

# Wellbeing Support

Personalised  
Support for you  
and your family



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# Wellbeing Support in a nutshell

## Help from day one of your policy

From the day your Legal & General policy begins you have access to Wellbeing Support, for practical and emotional assistance.

Provided by RedArc Assured Limited, the service gives access to support from experienced registered nurses. Help is available as standard throughout the life of your policy. You don't need to make a claim first and receiving help from RedArc will not affect your policy in any way.

## Personalised support routes

Support and help can range from a reassuring chat, information, advice and guidance, to a clinical assessment and organising additional services. Everybody's needs are different, and so each support route will be too. Whatever your situation, Wellbeing Support is designed around listening to individuals - and is just a phone call away.

## Who can benefit?

You and your immediate family can benefit from the support of a RedArc nurse if you need it. This means you, your partner and your children who are living at home.

If you make a valid claim and your policy ends, you and your immediate family can continue to access Wellbeing Support for a further six months.



**Pat is an exceptionally helpful and supportive person, she has given me lots of information and guidance and really helped me to keep positive and believe in my recovery.**

# We're Listening. Helping. Supporting.

## How Wellbeing Support is here for you, every step of the way

Good listening is much more than being quiet while the other person speaks. Research tells us that the best listeners ask questions, they give sensitive feedback that deepens understanding, and they ensure a non-judgemental and supportive environment.

In today's busy world, we are all dealing with the demands of day-to-day life. 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.



## Listening

When RedArc assigns you – or your immediate family member – an experienced registered nurse for long-term support, you'll speak with the same person each time. They'll make the space to truly get to know and understand you, in one-to-one, human centred phone calls.

Conversations will never be time pressured, and your nurse will put your needs and interests at the centre of all their help. They will truly listen. And it doesn't stop there.

## Helping

Your RedArc nurse has the resources and clinical judgement to swiftly put the right help in place. They can give you lots of information, advice and guidance based on their expertise and experience. When appropriate, they will assess your needs and arrange the best services and therapies to match your individual situation.

## Supporting

Because we know that recovery cannot be captured in a tick box, and there's no such thing as a one-size-fits-all resolution, Wellbeing Support is here to help you for the long term, adapting support along with your changing needs.

Your one-to-one phone support with your experienced registered nurse, will be available right alongside your policy, for as long as you need it.

# What can Wellbeing Support help with?

The help available via Wellbeing Support is varied and comprehensive. While we include examples of situations and services here, these are not exhaustive, and they won't apply to every individual. If you don't see your situation in this guide, don't worry – give RedArc a call.

All support routes place you at the centre. Because each customer is different, each support route will be different too. The first step will always involve your dedicated RedArc nurse listening to your needs and deciding what options will best help you.



## Situations RedArc could help with

- Chronic or serious physical illness
- Recovery from a serious injury or illness
- Mental ill health
- Trauma
- Relationship breakdown
- Loneliness and isolation
- Long COVID
- Bereavement
- Later life planning
- Caring concerns

## Examples of support

- Practical and emotional support via telephone. You'll speak to your assigned nurse each time, for as long as it takes, as often as you need
- Advice on how to navigate the NHS, other health services, and charities
- Helping you understand a diagnosis or next steps in your treatment
- Dietary and lifestyle guidance – for instance, if at risk of heart attack, stroke or diabetes; or if recovering from illness
- Advice on managing life with chronic illnesses
- Later life planning – including government services, retirement housing and finances
- Assistance with finding local support groups
- Return to work coaching and guidance after long term illness
- Support and advice on navigating the social care system or keeping an elderly relative safe
- A reassuring chat and a listening ear

## Examples of additional help

- Specialist counselling
- Physiotherapy following a stroke or injury
- Speech and language therapy
- Practical help at home
- Equipment and medical aids
- Second medical opinion
- Complementary therapies

# How it works

Your reasons for getting in touch could be wanting a reassuring chat, needing a sounding board, some information, or help getting through a challenging time – to name just a few. If you've been diagnosed with an illness for example, we encourage you to get in touch even if you're feeling fine, as help offered by RedArc nurses can include managing a condition, preventative advice and navigating healthcare systems. **Wellbeing Support is here, whatever your situation – give RedArc a call.**





**I thought this level of support was only available on a palliative care basis or just to book a second opinion. I have been very, very impressed with how much more it has been.**

# In need of support? Call RedArc today

**Your nurse listens, so you know your support is personal.**  
To access Wellbeing Support, simply call **01244 623033\*** or email: **landgwellbeing@redarc.co.uk**

\*Because we value the privacy and confidentiality of our clients, calls are not recorded. Call charges may vary. Mon-Fri 9am-5pm.

Wellbeing Support is a support service, 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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