

Helping your client through a stroke with Wellbeing Support

Having a stroke can have a major impact on your client's life. Stroke affects people in different ways: some recover in the short term, others may take longer to recover or are left with life-long effects such as a physical impairment.

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 nurse is there to listen and support them over the telephone every step of the way.

Though everyone is different, this illustration shows how RedArc nurses could help your client after a stroke.



After a mini-stroke

Your client may be in **shock**, feel **guilty** they didn't manage their lifestyle risks, or **worry** they may have another stroke

Their Wellbeing Support nurse can talk through how they're feeling, and **offer advice** on lifestyle changes

Your client may feel **isolated** and **abandoned**, or be **afraid** that life will never be the same again

Their nurse can be a listening ear, and offer **support to family members**

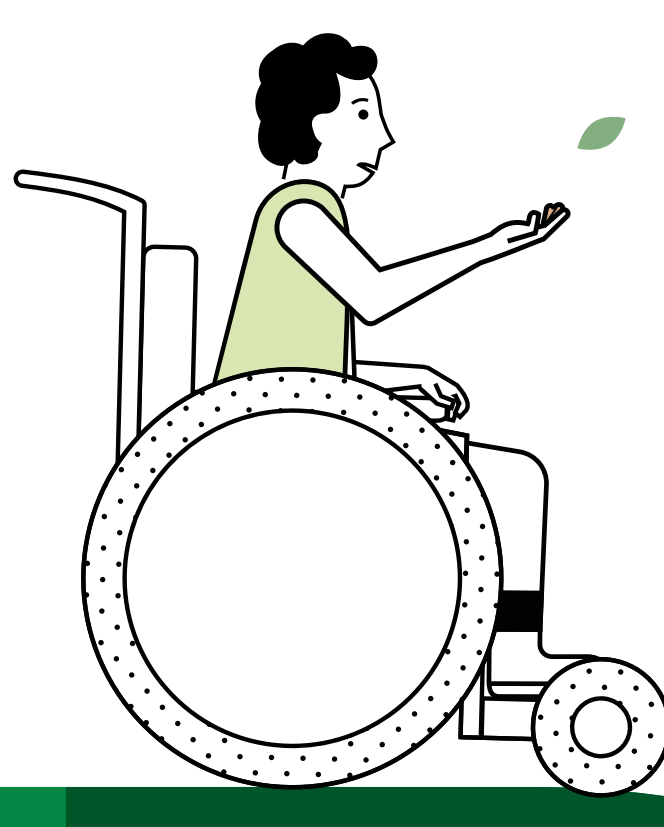


Suffering a stroke

Follow-up consultation

Your client may be **scared** about getting more bad news, or **worry** about their long-term recovery

Their nurse could talk through potential questions for their appointment, and help them **understand what was discussed** at their consultation



Your client might be dealing with a **disability or impairment**, and need **specialist help** and support

Their nurse can offer a listening ear, and arrange a **specialist service** like speech and language therapy, physiotherapy, or equipment to **help with daily life**

Rehabilitation



Your client could be having to **cope with long-term effects**, feel **fatigued** or **lack confidence** about going back to work

Their nurse could offer **reassurance**, talk through **coping strategies**, and advise on adjustments in the workplace

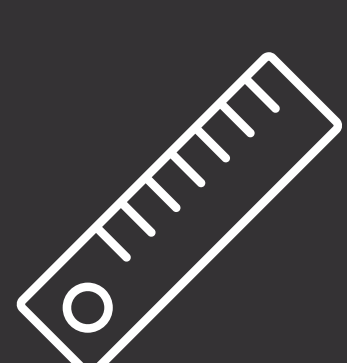
Going back to work

Life after stroke

Your client may be **rebuilding their self-esteem**, and readjusting to a new way of life

Their nurse can offer **encouragement**, and **support** them and their family by organising a course of counselling

How Wellbeing Support nurses take the burden off your client



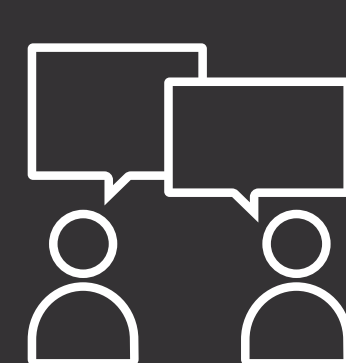
Tailor emotional support and practical advice



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. Legal & General Assurance Society Limited. Registered in England and Wales No. 166055. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered office: One Coleman Street, London EC2R 5AA. Information correct as of May 2021.