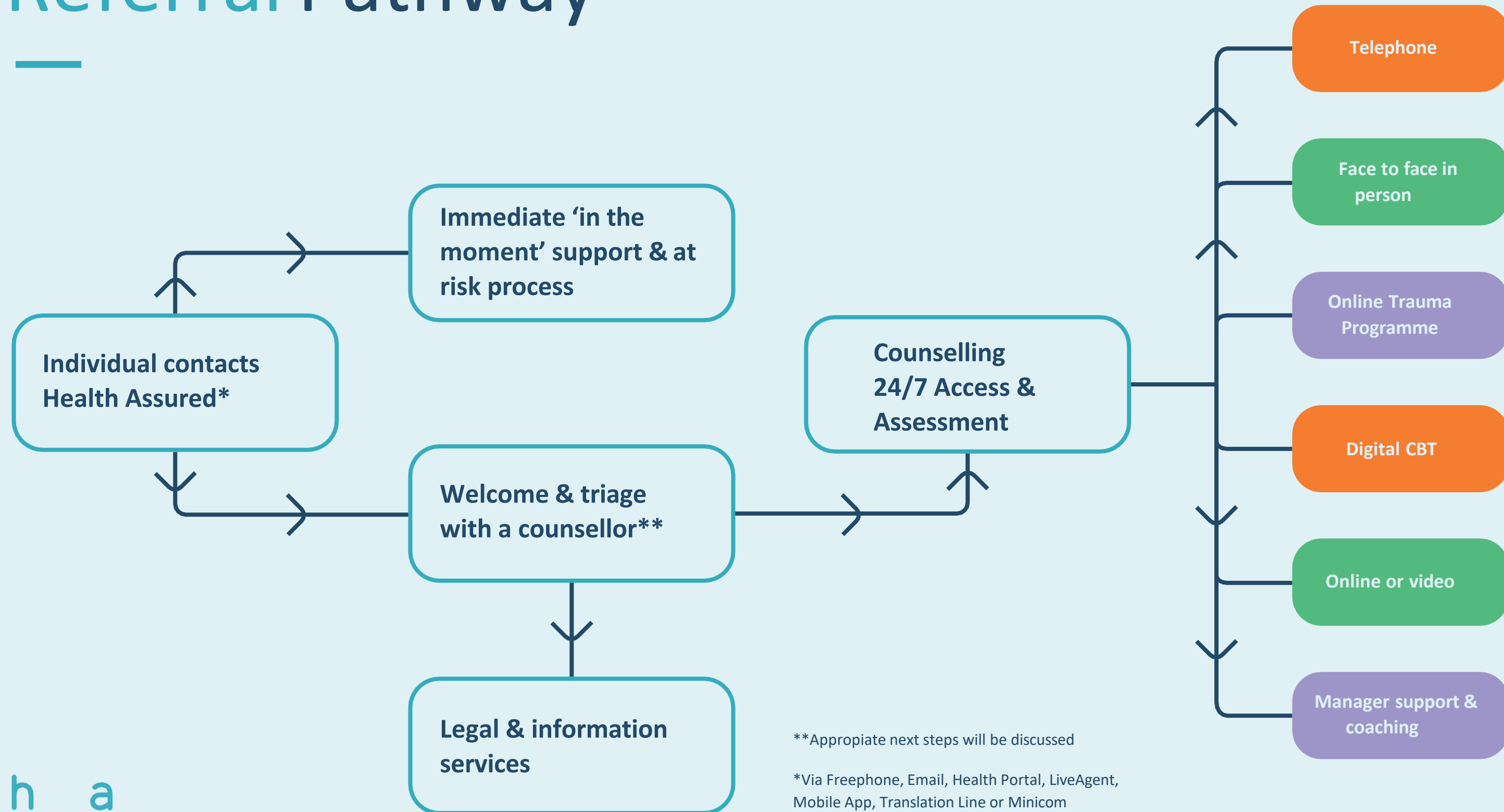
- ☉ In-house legal professionals with a Law degree and completed/working towards a Legal Practice Course (LPC)
- ☉ Recently partnered with **Irwell Law**.
- ☉ Signposting to appropriate specialist organisations such as **StepChange Debt Charity** and **ACAS**

# 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.



# Referral Pathway



\*\*Appropriate next steps will be discussed

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

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





# 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



# Accessibility

## Freephone

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

## Livechat or Video call

No AI involved, accessible via the Wisdom 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



