

# Muskuloskeletal Care Pathway



Helping our Group Income Protection customer's employees access the right support and treatment during musculoskeletal diagnosis and recovery

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We place the employee at the heart of our approach. If an employee needs help, our Rehabilitation Specialists can carry out an assessment, to establish what care pathway would be most beneficial and appropriate. Our Muskuloskeletal Care Pathway makes accessing the right resources quick and easy, from physiotherapy to creating a tailored return to work plan.

## How do Legal & General customers access the Muskuloskeletal Care Pathway?



Step 1



Step 2



Step 3



Click each step to see more information

## Support for your business



Click each item to see more information

Employee Assistance Programme

Referrals and keeping the employer informed

Contacts for help and signposting

Awareness materials

Employer visits and reasonable adjustment discussions

Return to work plans

## Support for your employees



Click each item to see more information

Assessment

Physiotherapy

Employee Assistance Programme

Functional capacity evaluation

DSE assessment

Access to work assessment

Functional restoration programme

Phased return to work plans and support

## How we're supporting workplace mental health



Click each item to see more information

### Campaign

Discover more about our how our campaign aims to improve mental wellbeing policies, create better work environments and reduce long term absence.

### Employer Support

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### Awards

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Email [groupprotection@landg.com](mailto:groupprotection@landg.com), or call 0345 072 0751 and we'll send you the documents you need to complete.



customers access the Muskuloskeletal Care Pathway?



Step 1



Step 2



Step 3



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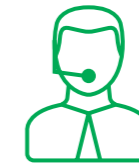
We place the employee at the heart of our approach. If an employee needs help, our Rehabilitation Specialists can carry out an assessment, to establish what care pathway would be most beneficial and appropriate. Our Muskuloskeletal Care Pathway makes accessing the right resources quick and easy, from physiotherapy to creating a tailored return to work plan.

Once we've received the completed claim documents, a member of our team will contact them to discuss and further understand their needs.

## How do I access the Muskuloskeletal Care Pathway?



Step 1



Step 2



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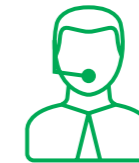
We place the employee at the heart of our approach. If an employee needs help, our Rehabilitation Specialists can carry out an assessment, to establish what care pathway would be most beneficial and appropriate. Our Musculoskeletal Care Pathway makes accessing the right resources quick and easy, from physiotherapy to creating a tailored return to work plan.

Our in-house team and partners will work with both you and your employee to design an appropriate care pathway.

## How do Legal & General create the Musculoskeletal Care Pathway?



Step 1



Step 2



Step 3



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The term 'musculoskeletal disorders' covers a wide range of conditions affecting the bones, muscles and connective tissues, including [arthritis](#) and [lower back pain](#). While you build in systems for early reporting, we place the employee at the heart of the process. We can carry out an assessment, to help them access the Muskuloskeletal Care Pathway and create a tailored return to work plan.

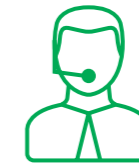
The Employee Assistance Programme delivers comprehensive, 24/7 support for issues including mental health, legal and financial. The programme can also provide up to 8 sessions of structured of counselling for each employee.

and injuries that affect the joints, [arthritis](#), [ankylosing spondylitis](#) and [lower back pain](#). We can help you to minimise risks for workers, and support their rehabilitation. Our Rehabilitation Specialists can provide a range of support that is beneficial and appropriate. Our services are available 24/7, from physiotherapy to creating

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Step 1



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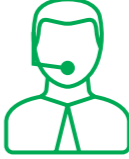
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When the assessment indicates a clinical need, our Rehabilitation Team can refer your employee for physiotherapy or rehabilitation via our third-party provider. Our clinicians will keep you informed.


