

Helping your client with their mental health with Wellbeing Support



For Adviser use only

Living with poor mental health could have a detrimental impact on your client’s life, and the lives of those around them. It can affect how someone thinks, feels, behaves and copes. Your client may not be able to access support quickly or easily through the usual channels.

That’s where Wellbeing Support, provided by RedArc Assured Limited, can help. It gives your client and their immediate¹ family unlimited access to an experienced RedArc nurse throughout the life of their policy. Their dedicated mental health nurse is there to listen and support them over the telephone every step of the way.

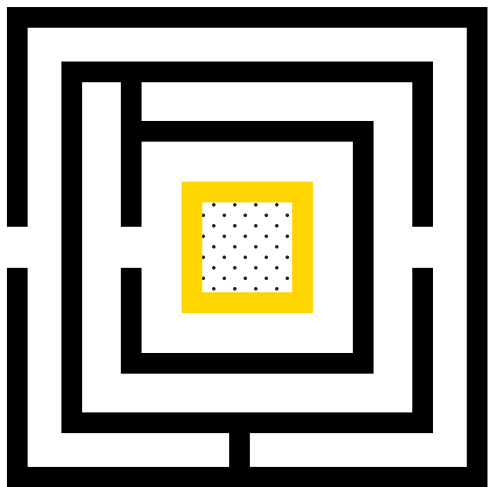
Though everyone’s experience is different, this illustration shows how RedArc nurses could help your client through poor mental health.



Feeling that something isn’t right

Your client could be aware their **mood is low**, or find a situation, illness or injury is **taking its toll** on how they feel

Their Wellbeing Support nurse can encourage them to **seek help** from their GP, and offer **support with coping strategies** and management of symptoms



Your client might **feel isolated** by their thoughts and feelings, and be **unsure what to expect** at their appointment

Their nurse can offer a listening ear, and **help prepare questions** for their consultation

Seeking help

Getting help

Your client might be **concerned** about how they’re going to cope, or feel **overwhelmed** by information

Their nurse could offer **copng strategies**, give them practical advice, and **explore therapy options**



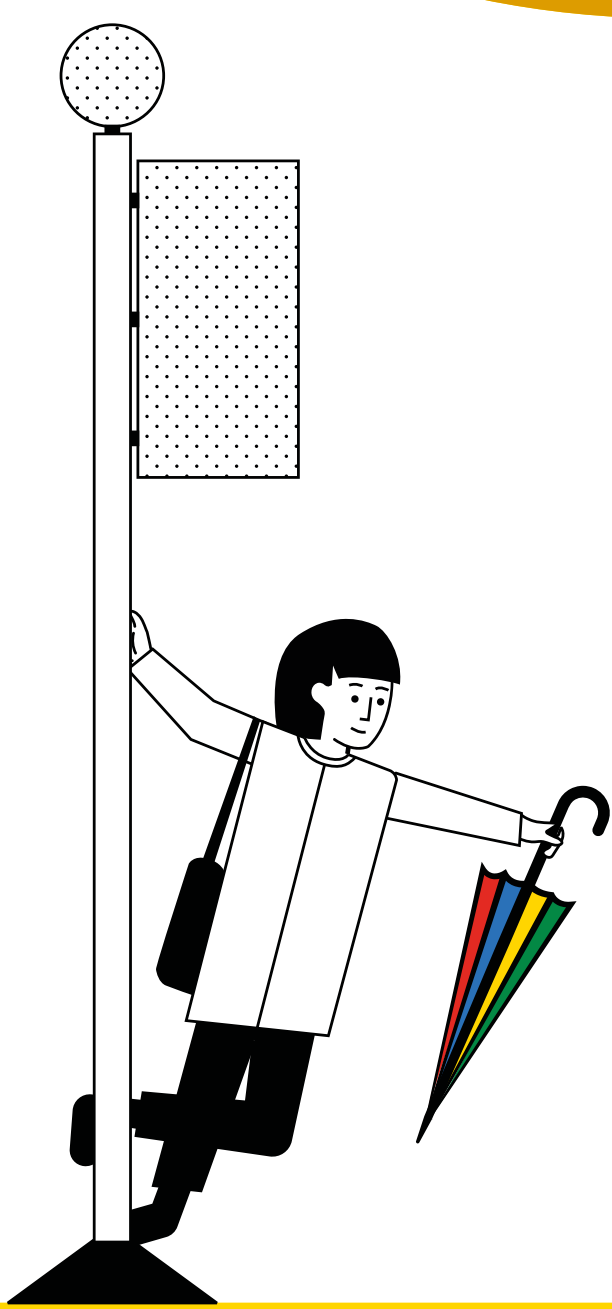
During therapy

Your client might find therapy **difficult or emotional**, or feel like they’re a **burden** on their family

Their nurse can **reassure** them it’s normal to feel that way, and offer **continuous support** to family

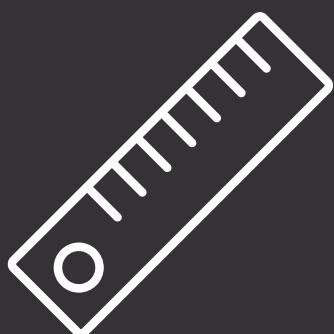
Your client may have a **sense of relief** they’re getting help, or be **managing** ongoing symptoms

Their nurse can **encourage** their progress, offer reassurance about readjusting to life, and support with **good wellbeing** and **moving forwards**



Recovery

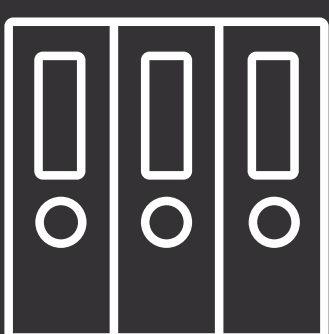
How Wellbeing Support nurses take the burden off your client



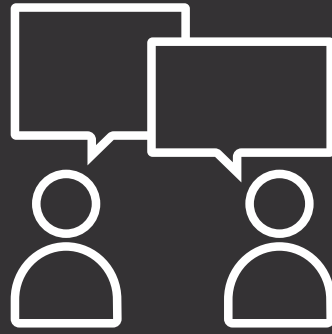
Tailor emotional support and practical advice



Signpost to charities, support groups and other helpful services



Recommend relevant resources such as books, leaflets and web links



Provide appropriate therapy or counselling, or arrange a second medical opinion, medical equipment or help at home

We’re listening. So that they’re supported.



¹ Immediate family is defined as the policy holder, their partner, and children living in the same household.
Wellbeing Support is provided by third parties that aren’t regulated by the Financial Conduct Authority. These services aren’t part of our terms and conditions, so can be amended or withdrawn at any time.
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