# WisdomAI

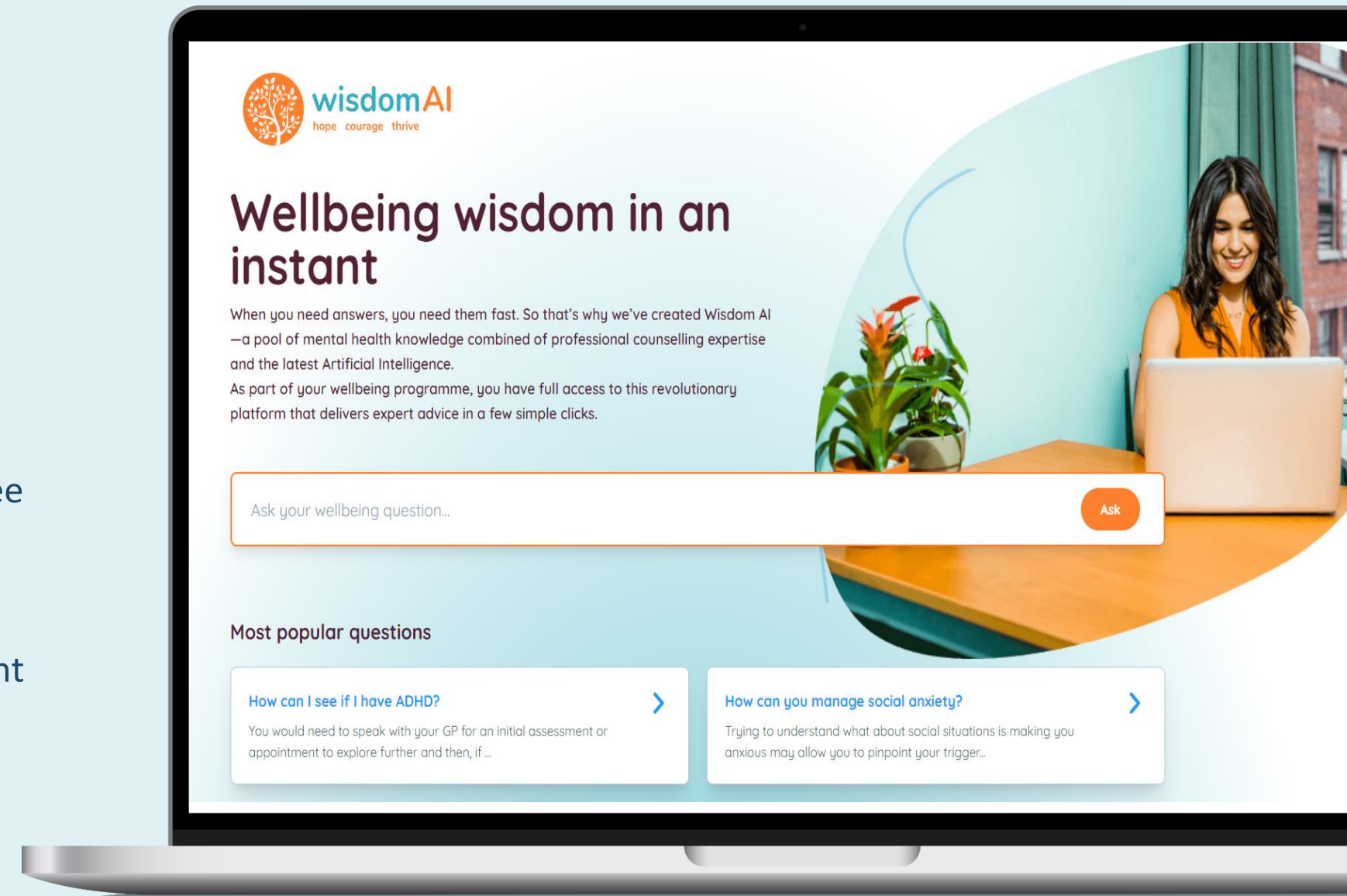
## What is Wisdom AI?

We know when you need answers to your wellbeing questions, you need them fast. So our exciting new innovation packages our counsellors' knowledge and the latest artificial intelligence into a search engine you can trust.