### How do Legal & General customers access the Musculoskeletal Care Pathway?




**Step 1**



**Step 2**



**Step 3**

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### Support for your business

 Click each item to see more information


Employee Assistance Programme	Referrals and keeping the employer informed	Contacts for help and signposting	Awareness materials	Employer visits and reasonable adjustment discussions	Return to work plans
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### Support for your employees

 Click each item to see more information

Assessment	Physiotherapy	Employee Assistance Programme	Functional capacity evaluation	DSE assessment	Access to work assessment	Functional restoration programme	Phased return to work plans and support
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### How we're supporting workplace mental health

<p> Click each item to see more information</p> <p><b>Campaign</b> Discover more about our how our campaign aims to improve mental wellbeing policies, create better work environments and reduce long term absence.</p>	<p><b>Employer Support</b> Our online resource hub has been developed by us to offer articles and videos on workplace mental health.</p>	<p><b>Awards</b> We celebrate businesses who use methods to protect their team's mental health, with an annual awards event.</p>
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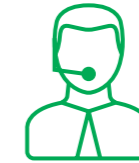
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## How do Legal & General customers access the Muskuloskeletal Care Pathway?



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If appropriate, we can advise you and your employee about local services that may be able to provide additional support.

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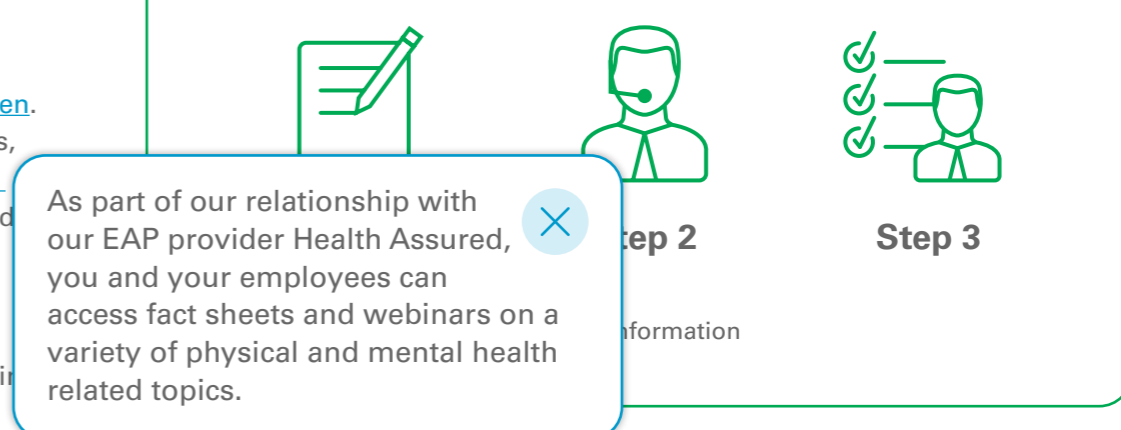


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## How do Legal & General customers access the Musculoskeletal Care Pathway?

When a case is complex, one of our in-house team will arrange a time to visit you. They will talk to the line manager, ensuring all issues are discussed and reasonable adjustments are in place, so your employee has the best chance of returning to work.

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**Step 1**



Click each step to see



Our in-house team of clinicians will work with you and your employee to create a bespoke return to work plan that's tailored to their individual needs. This means your employee will receive continuity of expert care, while reducing the workload of your busy HR department.

## Support for your business



Click each item to see more information

**Employee Assistance Programme**

**Referrals and keeping the employer informed**

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**Employer visits and reasonable adjustment discussions**

**Return to work plans**

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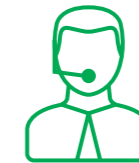
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Step 1



Step 2



Step 3



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## Support



Click each item to see more information

Our clinicians will carry out an assessment with your employee to understand their current state of health. Based on our findings, they we'll put together the most beneficial and appropriate care pathway.

