

# Wellbeing Support Helping Naomi with her mental health



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

Wellbeing Support is provided  
by RedArc Assured Limited

**“I feel much more in control and less anxious. I’m very appreciative of the service”**

## Listening

..... Naomi called RedArc because she was experiencing depression. Her father had died a few months earlier, and her partner was undergoing treatment for cancer. She was already taking anti depressants, but was still feeling anxious, stressed, and not sleeping. There were so many big things happening in her life, that she found it difficult to know who to talk to.

RedArc assigned Jane an experienced, registered mental health nurse who made the time to get to know her and understand her needs, in one to one phone calls. The nurse carried out a clinical assessment with Naomi and truly listened to her concerns.

## Helping

..... Naomi’s nurse proposed a personal plan of action, to match her situation. The personalised help that she was able to give, included:

- Arranging a course of hypno-counselling, which is a mix of hypnotherapy and counselling, designed to treat deep-rooted problems that cause anxiety
- Providing an app subscription – which delivers meditation sessions to help with stress and sleep loss
- Coping strategies to help with feelings about her partner’s cancer and her caring role for him
- Signposting Naomi to Cruse Bereavement Care, which is a leading national charity that helps bereaved people
- Discussing coping strategies and relaxation techniques to manage her anxiety
- Guidance on conversations to have with her employer regarding workplace support she might benefit from

## Supporting

..... Because everybody’s recovery will be different, Wellbeing Support is here to help for the long-term. In Naomi’s case, her nurse gave the following support:

- Ongoing one-to-one telephone calls for guidance and reassurance, for as long as needed
- Advice on looking after mental health during Covid-19, including signposting to a website for further information
- Supporting Naomi in her role as a carer for her partner
- Providing self-help literature for Naomi to read, to assist with her ongoing progress

# 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 found it really helpful to talk to my nurse about the way I was feeling, without upsetting family and friends”**

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