## How does Wisdom AI work?

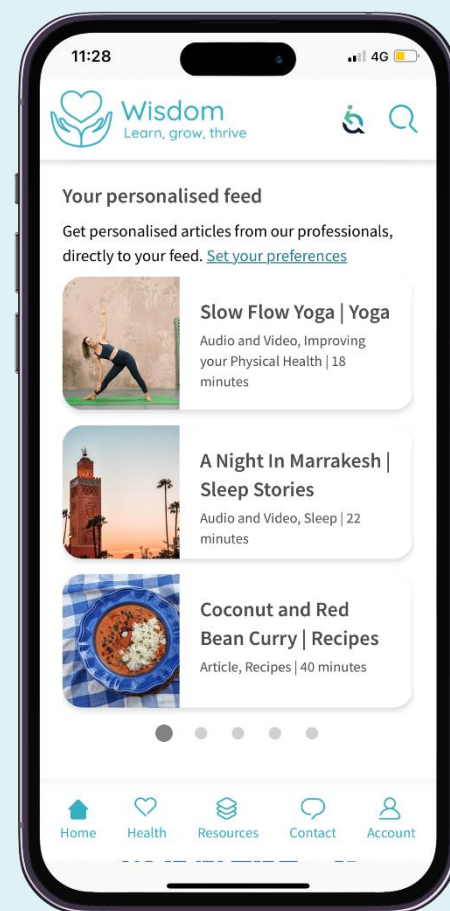
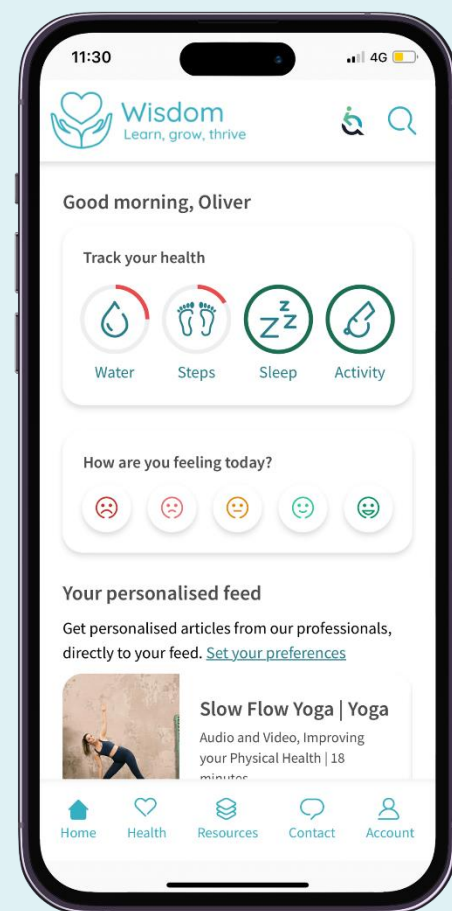
Our team have answered thousands of the most common questions we see across the helpline, and we've compiled them in a revolutionary platform that you can access anywhere - any time.

With this new tool, you won't need to search and scroll websites for instant information, you can get insights from counsellors who have years of experience helping people through these issues. This fantastic new knowledge hub can be the first port of call for anyone with a wellbeing question on their mind.



# 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 connected



### 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

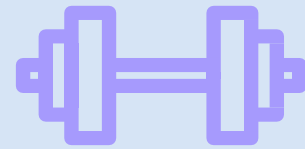
---

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.



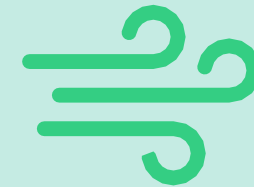
## Soundscapes

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.

