

# Wellbeing Support

## Helping John with his chronic condition



Some details have been changed to protect the customer's privacy.

Wellbeing Support is provided  
by RedArc Assured Limited



**“The outcome felt like a good fit for me. I’m very appreciative of the service and ongoing support”**

## Listening

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When John had been experiencing abdominal discomfort, diarrhoea and fatigue for a couple of months, he received a referral from his GP and underwent some investigations. The results of a scope, biopsies and blood tests were inconclusive. He was told that his symptoms pointed towards coeliac disease, and therefore to cut out dairy and gluten from his diet.

John felt confused. He didn't know much about the condition, and he didn't believe that his symptoms were triggered by food – so he contacted RedArc to talk through his concerns. John was assigned an experienced registered nurse for long term support, who took the time to listen to how he was feeling and what he was experiencing, in one to one phone calls.

## Helping

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John's nurse had the resources and clinical judgement to swiftly put the right help in place, to suit his needs. The personalised help she was able to give, included:

- Providing a full, knowledgeable explanation of dairy and gluten intolerances, including advice on gluten free products, where to find them, and how to access free samples
- Advising that John should keep a food and symptom diary, including providing links to online resources to help with this
- Nutritional advice
- A suggestion to visit the GP for a referral to a dietician
- Signposting John to the charity Coeliac UK for information and support
- Advising that a second medical opinion could be beneficial if he was unhappy with the diagnosis, and facilitating this

## Supporting

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Because recovery is different for everyone, Wellbeing Support adapts with each client's evolving needs over time. For John, his second medical opinion revealed new information that required a change in support. The consultant that RedArc referred him to, stated John was likely to be experiencing irritable bowel syndrome, not coeliac disease. In response, the nurse reassessed John's personal plan to include the following support going forward:

- Ongoing telephone conversations with his dedicated nurse, for support and reassurance, for as long as required
- New advice regarding his diet and nutrition in light of the second medical opinion. This focused on nutrition rather than avoiding dairy or gluten, but still maintaining a food and symptom diary

# Wellbeing Support in a nutshell

It can be difficult to be heard and to find the right help, particularly when it comes to serious life challenges. We recognise this at Legal & General, and the wellbeing of our customers is extremely important to us. That's where Wellbeing Support comes in.

From the day your client's policy begins, they have access to support from experienced registered nurses, provided by RedArc Assured Limited. Help is available as standard throughout the life of the policy and they don't need to make a claim first. And, receiving help from RedArc will not affect their policy in any way.

Your client and their immediate family can benefit from the service. This means your client, their partner and their children who are living at home.

Support and help can range from a reassuring chat, advice and guidance, to a clinical assessment and organising one of a wide variety of additional external services that may be recommended, for example a course of counselling, therapy or a second medical opinion. Everybody's needs are different, and so each support route will be too. Whatever their situation, Wellbeing Support is designed around listening to individuals - and is just a phone call away.

**“I felt the second opinion appointment went really well and I was reassured by what the consultant said.”**

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These services aren't part of our terms and conditions and don't form part of your insurance contract with us, so can be amended or withdrawn at any time.

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