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Contacts for help and signposting

Awareness materials

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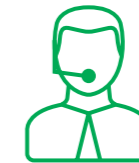
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If a clinical need is identified during assessment, the employee will be referred for physiotherapy from our third-party provider.

and keeping  
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Contacts for help  
and signposting

Awareness  
materials

Employer visits and  
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discussions

Return to  
work plans

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Employee  
Assistance  
Programme

Functional  
capacity  
evaluation

DSE  
assessment

Access  
to work  
assessment

Functional  
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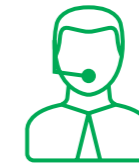
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Helping our Group Income Protection customer's employees access the right support and treatment during musculoskeletal diagnosis and recovery

Muskuloskeletal conditions are the second largest single cause of sickness absence in the UK for men and women.

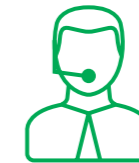
The term 'musculoskeletal disorders' (MSDs) covers a broad range of disorders and injuries that affect the joints, bones, muscles and connective tissue. MSDs include rheumatoid arthritis, osteoarthritis, ankylosing spondylitis and lower back pain. While you cannot prevent all MSDs, it is very important you minimise risks for workers, and build in systems for early reporting of symptoms, proper treatment and suitable rehabilitation.

We place the employee at the heart of our approach. If an employee needs help, our Rehabilitation Specialists can carry out an assessment, to establish what care pathway would be most beneficial. Our Musculoskeletal Care Pathway makes accessing the right resources quick and easy, and helps create a tailored return to work plan.

## How do Legal & General customers access the Musculoskeletal Care Pathway?



Step 1



Step 2



Step 3

Click each step to see more information

## Support for your business



Click each item to see more information

Employee Assistance Programme

Refer the employee

Our in-house Specialist Rehabilitation Team will carry out a functional capacity evaluation, (FCE) to assess the individual's capacity to perform work activities related to his or her role. The FCE process compares the employee's health status, body functions and structures to the demands of their job and work environment.

Awareness materials

Employer visits and reasonable adjustment discussions

Return to work plans

## Support for your employees



Click each item to see more information

Assessment

Physiotherapy

Employee Assistance Programme

Functional capacity evaluation

DSE assessment

Access to work assessment

Functional restoration programme

Phased return to work plans and support

## How we're supporting workplace mental health



Click each item to see more information

### Campaign

Discover more about our how our campaign aims to improve mental wellbeing policies, create better work environments and reduce long term absence.

### Employer Support

Our online resource hub has been developed by us to offer articles and videos on workplace mental health.

### Awards

We celebrate businesses who use methods to protect their team's mental health, with an annual awards event.

Please contact us for more details about what we can cover, the support we can provide and how we assess claims.

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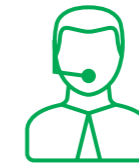
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Step 1



Step 2



Step 3



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## Support for your business



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Employee Assistance Programme

Referrals and keeping the employer informed

A Display Screen Equipment evaluation assesses the way individuals use computers and display screens at work. Each of the employee's workstations should be assessed, and the risks diminished as much as is practical to prevent harm.

Employer visits and reasonable adjustment discussions

Return to work plans

## Support for your employees



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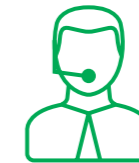
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Step 2



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## Support for your business



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Employee Assistance Programme

Referrals and keeping the employer informed

Contacts for help and signposting

Assessment

Return to work plans

Support from the access to work service covers a wide range of interventions, beyond reasonable adjustments associated with overcoming disability related barriers. These packages are agreed on an individual basis.

## Support for your employees



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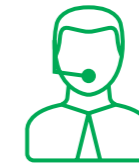
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Individuals experiencing persistent pain and/or fatigue can be referred to one of our third-party providers. They will receive help to become experts at managing their situation, aiming to improve their function and quality of life, while enabling their return to work.

## Support for your business



Click each item to see more information

Employee Assistance Programme

Referrals and keeping the employer informed

Contacts for help and signposting

Awareness materials

Return to plans

## Support for your employees



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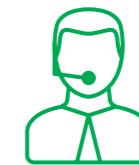
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Our in-house team of clinicians will work with you and your employee to create a bespoke return to work plan that's tailored to their individual needs, including a phased return if appropriate.

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