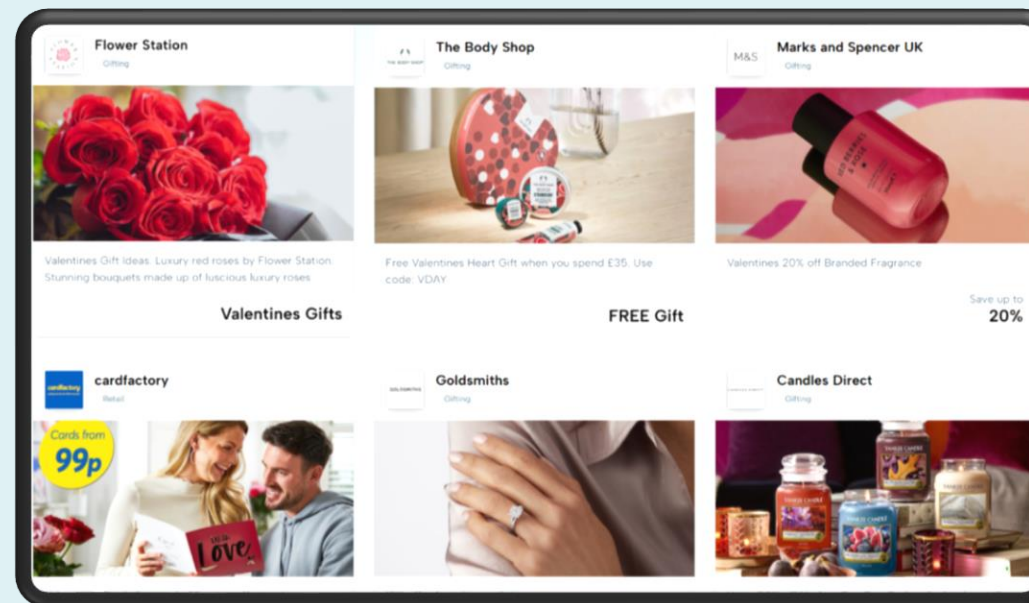
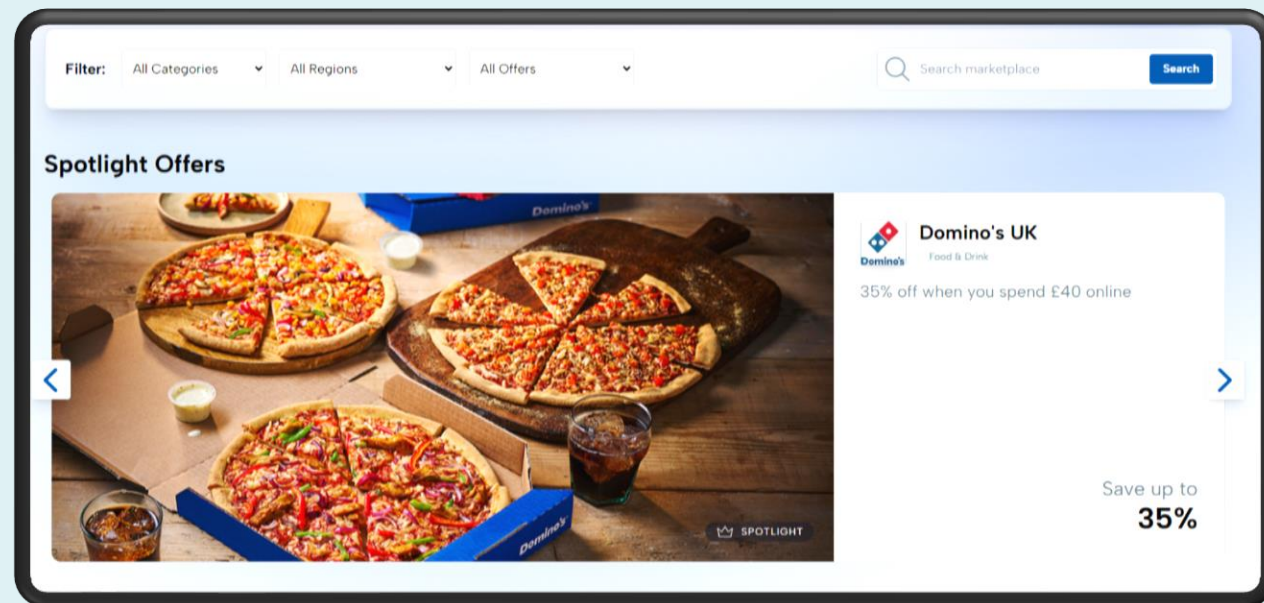


## Meditations

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

# Access to Perks & Discounts

Through Wisdom, you can access a platform called Bright Exchange, providing over 4000 perks and discounts.



MenKind



THE BODY SHOP M&S



EST. 1884



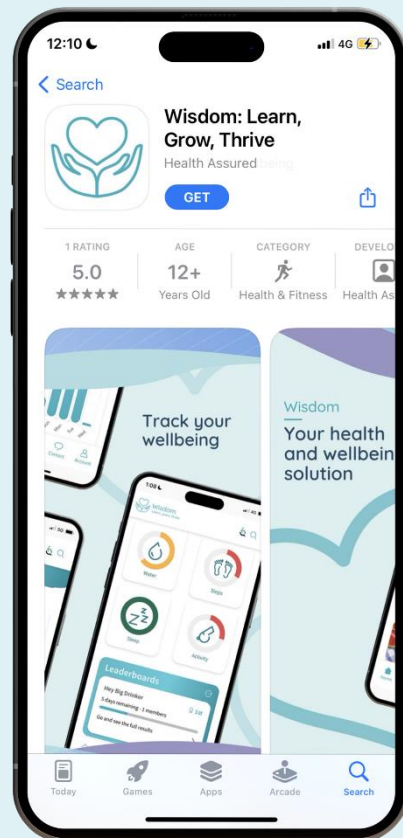
# Download and Register

Your unique code:

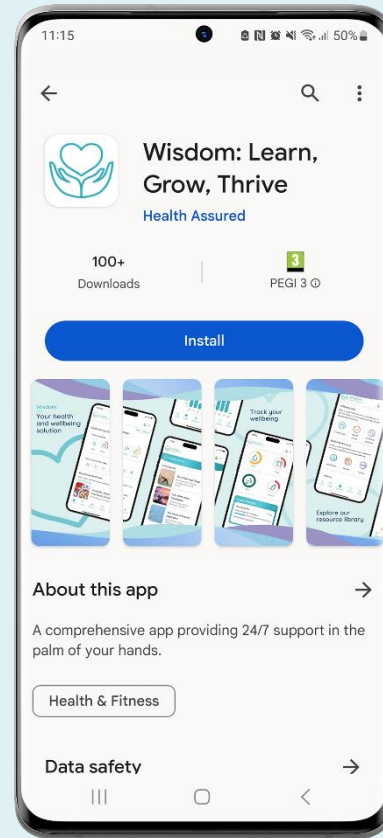
**MHA045923**



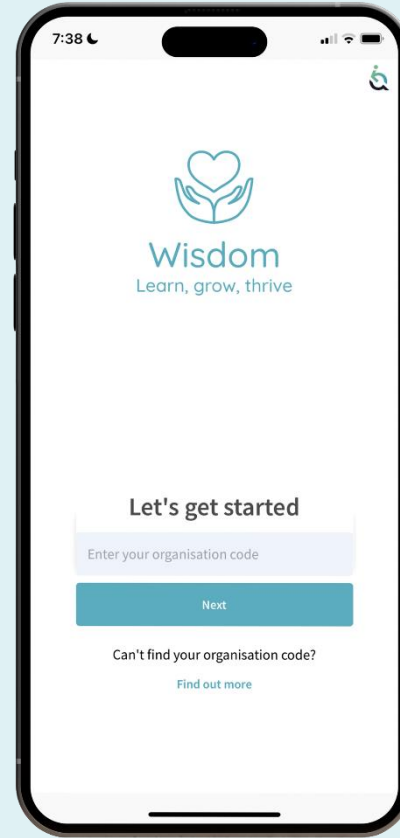
Follow these simple steps to download and register your WISDOM app



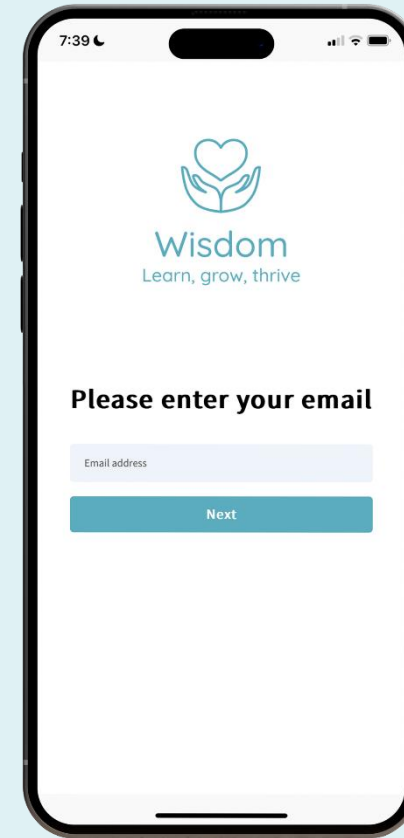
Get it on the App Store



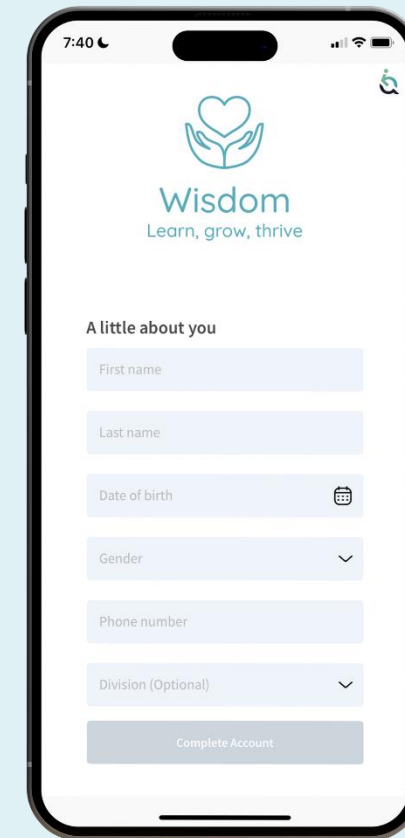
Get it on the Play Store



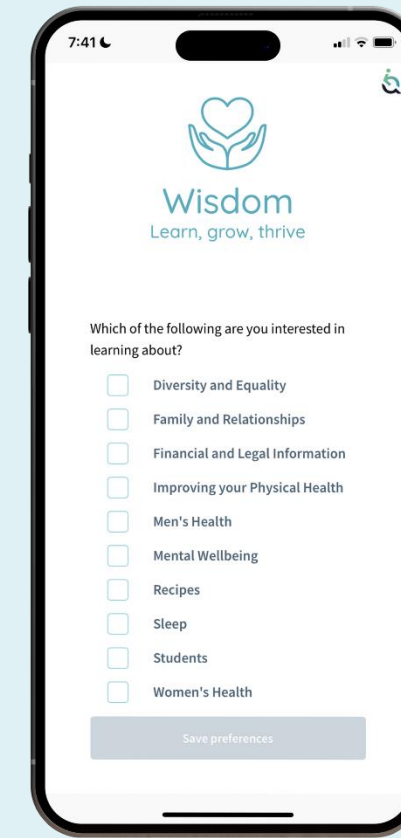
Enter your code  
MHA045923



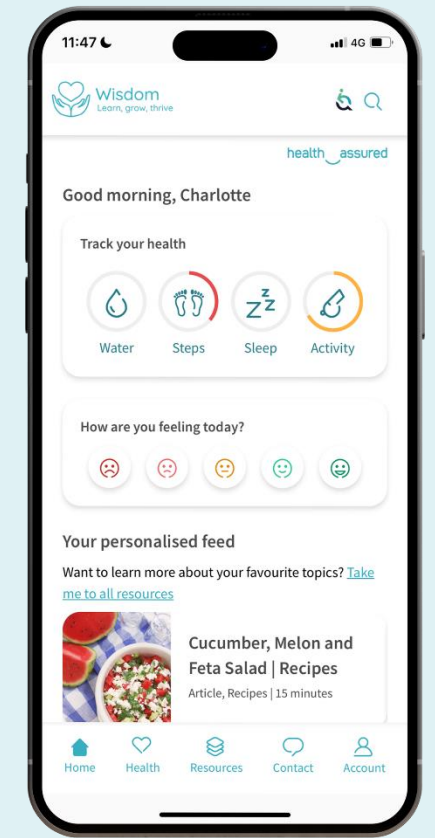
Sign up via email



Enter your details



Personalise Preferences



Welcome to Wisdom



# Health Assured Social Calendar

## The Mental Health Hour

January	Sticking to resolutions
February	Coping with loneliness
March	Sleep better
April	Dealing with stress
May	Meditate for mental health
June	Caring for someone with Alzheimer's
July	Panic attacks
August	Acts of violence based on belief
September	Supporting someone who is suicidal
October	Menopause
November	Disability in the workplace
December	Money worries

## Spotify

January	A positive start to the year
February	Love is in the air
March	Here come the girls
April	Spring sounds
May	Love yourself
June	Pride playlist
July	Summer sounds
August	Soothing sounds
September	Get productive
October	Black history month
November	Calm before the storm
December	Winter wind down

## Peace of Mind Podcast

January	Setting and achieving goals
February	Physical Wellbeing
March	Financial wellbeing and cost of living crisis
April	Future of digital wellbeing
May	Sports and mental health
June	LGBTQ+, undivided, trans community
July	Children's mental health
August	Parenting: Parents in crisis
September	Student mental health
October	Burnout, disconnecting and setting boundaries
November	Low mood or depression (SAD)
December	Disability in the workplace



# Thank you for your time today

- Free UK based helpline available 24/7 365 - 0800 028 0199
- Confidential support
- Emotional, legal and financial assistance available
- Work and personal life support
- Short-term therapy available following a clinical assessment with a counsellor via the helpline

Wisdom app –

# MHA045923

